NQA WEBINAR: OVERVIEW TO NQA TRAINING

NQA TRAINING TEAM

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WEBINAR OBJECTIVES

- Introduction to NQA training
- E-Learning Courses
- Internal Auditor Courses
- Lead Auditor Courses
- Q&A Session

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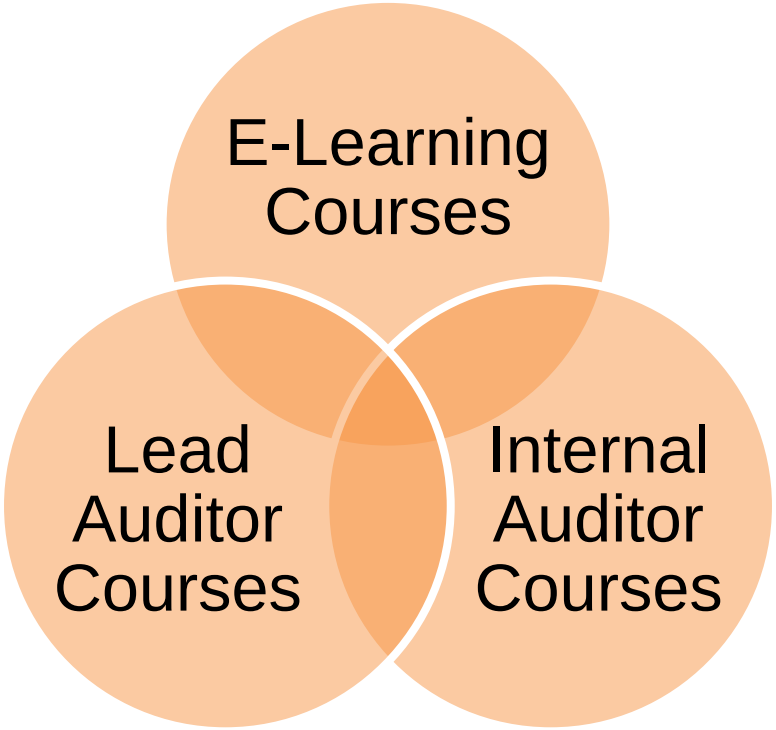
THE NQA TRAINING PORTFOLIO

INTRODUCTION TO NQA TRAINING



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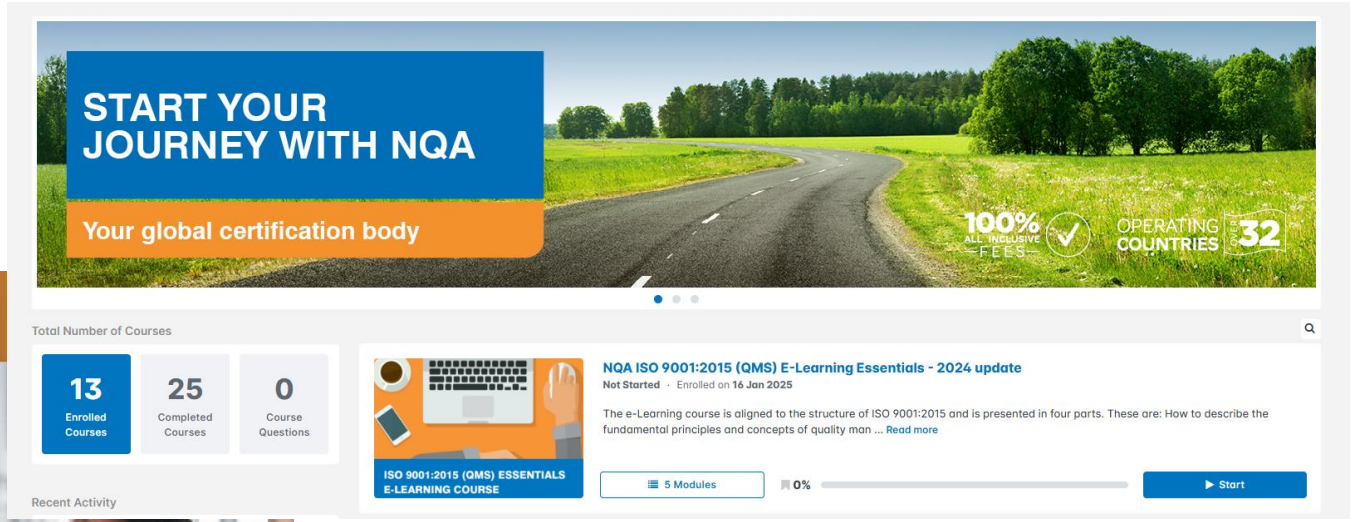
NQA E-LEARNING COURSES



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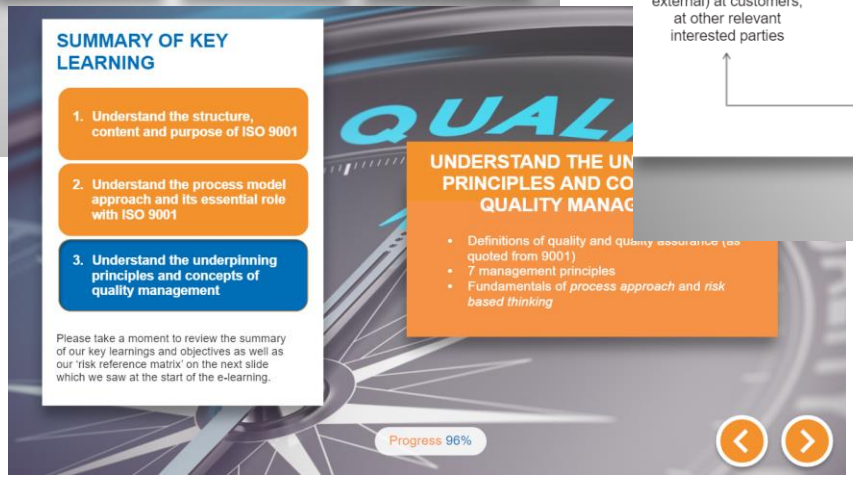

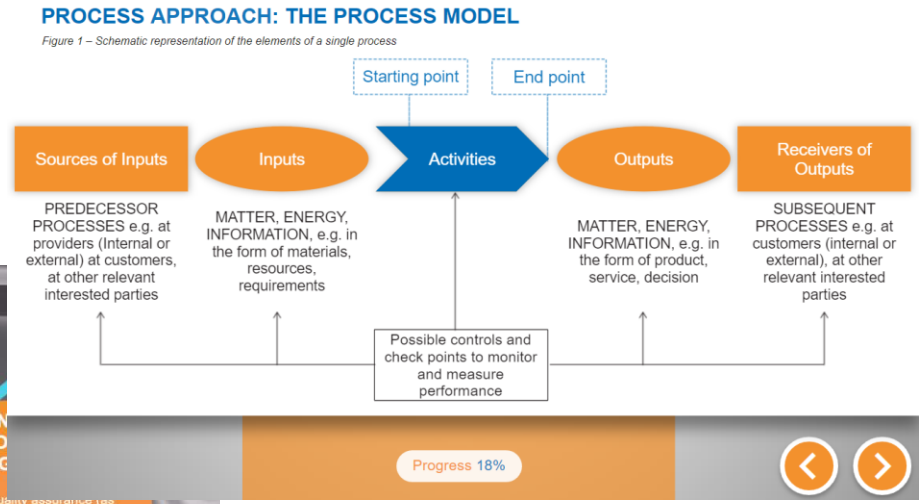

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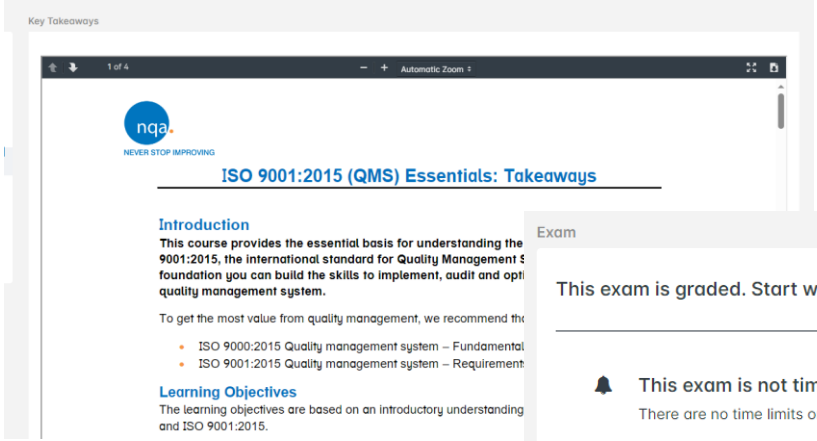
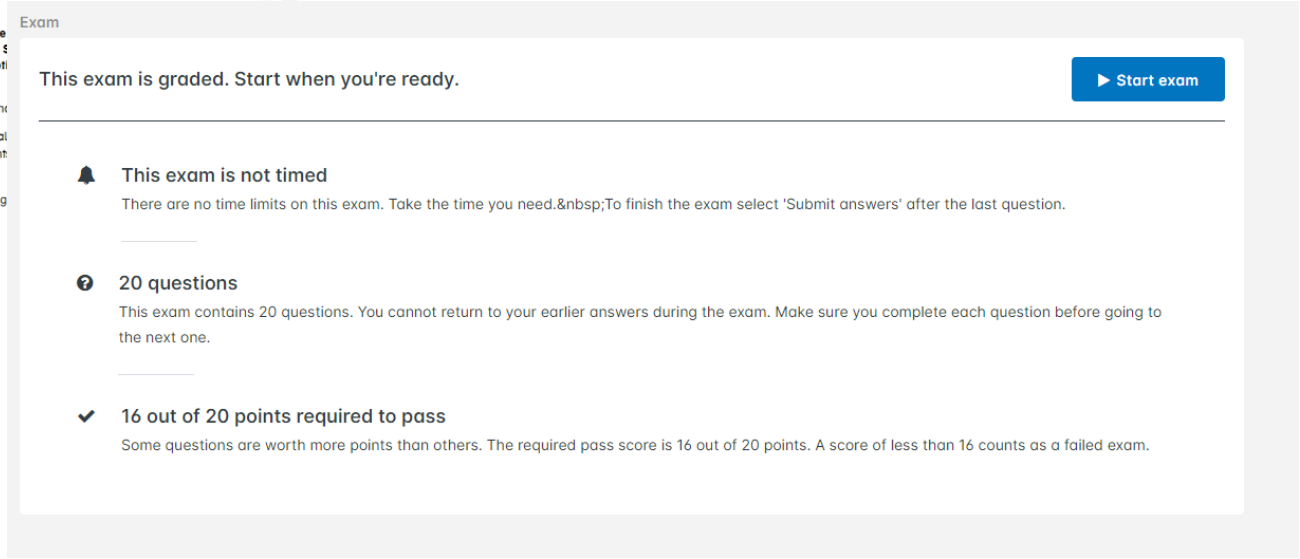
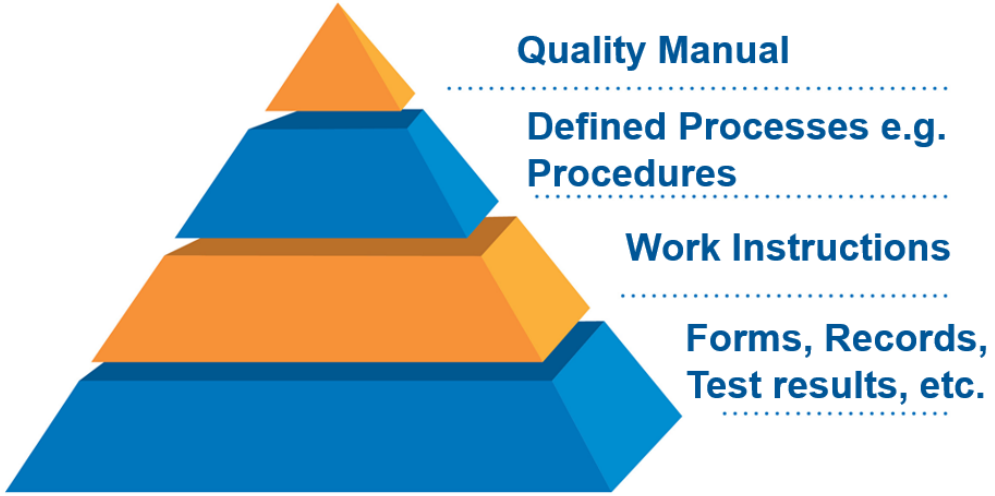




NQA INTERNAL AUDITOR COURSES

ISO 13485:2016 INTERNAL AUDITOR TRAINING



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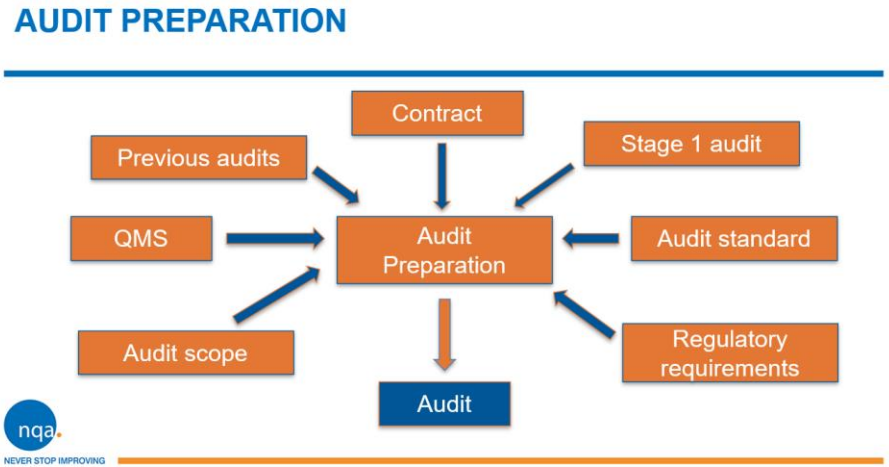
EXERCISE



Internal audit

Medico has developed and implemented a documented procedure for controlling the way in which their internal audits are planned, conducted and reported.

MB12: Internal audits

Exercise: Decide aspects for an audit checklist for the procedure on the next slide

NQA INTERNAL AUDITOR COURSES

SUMMARY REPORT
The audit involved reviewing the internal audit process as defined in procedure RB12 and also
reference was made to clause 9.2 of ISO 9001. It was positive to note that the internal audit
programme had been arranged to take into account the findings from previous audits this year as
this had been raised as an NC at the last surveillance visit by the certification body. It was also noted
that having the programme on a spreadsheet on the shared drive made access to it much easier.
The standard of audit reporting was considered to be of a good standard with particular reference
to the recording of objective evidence which was seen to be greatly improved from previous audits
when an OFI was raised.
1 nonconformity has been raised (see attached) relating to the agreement of timescales for
corrective actions and 1 OFI which is related to a potential improvement of the summary report
prepared for management review (see attached).

NONCONFORMITY/OFI REPORT

Procedure(s) audited: RB 12
Department: Quality
Auditor(s): D Peet
Standard or Procedure ref: RB 12 para 5

Report No: 17/1
Auditee manager: J King
Date of audit: 15 August
Sheet No: 1 **of** 2

NONCONFORMITY/~~OFI~~ (Delete one) – To be completed by the auditor

There is evidence that not all internal audit nonconformities raised have timescales agreed for the completion of the corrective action

e.g. Audit of RB 1 - January
Audit of RB 8 - April

5 checked – 2 with no timescales agreed

Signed (For department): J King **Signed (Auditor):** D Peet

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CORRECTION & CORRECTIVE ACTION

- **Correction** – Action to eliminate a detected nonconformity
- **Corrective Action** – to eliminate the cause of nonconformities in order to prevent recurrence

CORRECTIVE ACTION (To be completed by auditee, to include root cause where applicable)

i) Agree timescales for corrective actions raised in audits of RB 1 & RB 8
ii) Review remaining nonconformties raised this year and add timescales if required
iii) Update the audit procedure to include the responsibility for setting and agreeing timescales

Signed (For department): *J King* **Signed (Auditor):** *D Peet*

To be completed by (Date): end of August **Follow-up date:** end of Sept

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NQA LEAD AUDITOR COURSES

TYPES OF AUDITS

CQI | IRCA
CERTIFIED COURSE

1st Party - Internal Audits

Audits carried out by an organisation on their own systems

2nd Party - Supplier/Vendor Audits

Audits carried out by an organisation on their suppliers

3rd Party - External Audits

Audits performed by an independent body, usually for certification purposes

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QP04/F2 - PURCHASE ORDER

SUPPLIER:
(Actual)

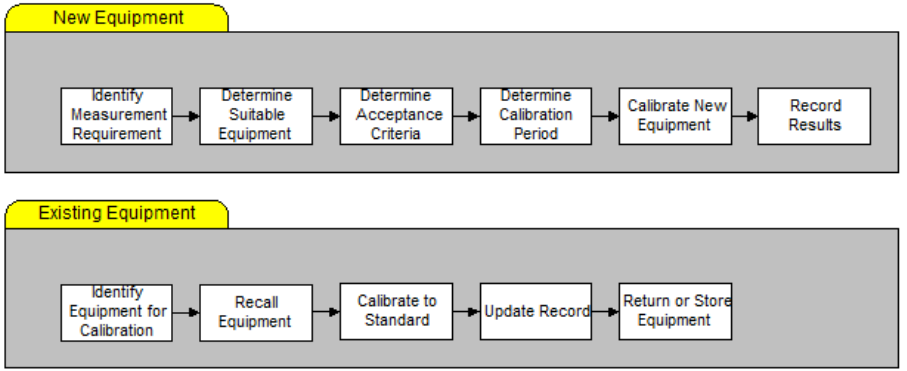
P/O NUMBER :

REQ. NUMBER :

QTY	DESCRIPTION	PART NO	PRICE
		Total £	

Delivery required on or before:

3. Process Overview



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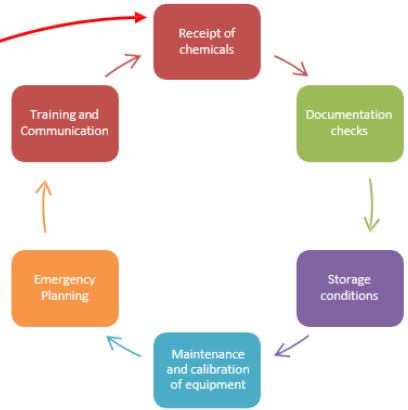
OBJECTIVE EVIDENCE

Objective evidence is data (generally consists of records, statements of fact, or other information) supporting the existence or verity of something

You can collect evidence use the following methods

- Interviewing 
- Review of documents and records 
- Observation 
- Following the audit trail….



NQA LEAD AUDITOR COURSES

Area/processes audited: Waste Management Auditor: C.

Moore Date: 17 July

Question/topic	Ref	Response	Evidence
Overview of waste processing	-	Toured the waste storage areas and discussed with Waste Manager.	Generally good housekeeping - Minor littering and oil spills.
Review process			Observed areas for wood, plastic,
Method of receipt and storage	14001 8.1	Production deliver waste to relevant areas	oil and chemicals, etc.
Stored so as to prevent pollution, litter, spills?		Segregate to mixed general, haz, liquid, etc.	See photos. Some minor spills of
Tour all waste storage areas and check	14001 6.1.2	Some minor spills observed in oil storage!	oil not cleaned up! Some uncovered skips, i.e., plastic!
Documentation –			
Evidence of haz/non hazardous	14001 6.1.3	Clear segregation in place in most areas	Chemical and oil waste separated
Detailed descriptions, SIC, EWC codes clear?		Procedure makes these clear as does	General mixed recyclables skip
Statutory and regulatory requirements		signage, i.e., for oil, wood, plastic, etc.	Wood skip
Method of disposal clear/specified?		Waste matrix provides waste routes	Plastic skips
Any evidence of recycling in line with obj?		Ongoing segregation and recycling figures	All segregated waste is recycled.
Identification of waste	14001 6.2	available for 2015/16.	Monthly figures seen for 2015/16
Communication to other departments	14001 6.1.2		
Identified – who and how?		Emails, posters, memos in place to	Email seen re: oil spills from WM
Communication		production displayed to notice board.	to Production Manager.
Who? How? Evidence?	14001 7.4	Toolbox talk on waste delivered February	Topic segregation of waste - 7 pax
Handling, storage, identification of waste	14001 8.1	Training is given at induction, in regular	Incl. D Wood, S Holmes, D Watson.
Competence and training of staff		toolbox talks and following incidents, such	TBT talk register seen for spills
Competence of contractor	14001 7.2	as spills.	March - 8 personnel in
Waste carrier and disposal permit	14001 7.3	Reviewed waste Carriers Permit for	attendance.
Process in event of loss of control of waste?	14001 6.1.3	Skipitrite Ltd - WCL CB/578543 expires 2018	Last collection April note number 15879 EWC and SIC clear - OK

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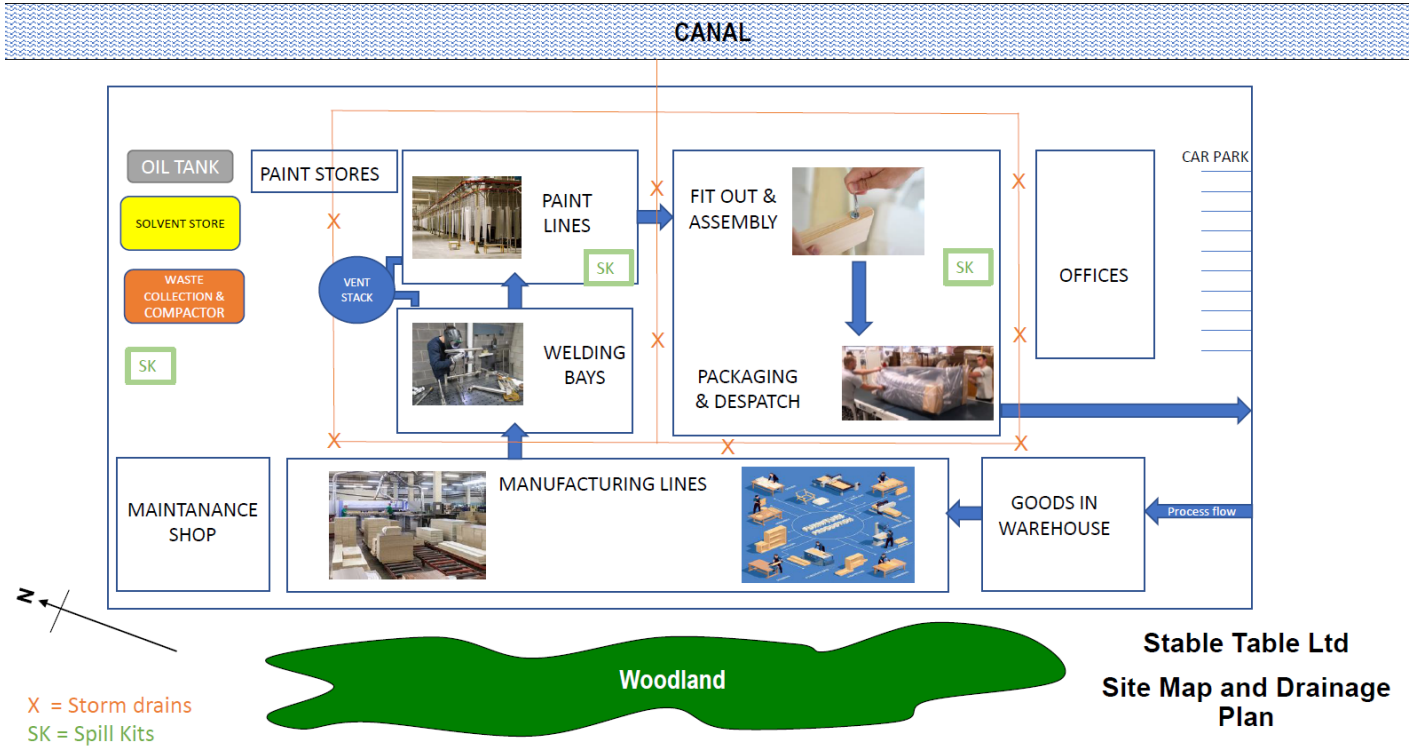

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Q&A

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