Management System Audit Report

Certificate Numbers	QM 1585		
Visit Number:	01	Audit Date(s):	24/01/2020
Standard(s):	ISO 9001:2015	Visit Type:	Surveillance Audit 1
Client:	Bombay Intelligence Security (India) Ltd.		

Contact Details:	Mr. Mukesh Singh		
Address:	101, Omega House, Hiranandani Gardens, Powai, Mumbai – 400 076, Maharashtra, India	Email:	info@bombayintelligence.com
		Telephone:	022 25705256

Representative (s):	Mr. Mukesh Singh	Number of staff in scope:	20
Location (s) visited:	H.D Office & Thane Branch		

Lead Auditor:	Shyam Shrma	Additional Auditor (s):	
Lead Auditor Initials *	SS		
Scope of Certificate (s):	Providing Entire Security And Allied Management Services.		
Date of Manual	01/06/2018		
SoA:			
Confirm that ALL details are correct for this audit		☐	

The objectives of the audit:

- To confirm that the management system conforms with the requirements of the auditing standard ISO17021 and also any statutory, regulatory and contractual requirements that are applicable;
- To confirm that the organisation has effectively implemented the planned management system;

  To confirm that the management system is meeting its specified objectives

Opening Meeting

1. Introduction of the participants, including an outline of their roles;
2. Confirmation of the scope of certification;
3. Confirmation of the audit plan (including type and scope of audit, objectives and criteria) and any changes,
4. Date and time for the closing meeting, interim meetings between the audit team and the client's Management, if required,
5. Confirmation of formal communication channels between the audit team and the client;
6. Confirmation that the resources and facilities needed by the audit team are available (Private space, connectivity,)
7. Confirmation of matters relating to confidentiality;
8. Confirmation of relevant work safety, emergency and security procedures for the audit team;
9. Confirmation of the availability, roles and identities of guides and any observers;
10. Method of reporting, including any grading of audit findings;
11. Information about the conditions under which the audit may be prematurely terminated; (Unacceptable Risk to audit team, Non-Cooperation by auditee, Management System breakdown)
12. Confirmation that the audit team leader and audit team representing the certification body is responsible for the audit and shall be in control of executing the audit plan including audit activities and audit trails;
13. Confirmation of the status of findings of the previous review or audit, if applicable;
14. Methods and procedures to be used to conduct the audit based on sampling;
15. Confirmation of the language to be used during the audit;
16. Confirmation that, during the audit, the client will be kept informed of audit progress and any concerns, including changes to the scope;
17. Opportunity for the client to ask questions.

Closing Meeting

1. Thank client for co-operation - present positive/negative impressions
2. Explain all findings are confidential
3. Ask for questions to be held until summary has been completed
4. Restate the Audit Objective, Scope, (Criteria) and the audit criteria
5. Method and timeframe of reporting, including any grading of audit findings
6. Explain the categories of non-conformities
7. Explain the certification body's process for handling nonconformities including any consequences
8. Relating to the status of the client's certification
9. Explain that samples of the system have been examined and that non conformities may exist in areas not Audited
10. Present overview of audit (i.e. number of non-conformities in each category) and the recommendation (For certification or not)
11. Auditors to present their non-conformities
12. Explain post audit activities of follow up and close out procedure with timeframe for responding to NCR's and surveillance/recertification programmes
13. Explain complaints and appeals procedure
14. Questions for clarification

Attendees

Opening Meeting	Closing Meeting
Mr. Shyam Sharma – Lead Auditor	Mr. Shyam Sharma – Lead Auditor
Mr. Tanaji A. Kurne	Mr. Tanaji A. Kurne
Mr. Saurabh Mishra	Mr. Saurabh Mishra
Mr. Surendra Yadav	Mr. Surendra Yadav
Mr. Mukesh Singh	Mr. Mukesh Singh
Mr. Nand Kishor	Mr. Nand Kishor

Audit Findings

Major Non Conformities

NCR NO.	Standard	Criteria	Comment

Minor Non Conformities

NCR NO.	Standard	Criteria	Comment

OFI Non Conformities

NCR NO.	Standard	Criteria	Comment

Status	Total
Major	0
Minor	0
OFI	0

Executive Summary

Certification status	The audit was conducted at the of M/s. Bombay Intelligence Security (India) Limited's registered address at their Powai location. M/s. Bombay Intelligence Security (India) Limited offers security and allied management solutions to their customers. According to the gathered evidences, the organization has successfully implemented and has been maintaining the management system as per the requirements defined in the ISO 9001:2015 standard. Following clauses have been checked and the organization was found to comply with all the requirements of the clauses as given below-
	1 The organization internal and external issues are well defined and reviewed by the Managing Director. Verified the needs and expectations of interested Parties- List of interested parties and their expectations have been identified and listed. Needs and Expectations of Interested Parties are also reviewed by the Managing Director on yearly basis. Checked the Scope which is also found to be documented and is in line with the organization scope of work.
	2. Management system and its processes observed that the Quality management system is implemented in all the activities and that Compliance. It was observed that the Managing Director's involvement in establishing the management systems and providing resources for implementation and conducting meetings quarterly for checking the effectiveness of the system. Quality Policy is well displayed and communicated to all staff and other Interested parties. Checked Organizational roles, responsibilities and all staff related to Quality management system has been well defined and employees are well aware about their roles and responsibilities.
	3. Verified that the company has identified risks and opportunities in the Risk and Opportunities analysis sheet. Checked & Verified- checked and found to be in line with the requirements of the management system and identified for all the activities and most of the risks identified were non-significant. Checked the control measures for significant risks and Found O.K.

4. Quality Objectives are defined and the target are set. Checked the status of 2 Objectives and found both achieved. The objectives were about customer satisfaction and increase the customer base.

5. Checked the Resources such as Infrastructure, Employees, Office Environment, etc. Management is responsible for providing all the resources.
Verified Competency Matrix which defines requirements for each and every position in the company. Checked for Management Representative and Found O.K.

6. Communication related to ISO to all the stakeholders in done by means of mails. The policy is communicated by means flyers, posters, circulars to all. The circular ISO related meetings & trainings sent via mail. All the manuals, records, Inspection reports, Customer Complaint register, procedures are kept in soft as well as controlled copies are retained for 5 years. Checked and verified.

7. Internal Audit is carried out by External Agency once in a year. Verified Internal Audit procedure and Found effective. There was no NC raised during the Internal Audit.

8. Checked MRM procedure and Found well defined and conducted once a year with all the top management and the HODs. Management review input Management review outputs- The agenda and Minutes of MRM was found to be appropriate.

9. Improvement—The organization considers the results from analysis and evaluation of QMS performance, evaluation of compliance, internal audits and management review when taking action to improve.

10. Nonconformity and corrective action--- The rate, extent and timescale of actions that support continual improvement are determined by the organization. Quality System performance is enhanced by applying the Quality management system

There was no NC raised during surveillance audit.
In View of the above, I recommend Bombay Intelligence Security Pvt.Ltd. for the continuation of certificate of ISO 9001:2015.