

Nonconformance #: # 8-2017	Date: February 10 2017
Name of Initiator: Nancy Doiron	Area/Process Discovered: Service Shop
Department: Audit Team	Quality Assurance Manual Reference: 4.10.6.1
Details of Nonconformance	
<p>The Internal Audit Process was not performed as per the Quality Assurance Manual Section 4.10.6.1</p> <p>Signed by: Nancy Doiron <i>Nancy Doiron</i> Date: Feb 10/17</p> <p><input type="checkbox"/> Check this box if this is an Opportunity for Improvement.</p>	
Corrective/Preventive Action	
<p>1 – Disposition of nonconformance:</p> <p>2 – Root Cause Analysis Findings (if applicable): This situation occurred when the Internal Auditors discovered 3 days prior to the scheduled Measurement Canada Surveillance that they could not meet the deadline and did not have enough time available in order to complete the Audit Process as per Section 4.106.1 of the QAM. They opted to distribute the questionnaire including answers to the three Recognized Technicians for self-evaluation amongst themselves.</p> <p>3 – Corrective Action Plan: The Internal Audit Process requires commencing in September of each year and each Auditor to interview (1) technician each per month and then each consecutive month thereafter. This will allocate enough time to complete the process and permit for planning and scheduling. Formality in the deliverance needs to be emphasized..</p> <p>If the proposed changes that were stated in the Internal Auditors Report for online evaluation are not authorized by Measurement Canada and/or it has not been implemented prior to September 2017; the existing Internal Process will be delivered in the following manner for 2018.</p> <p>The Internal Audit Process will commence in September of 2017 by the (2) designated Auditors in a board setting (one-on-one) interviewer/interviewee and the QAS will be in attendance.</p> <p>It needs to be mandatory that the interviewee accesses the QAM for each Section he is being interviewed on (at least 90% of the answers should be looked up in Quality Assurance Manual on the server (the necessary equipment is available in our boardroom).</p> <p>This reinforces the effectiveness of the Quality Assurance Program resulting in the technician being more familiar with the QAM and to avoid being overwhelmed with the questions being asked.</p> <p>The improvement and revision of the Auditor's Question Checklist will be ongoing and ready for the next Internal Audit Process as well as developing more efficient and concise ways for the Internal Audit Process.</p> <p>Signed by: <i>Nancy Doiron</i> Position/Title: QAS</p> <p>Target Date: Feb 10/17 Completion Date: February 10 2017</p>	
Verification of the Corrective/Preventive Action	
<p>Acceptance of the corrective/preventive action / comments:</p> <p>Signed by: <i>John L...</i> Date: March 13/17</p>	