

## 2 Internal Audit

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### 2.1 General

My Company has established, documented, implemented and maintains this Quality Procedure for internal audits. This procedure defines the responsibilities and requirements for the planning and conducting of internal audits, for the reporting of audit results, and for maintaining records in compliance with ISO 9001:2008, section 4.2.4.

### 2.2 Purpose

To determine if the quality management system meets the requirements of ISO 9001 and this ISO 9001:2008 Quality and Procedures Manual, and if it is effectively implemented and maintained.

### 2.3 Scope

All processes addressed in our quality manual at all ISO 9001 certified locations.

### 2.4 Responsibility

- The Quality Manager is responsible for planning and conducting of audits.
- Local management is responsible for correcting identified nonconformities in a timely manner.

### 2.5 Procedure

#### 2.5.1 Audit methods

The Quality Manager selects the most appropriate audit method for each audit:

- Physical audit visits
- Phone audits

The audit method depends on the importance of the processes and locations to be audited, the cost of travel, and on the results of the previous audit.

#### 2.5.2 Audit plan

- Frequency:  
Each location is audited once a year (not counting any audits by our registrar), or more frequently if the Quality Manager considers it necessary based on the importance of the location and its processes, or on previous audit results.
- Audit Schedule:  
The Quality Manager schedules the audits together with local management for mutually agreeable dates. Scheduled audits are published on the Audit Schedule on the Intranet.
- Scope:  
Typically each audit comprises our entire ISO 9001 quality manual. If an audit comprises less, the Quality Manager ensures that the missing areas are audited within the year through one of the above methods.