



QUALITY MANAGEMENT SYSTEM AUDIT REPORT

Date(s): May 13th, 2014
Auditor(s): Todd Kramer

Area(s) Audited: **All Areas**

Organization: Action Pak, Inc
Site: 2558/2550 Pearl Buck Rd. Bristol PA 19007
Audit Number – IA-26

REPORT REFERENCE: ISO 9001:2008, ESD, Quality Management System

- REPORT CONTENT:
1. Summary Report - Findings and observations
 2. Recommendations
 3. Details of Nonconformances/ Observations

DISTRIBUTION: Secure Components Management Team & Action Pak

AUDIT SUMMARY REPORT

1. INTRODUCTION

The purpose of the audit was to ascertain the adequacy of Action Pak business & quality and management system and verify compliance in meeting the requirements of company's business and quality system.

1.2 AUDIT FINDINGS

1.2.1 STRENGTHS:

The audit of the system and interviews of the staff demonstrated a strong and committed team. The team clearly understands the commitment that the company has made to providing quality products and services to their internal and external customers.

1.2.2 FINDINGS

In the course of the audit 3 minor nonconformance's were noted.

Objective Evidence: Documentation was not readily available per ISO9001:2008. No training records, no corrective actions, no training for personnel for ESD control.

RESPONSE DUE JUNE 13TH, 2014

IMPLEMENTATION DUE JULY 13TH, 2014

Where found	Observation	Minor	Major	Total
Process		3		3
Procedures				
TOTAL		3		3

1.2.3 EVIDENCE EXAMINED

In the course of the audit, the auditors examined the following evidence:

Aspects of the following standards and their requirements
ISO 9001:2008

Section 4, Quality Management System,
Section 5 Management Responsibility,
Section 6 Resource Management,
Section 7 Product Realization,
Section 8 Measurement Analysis and Improvement

2. SUMMARY RECOMMENDATIONS

Three non-conformance's were observed by the auditor. No training records for ESD and no corrective actions were available.

Of the minor nonconformities noted, the most significant are:

1. Those noted in the audit trail as are all documentation issues



Audit Trail

Type of Audit Supplier Audit	Company Name/File# Secure Components	Date of Audit May 13 th , 2014	
Auditor's Printed Name Todd Kramer		Auditor's Signature (Only required on page 1)	

Standard & clause	Details	NCR
	Include all objective evidence	
ISO-9001:2008	At the time of audit, there was no objective evidence of any training records per ISO9001:2008 section 6.2.2 Competence, training, and awareness.	NC-01
ISO-9001:2008	At the time of audit, the ESD area is not well protected against untrained employees damaging parts without training per ISO9001:2008 section 6.4 Work Environment	NC-02
ISO-9001:2008	At the time of audit, no evidence of Corrective or Preventive Actions are taking place as per ISO9001:2008 section 8.2.2 Internal Audits	NC-03
July 28 th	The person I walked through the audit with, passed away, and therefore an extension was granted. Ken Botterbrodt responded with an email. Training was recorded, and the ESD process was implemented. Requested email with training records, as well as a picture without a corrugated box covering the ESD table.	8-12-2014
August 15 th	Received email from Ken. Emailed contained records of training, and picture of ESD table without corrugated box.	