



**CERTIFICATION**

# **AUDIT REPORT: MATIC MEDIA SERVICES LTD**

**VISIT TYPE:**

**SURVEILLANCE - 2**

**CONTRACT NUMBER:**

**GB/NS/231640**

**BE THE BENCHMARK**



**EXECUTIVE SUMMARY**

This audit was conducted to covered the requirements of ISO 9001:2015. The auditees were helpful and knowledgeable, with the external consultant providing good support throughout. As the audit was a V2 not all elements of the management system were assessed however the following were including:- management review, internal audit, objectives, targets, corrective action, customer complaints, issues associated with identified interested parties, the context of the organisation, risk & opportunities, supplier and a sample of the operational processes detailed in the quality management system. The audit findings are noted in the client report below, with no observations and one minor nonconformities raised. No major nonconformities were raised. From the audit completed, the activities and documents assessed, it is clear that matic media have maintained their management system in-line with the requirements of the ISO 9001:2015 standard and have been recommended for certification.

<b>SGS DELIVERING OFFICE:</b>	SGS United Kingdom Ltd.
<b>ORGANIZATION NAME:</b>	Matic Media Services Ltd
<b>HEAD OFFICE:</b>	9 Hagmill Road East Shawhead Industrial Estate, Coatbridge, ML5 4XD, United Kingdom
<b>REPRESENTATIVE:</b>	Richard McCombe

**AUDIT CRITERIA**

STANDARD	ACCREDITATION	ACCREDITED SGS OFFICE	NO. OF EFFECTIVE EMPLOYEES /STANDARD
ISO 9001:2015	UKAS	SGS United Kingdom Ltd.	0

**CERTIFICATION SCOPE**

Provision of a print service.

**SITES COVERED BY CERTIFICATION SCOPE**

ADDRESS SITE 1	NO. OF STAFF	NO. OF SHIFTS
9 Hagmill Road East Shawhead Industrial Estate, Coatbridge, ML5 4XD, United Kingdom	20	1

**AUDIT TEAM COMPOSITION AND AUDIT INFORMATION**

<b>AUDIT TEAM LEADER</b>	William Thom
<b>ANY OTHER ACCOMPANYING PERSON (NAMES &amp; ROLES)</b>	
<b>AUDIT DATE(S)</b>	See audit plan

**1. AUDIT OBJECTIVES**

The objectives of this audit/visit are, for the scope of certification:

Determination of the conformity of the client's management system, or parts of it, with audit criteria;

Determination of the ability of the management system to ensure the client meets applicable statutory, regulatory and contractual requirements (NOTE: A management system certification audit is not a legal compliance audit.);

Determination of the effectiveness of the management system to ensure the client can reasonably expect to achieving its specified objectives;

As applicable, identification of areas for potential improvement of the management system.

**CONSIDERATIONS:**

The scope of the audit, dates and places where audit activities were conducted are identified in the audit plan (any changes are identified in the audit report).

This audit report contains a summary of the capability of the management system to meet applicable requirements and expected outcomes.

This report is confidential, and distribution is limited to the audit team, audit attendees, client representative, the SGS office and may be subject to Accreditation Body, Certification Scheme owners or any other Regulatory Body sampling in line with our online Privacy Statement which can be accessed at [www.sgs.com/en/privacy-at-sgs](http://www.sgs.com/en/privacy-at-sgs).

Audits use a sampling process, based on the information available at the time of the audit. The audit methods shall include, but are not limited to, interviews, observation of activities and review of documentation and records.

## 2. SUMMARY AND CONCLUSIONS

### CONCLUSIONS

The audit team recommends that, based on the results of this audit, the management system certification be :

**Continued.**

Continued certification is conditional to satisfactory processing of non conformities.

### AUDIT SUMMARY

- The organization has demonstrated effective implementation of a management system and documentation that conforms with audit criteria.
- The management system is effective with regard to achieving the organization's objectives and the intended results of the applicable standard(s).

Number of nonconformities identified:0

- Corrective actions regarding previously identified Non Conformities are effective.

1 of 1:- Although senior management were aware of the issues associated with risks and opportunities and the performance of external providers, these had not been fully reviewed at the management review meeting. Management review sighted and now covers all requirements, this issue is considered as closed. All observations from the previous visit were sighted as closed.

- Certification scope is appropriate.
- Audit objectives have been fulfilled.
- Audit plan was followed.
- Audit programme is adequate.
- Any issues resolved.

## 3. PREVIOUS FINDINGS

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented when non-conformities (or Stage 1 findings) were identified. When the management system has not adequately addressed non-conformity (or Stage 1 finding) identified during previous audit activities, the specific issue has been raised in the non-conformity section of this report.

## 4. NON-CONFORMITIES

Not applicable

## 5. OBSERVATIONS AND IMPROVEMENT OPPORTUNITIES

<b>OBSERVATION N° 1</b>	
<b>DESCRIPTION</b>	The client may wish to more clearly identify discussion associated with context at the management review.
<b>PROCESS</b>	Management Review
<b>STANDARD</b>	ISO 9001:2015

## 6. SPECIFIC REQUIREMENTS

Any significant changes? No . There have been no significant changes in personnel or the management system.

Are certification claims accurate and in accordance with SGS guidance and is the organisation effectively controlling the use of certification documents and marks? Yes

## 7. AUDIT TRAILS

SITE 1		
PROCESS	PROCESS OWNER	AUDITOR
Context, Interested Parties & Scope	R McCombe	William Thom
SUMMARY		
<p>Context</p> <p>A presentation was delivered by the MD covering the 2020 review and the 2021 plans. The organisation has identified internal and external issues associated with its context in the 2020-Year Ahead Strategy Document which was sighted and reviewed. The covid crisis has had a major impact on the 2020 plan. The organisation has stream lined their sales, operational and associated software processes which has allowed the business to work well through covid. The organisation have lost 7 personnel through covid, The major focus has been on supplying covid related materials and also to move towards a greater number of standard products and a move away from bespoke products.</p> <p>Interested Parties</p> <p>The organisation has identified its main interested parties together with their expectations and how they may be fulfilled in the Register of Interested Parties version 1.2 dated 09/02/17. The register was sighted to include the following areas:- Customers, business partners, suppliers and certification bodies. The format of the Register of Interested Parties was noted to identify the controls required to meet their requirements.</p> <p>Scope</p> <p>The scope of the quality management system was sighted as documented information Doc Ref MMQAM001 Rev B dated Feb 2017.</p> <p>Leadership &amp; Commitment</p> <p>It was obvious from the conversations with the MD that there is a high level of Leadership commitment to quality and to the QA system. As this is a small organisation the MD has a very hands on role.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Management Review	R McCombe	William Thom
SUMMARY		
<p>The last management review was conducted on the 26/08/20 with notes sighted and reviewed. The issues associated with identified interested parties, the context of the organisation, see observation attached, risk &amp; opportunities and supplier review were sighted as reviewed. The meeting was attended by appropriate management personnel including the following members of senior management:- MD, Sales and Operations Directors, Production Manager and Quality Consultant. Management review meeting notes were sighted as covering all elements required by the standard including the following outputs:- management system improvements, product improvements related to customer requirements and required resources with identified actions assigned to relevant responsible attendees. Objectives were sighted as reviewed for the previous period and established for the current period, for further details see objectives section below. The review of legal &amp; other requirements had been discussed with business noted as compliant with current legislation.</p> <p>The Quality Policy was sighted as being signed by the MD, and dated March 2019.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Internal Audit	EC	William Thom

PROCESS	PROCESS OWNER	AUDITOR
Internal Audit	EC	William Thom
<b>SUMMARY</b>		
<p>The Internal Audit schedule for the 2020 period was sighted and reviewed with planned audits set to cover all business areas in 2 audits. The audits were planned for April and Dec 20. Audit reports and related checklists were sampled as follows:</p> <ul style="list-style-type: none"> <li>- Office processes dated 01/12/20</li> <li>- Stores/Workshop processes &amp; Quality processes dated 01/04/20</li> </ul> <p>Audit outcomes resulted in no Non-Conformances identified/recorded. Audits were carried out by external advisor E. Kearns – Auditee were responsible process employees.</p> <p>Internal audits for the 2021 period have not as yet commenced.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Objectives	R McCombe	William Thom
<b>SUMMARY</b>		
<p>Objectives were sighted as documented on the Targets &amp; Objectives Register which was noted to identify the objective, target date, responsibility, review date &amp; progress. The following objectives set for the 2020 &amp; 2021 periods:</p> <ul style="list-style-type: none"> <li>- Continuation of customer improvement procedure. In place Aug 2020 and being monitored.</li> <li>- Expand existing service to supply PPE. App developed and implemented. Completed Dec 2020.</li> <li>- A Digital marketing to be expanded. In progress with introduction April 2021.</li> </ul>		
PROCESS	PROCESS OWNER	AUDITOR
Communications	R McCombe	William Thom
<b>SUMMARY</b>		
<p>Internal communications such as policy documents were sighted as displayed. Communications are carried out on a daily basis between management and employees together or individually, this is assisted with the workstations being open plan. Daily, weekly and monthly meetings are conducted with details communicated to relevant staff. The organisation has also created a space where the company improvement plan is laid out and to which all staff have access.</p> <p>External communications in the form of customer enquiries and orders, e-mails, telephone calls, customer and supplier meetings were sighted and reviewed throughout the audit.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Customer Satisfaction	R McCombe	William Thom
<b>SUMMARY</b>		
<p>Customer feedback is obtained through the use of a customer satisfaction survey, with responses for the period Q2 /20-21 sighted and reviewed. The survey was formed as a set of 10 questions which were presented to the customer with comments returned. A total of 23 individual surveys were available with the majority of feedback sighted as positive. There was no comments expressing dissatisfaction. As per objectives above there is currently and objective to help improve the currently high level of customer satisfaction.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Complaints, Deviations & Corrective Actions	EC	William Thom

PROCESS	PROCESS OWNER	AUDITOR
Complaints, Deviations & Corrective Actions	EC	William Thom
SUMMARY		
<p>Internal Audit</p> <p>The Corrective Action register was sighted, however, there have been no recorded corrective actions from internal audit since the last SGS visit.</p> <p>Complaints</p> <p>It was noted that the complaints system is only used where a formal written complaint is received. Customer complaints are logged on the Customer Complaints Notification form with 128 complaint raised in the last 12 month period with the following example complaints sighted and reviewed:-</p> <p>Complaint Ref 847 raised by Ganda Media Solutions, on 15/03/21 and associated with panels damaged in transit. Investigation found that the product had been poorly packaged. Identified as closed by the Customer Service Manager on 16/03/21, with job re-produced on.</p> <p>The organisation has the ability to monitor trends, with trend identifying an issues with the carrier damaging product.</p> <p>Complaint Ref 842 raised by Speed Print, on 01/03/21 and associated with specification error. Investigation found that the customer had made an error and identified that tow examples were required when they on needed one. Identified as closed by the Operations Manager on 02/03/21, with job re-produced on. Improvement action was taken to create a template for the job to remove the possibility of misinterpretation.</p> <p>Control of Non-conforming Product</p> <p>Non-conforming product, internal or external, is logged in the MATIC TRACK system. 158 non-conformances were sighted as raised in the last 12 month period. Of the non-conformances raised all were identified as having been closed. The following examples sighted:-</p> <p>NC Ref NC081020, raised by customer service, on 08/10/20 and associated with colour generated on sign. Identified as closed by the operations manager on 09/10/20, with product re-manufactured. Improvement action noted as engineer called to service machine.</p> <p>NC Ref NC101220, raised by customer service, on 15/12/20 and associated with under manufacture of quantity . Identified as closed on 15/12/20, by production. Investigation identified a small bug in the software which has now been fixed.</p> <p>Information relating to NC is monitored on monthly basis and including analysis of trends.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Legal & Other Requirements	EC	William Thom
SUMMARY		
<p>The client is aware of current applicable legislation including GDPR with actions taken to address these requirements. The company subscribe to the RBS Mentor Service, which provides Health and Safety advice, training and updates.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Hazards & Risks	EC	William Thom
SUMMARY		
<p>The organisation has considered its risks and opportunities and has documented the output in the 2020 review &amp; 2021 Plan identified risks and opportunities for the 2021 period. A SWOT was sighted as completed and identified risks as no economic bounce back following covid, reduction in possible business loans and bad debts. Opportunities were noted to include:- increased customer base, economic and repeat buying customer base.</p>		

PROCESS	PROCESS OWNER	AUDITOR
Audit Trails	EC & RC	William Thom
SUMMARY		
<p>Manual, Scope &amp; Policy</p> <p>The Quality Assurance Manual Ref MMQAM001 was sighted at Rev B with Issue date of Feb 2019. The scope of the QMS was reviewed and found to cover the appropriate aspects of the system together with an exclusion for Design Activities (8.3). The Statement of Policy was reviewed and found to be in compliance with the standard. The Quality Policy was signed off by the managing director, was at Rev B and had been reviewed on 15/03/19.</p> <p>Virtual Tour</p> <p>A virtual tour of the offices and production functions was completed using photos supplied by the customer. The tour covered goods in, stores and dispatch as well as the printing / production area. The site was noted to be generally clean and tidy with acceptable lighting and heating conditions witnessed. The stores was noted to be well organised with material identified using stock labels stored in specific bays. Notice board was sighted as displaying the quality policy.</p> <p>Enquiry &amp; Customer Communications</p> <p>All quotations are entered into the MATIC Track system with a ticket generated for each enquiry which then allows the generation of a quote. The following examples were sighted:-</p> <p>Ticket No 53128459 sighted as generated in the MATIC TRACK system. Quote No 526311 was sighted as generated by customer service 17/11/20. The quote was sighted as created in the MATIC TRACK software, which allows the customer to view the quote after generation. The quote was sighted to identify the product required as a roll up sneeze guard, for customer McKay &amp; Ingles with delivery date of 24/11/20 and associated pricing. Following receipt of the quote the customer goes online and generates the order through the MATIC TRACK software. Customer order No was sighted as 34831 generated on 19/11/20. The order was delivered on 24/11/20 with delivery note number 5362102257.</p> <p>Ticket No 53129392 sighted as generated in the MATIC TRACK system. Quote No 506619 was sighted as generated by customer service 11/11/20. The quote was sighted as created in the MATIC TRACK software, which allows the customer to view the quote after generation. The quote was sighted to identify the product required as a signage rail panel 420 x 297mm for 4 off, for customer J. Thompson Colour Printers with delivery date of 16/11/20 and associated pricing. Following receipt of the quote the customer goes online and generates the order through the MATIC TRACK software, identifying that artwork has been provided. Customer order No was sighted as 283768 generated on 13/11/20. The order was collected by the customer on 18/11/20 with pick up note number 22518.</p> <p>The contract review is completed through the MATIC TRACK system at the point of quotation. Production planning is completed in the MATIC TRACK system with order automatically generating a line in the production plan which requires to be approved and scheduled by production planning personnel.</p> <p>Operational Control including Planning, Production and Monitoring</p> <p>Job No QUO-526311 was sighted and reviewed as having a quote No 526311 for product description 2 off roll up sneeze guard in clear roll up film for custom McKay &amp; Ingles. A purchase order was received from customer dated 19/11/20 identifying the quantity, product description, delivery date and price. The product is provided ex-works therefore no delivery address was required. The MATIC TRACK system was accessed with manufacture scheduled to complete on the 23/11/20 with collection on the 24/11/20.</p> <p>Costs for any accessories, holes, fittings etc are added to the product during the creation of the quote with locations added to the original art work and components added to the job card.</p> <p>Operational Control Including Planning, Production and QC</p> <p>Quote number 506619 was sighted and review with proof acceptance for job No QUO-506619 made by the customer on the MATIC TRACK system allowing the go-ahead to print the job in accordance with the provided art work proof as dated 13/11/20. Printing was sighted as having been completed and signed off on the Matic Track system with the following dates noted:- pre-production 13/11/20, printing 13/11/20, and completed on 16/11/20. The job ticket QUO-506619 was sighted and reviewed as detailing the visual representation of the product, material 420x297mm ACM aluminium composite, &amp; rail channel, with PO No 283768. The image to be printed including the colours are obtained from the original artwork computer file, interpreted by the Raster Image Processing software and uploaded into the printing machines by the printer and printed on Mimaki UJB320. The Matic Track system was sighted as updated to show the job as completed and awaiting collection. The job ticket was sighted as signed off at all</p>		



PROCESS	PROCESS OWNER	AUDITOR
Audit Trails	EC & RC	William Thom
<p>production stages identifying that all elements of the production &amp; QC process had been completed as required.</p> <p>Job No QUO-506619 was for collection with packing noted to be sufficient. Collection note No 22518 noted as identifying the job No, the customer &amp; the contents.</p> <p>Colour matching is achieved through a machine calibration process with a variation in the process used dependant on the machine type. The printed on Mimaki UJB320 machines auto colour calibrate on an as required basis with details logged in the machine maintenance logs. Special instructions are also noted on the job ticket with a rail channel required.</p> <p><b>Materials &amp; Stores</b></p> <p>Materials are specified on the job ticket and are either selected from stock or purchased for the specific jobs. Job No QUO-526311 was sighted as having material selected from stock. A virtual tour was made of the stores area with Job No QUO-526311 sighted as requiring material clear roll up film ATET Polyester Film at 300 microns with material sighted as being stored in zone 6 in the print room. Where material is not completely used they are further identified using a product identifier system with product identifier for material media:- UP-160030, supplier:- Paper Graphs.</p> <p><b>Purchasing and Control of External Providers</b></p> <p>The organisation selects suppliers from the approved suppliers list, with list sighted as detailing raw materials supplied by Antalis (PVC banner, vinyl, ACM) and CMY UK (inks), and machine maintenance supplied by Cannon or Zund (manufacturers). Most suppliers are assessed through their ISO certifications with last last review for Antalis completed on 25/02/21. New supplier are assessed through product trials with five orders completed prior to a decision being made, with Perspex Distribution currently under review. Equipment suppliers were sighted as approved on the basis of ISO certification with certificates sighted for Cannon as certificate no LRQ10250559 and Zund cert No SGS36431. Suppliers are reviewed on a regular basis with review period determined through spend. Review periods are typically monthly for high spend, six monthly or annually for lower spends.</p> <p>Materials are purchased as stock materials or on a contract by contract basis. Materials for job no's QUO-526311 &amp; QUO-506619 were sighted as purchased for stock with material purchases identified as follows:</p> <p>PO 16188, dated 17/07/20 for ATET Polyester Film, Product No UP-300\76\160\1 supplier Paper Graphs. PO 16293, dated 21/08/20 for Print Bond ACM 1.22 x 2.44 Product No 88401 supplier Antalis.</p> <p>Materials were sighted as purchased for stock with the following noted:-</p> <p>PO16635, dated 21/12/20 for 3mm PVC part no 62154 supplied by Antalis.</p> <p>PO's are approved based on level of spend with approval manly completed by the MD, Operation Manager &amp; Purchasing Manager.</p> <p>Purchase orders are generated on the MaticTrak system with purchase orders sighted as detailing the delivery address, the requirement for material certification had been identified, the required delivery date, costs and quantity required. Goods received are noted on the MaticTrak system.</p> <p><b>Competence, Awareness and Training</b></p> <p>A training matrix for all personnel is used to identify training completed or required. The Training &amp; Competency Matrix was sighted and reviewed with the following examples noted:-</p> <p>Printer employed on 14/02/11:- Induction completed on 14/02/11, additionally an annual quality management briefing was sighted as completed on the 04/02/19 covering various issues including policy &amp; objectives with record sheet noted as signed off. Internal training was sighted as completed as follows:- HP Latex training, Arazona Printer graded as expert and Cannon graded as expert. External training was sighted as completed on fork lift truck 12/03/20. Last competency assessment completed 11/07/20 was sighted as proficient in all required skills.</p> <p>Graphic Designers employed on 21/11/13:- Induction 21/11/13 with induction record sighted, additionally a quality management briefing was sighted as completed on the 04/02/19 covering various issues including policy &amp; objectives with record sheet noted as signed off. Internal training was sighted as completed as follows:- Coral Draw, Illustrator and MATIKtrack at expert level. External training completed as follows:- Fire Warden completed on 01/12/20 with cert issued by RBS Mentor Training. Last competency assessment completed 14/11/20 was sighted as proficient in all required skills.</p>		

PROCESS	PROCESS OWNER	AUDITOR
Audit Trails	EC & RC	William Thom
<p>Calibration and Maintenance</p> <p>Inks require to be maintained at a temperature of greater than -5 deg C with temperature measurement completed in the storage area. Thermometers are checked against each other on a three monthly basis. Printers are self-calibrating and maintained under agreement by external contractor/manufacturer. The Zund G3 digital cutter was sighted as last serviced on the 30/11/20 with service report sighted.</p> <p>Control of Documented Information</p> <p>Documentation is made available and controlled through various computer systems as detailed in the audit trails sections above. QMS documentation is issued &amp; controlled through the Register of Changes to Quality System Manual, Procedures or Records sheet Ref QPF dated Feb 2013, with last amendment noted to have been completed in Feb 2019 to Quality Assurance Manual. Current documents are available on PCs in read only format. Records and document controls were assessed throughout the audit as detailed above. Documentation of external origin was sighted to have been controlled through the various projects assessed as detailed above and was held in project files or associated software as applicable.</p> <p>Improvement</p> <p>Improvements were noted through the setting of objectives and the monitoring of associated actions, the use of internal audit and customer feedback. Improvement activities were sighted to have been monitored at management review and demonstrated throughout the audit as detailed in the appropriate sections of the report. Improvement in terms of investments in new machinery and review of the sales function completed. The 2021 program includes a desire to review and re-develop the MATICtrack software program to make it more efficient and to keep pace with developments in software technology.</p>		

## 8. ADDITIONAL COMMENTS

Except where identified in the internal audit report and the executive summary above, all elements of this audit were completed remotely through the use MS Teams.

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