



Audit Report for: Matic Media

Visit Number: 2 Surveillance Audit

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## Management System Certification – Client Report

Organisation:	Matic Media		
Address:	9 Hagmill Road East Shawhead Industrial Estate Coatbridge ML5 4XD		
Site(s) audited:	Coatbridge	Date(s) of audits(s):	08/03/2018 09/03/2018
Visit Number:	V2	Observer(s):	
Representative:	Richard Mc Combe	Additional member(s):	
Lead auditor:	Ross Mc Kay		

**This report is confidential and distribution is limited to the audit team, client representative and the SGS office.**

System type:	Single
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Standard	Accreditation Body	Scope of Certification
ISO 9001:2015	UKAS	Provision of a print service.

The objectives of this audit were to determine conformity of the management system, or parts of it with audit criteria and its:

- ability to ensure applicable statutory, regulatory and contractual requirements are met,
- effectiveness to ensure the client can reasonably expect to achieve specified objectives, and
- ability to identify as applicable areas for potential improvement.



Is the organisation management system meeting the stated objectives of the audit?	Yes
Have all unresolved findings from the previous audit been satisfactorily addressed?	Yes
Non-conformance Identified?	Major: 0 Minor: 0
Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:	Continued

<b>Changes</b>	
Level of Integration?	N/A
Key/Significant Organisational changes? (e.g key personnel, client activities, management system)	No
Key/Significant System changes?	No

<b>Sample reviewed</b>
There have been no major changes in organisational personnel. No significant changes to QMS, with the updates of ISO 9001:2015 now embedded within QMS.

<b>Executive Summary</b>
During the course of this audit, it was evident that Matic Media has captured the updated requirements of ISO 9001:2015 standard and in-house requirements. Actions have been implemented in line with consideration provided from last SGS audit. The focus on improvement of the management system was clearly demonstrated throughout the audit, with the on-going topic of On-Line processing App. Being piloted.

<b>Observations and Improvement Opportunities</b>
The new transition implementation and follow-up's from last SGS audit are functioning well within system. There are key on-going process functions being piloted to link with On-Line business. During the demonstration of latest SWOT carried out, it was clear to see the current and future company visions with customer focus key.

<b>Opening &amp; Closing Meeting Attendees</b>			
<b>Name</b>	<b>Position</b>	<b>Opening Meeting</b>	<b>Closing Meeting</b>
Eddie Kearns	Quality Advisor	Yes	Yes
Richard McCombe	Managing Director	Yes	No
Robert Mc Combe	Operations Manager	No	Yes
Ross Mc Kay	SGS Lead Auditor	Yes	Yes

<b>Any other comments</b>
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## Notes to the client and what happens next

**This audit report will be processed and an invoice will be dispatched to you.**

*Disclaimer – the audit is based on a sampling process of the available information. Audit recommendations where issuance of a certificate is required are subject to an independent review prior to a final decision concerning the awarding of the certificate.*

## Non-conformance - what you must do

**Corrective Actions to address identified minor non conformities including a root cause analysis, which shall be documented on an action plan. Where actions are deemed to be satisfactory , they will be followed up at the next scheduled visit.**

**Failure to address a major non-conformance within the timescales will result in certification being withheld or suspended.**

**Failure to address a minor non-conformance within the timescale can result in escalation of the non-conformance to major at the subsequent visit.**

### For major non-conformance -

Corrective action (including a cause analysis) to take place immediately. SGS will perform an appropriate follow up visit within 90 days confirming that actions have been effective. The certification decision shall be made based on the outcome of the follow up visit.

The client must notify SGS of the root cause & proposed actions within 30 days of this visit	<input type="checkbox"/>
The client must send SGS records with supporting evidence	<input type="checkbox"/>
Major non-conformance follow-up to take place on:	

### For minor non-conformance -

Corrective Actions to address identified minor non-conformities including a cause analysis shall be documented on an action plan. Where actions are deemed to be satisfactory, they will be followed up at the next scheduled visit.

The client shall send SGS its action plan within 90 days to determine if the proposed actions will be satisfactory.	<input type="checkbox"/>
The client has reviewed the non-conformance to the satisfaction of the auditor and defined an appropriate action plan. <small>Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless this check box is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.</small>	<input type="checkbox"/>
The client has taken appropriate immediate action in response to non-conformance(s) required.	<input type="checkbox"/>



Nonconformity	N° _ of _	Major or Minor ( <i>amend as necessary</i> )	
Standard		Clause	
Nonconformity Statement			
Evidence			
Actions Proposed			

Nonconformity	N° _ of _	Major or Minor ( <i>amend as necessary</i> )	
Standard		Clause	
Nonconformity Statement			
Evidence			
Actions Proposed			

Nonconformity	N° _ of _	Major or Minor ( <i>amend as necessary</i> )	
Standard		Clause	
Nonconformity Statement			
Evidence			
Actions Proposed			



## Audit Plan – Next Visit

Site(s) to be visited:	Coatbridge		
Audit Language:	English	Visit Number:	V3
Visit Due by Date:	27/03/2019	Provisional Planned Visit Date(s):	14-15/03/19
Lead Auditor:	R Mc Kay	Team Member(s):	

**Audit objectives:** *To confirm that the management system has been established and implemented in accordance with the requirements of the audit standard.*

Date	Time	Auditor	Site / Area / Department / Process / Function	Contact
14/03/19	0900	R Mc	Arrive on site - Coatbridge Opening meeting	R Mc C
14/03/19	0915	"	Review changes and findings from previous audit	
14/03/19	1000	"	Context of the organisation, leadership and commitment, and risks and opportunities	
14/03/19	1115	"	Management review, objectives, internal communication	
14/03/19	1230		Working Lunch	
14/03/19	1300	"	Operational control including sales enquiries, sales orders, quotations, planning, production, inspections, delivery and invoicing	
14/03/19	1500	"	Calibration and maintenance	
14/03/19	1600	"	Customer satisfaction and complaints External communication	
14/03/19	1630	"	End of day	
15/03/19	0900	R Mc	Arrive on site - Coatbridge	R Mc C
15/03/19	0915	"	Internal audits and Corrective action	
15/03/19	1030	"	Competence, awareness and training	
15/03/19	1130	"	Purchasing and control of external providers	
15/03/19	1230		Working Lunch	
15/03/19	1300	"	Legislation Use of certification mark	
15/03/19	1345	"	Control of documented information	
15/03/19	1430	"	Closing meeting	
15/03/19	1500		Off site report time	
15/03/19	1630		End of audit	

### Notes to Client:

- Times are approximate and will be confirmed at the opening meeting prior to commencement of the audit.
- SGS auditors reserve the right to change or add to the elements listed before or during the audit depending on the results of on-site investigation.
- A private place for preparation, review and conferencing is requested for the auditor's use.



- Please provide a light working lunch on-site each audit day.
- Your contract with SGS is an integral part of this audit plan and details confidentiality arrangements, audit scope, information on follow up activities and any special reporting requirements.

*1 - See page 2 for the management system scope of certification*