



Audit Report for: Matic Media

Visit Number: 3 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:	As above	Date(s) of audits(s):	14/03/2019 09:00:00- 15/03/2019 17:00:00
Visit Number:	3	Observer(s):	
Representative:	Richard McCombe	Additional member(s):	
Lead auditor:	William Thom		
<p><i>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 here</i></p>			

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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

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

Sample reviewed
There have been no significant changes in management personnel, or management system since the changes to meet the requirements of ISO 9001:2015.

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 V3 not all elements of the management system were assessed however the following were included:- 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 1 observation and no 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.

Observations and Improvement Opportunities
OBS1:- The client may wish to more clearly identify the elements of the management review associated with risks & opportunities and the performance of external providers.

Opening & Closing Meeting Attendees			
Name	Position	Opening Meeting	Closing Meeting
Eddie Kearns	Quality Advisor	Yes	Yes

Richard McCombe	Managing Director	Yes	Yes

Any other comments

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. 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.	<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:	As above		
Audit Language:	English	Visit Number:	V1R
Visit Due by Date:	27/03/2020	Provisional Planned Visit Date(s):	05, 06 & 07/02/20
Lead Auditor:	William Thom	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
05/02/20	0900	WT	Arrive on site – Day 1, opening meeting Review changes and findings from previous audit	E Kearns, R Mc C
“	0930	“	System review, Legislation & Use of certification mark	
“	1130	“	Customer satisfaction and complaints Internal & External communication	
“	1230	“	Lunch	
“	1300	“	Internal audits, corrective action and improvements	
“	1400	“	Competence, awareness and training	
“	1515	“	Calibration and maintenance	
“	1630	“	Auditor report time	
“	1700	“	End of day	
06/02/20	0900	WT	Arrive on site- Day 2	E Kearns, R Mc C
“	0930	“	Context of the organisation, leadership and commitment, interested parties, risks and opportunities	
“	1100	“	Management review, objectives	
“	1230	“	Lunch	
“	1300	“	Operational control including planning, production and monitoring	
“	1430	“	Purchasing and control of external providers	
“	1530	“	Control of documented information	
“	1630	“	Closing Meeting	

07/02/20	0900	WT	Off site Reporting	N/A
"	1300	"	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