Certificate Renewal

Report for:

Matic Media Services Limited

LRQA reference:	LRQ00004856 / 5979106
Audit dates:	04-May-2023 - 05-May-2023
Reporting date:	06-May-2023
Client address:	9 Hagmill Road,Shawhead Industrial Estate, Coatbridge ML5 4XD,GB
Audit criteria:	ISO 9001:2015
Audit team:	Lynne de Motte
LRQA client facing office:	LRQ United Kingdom OU

Contents

Attachments:

LRQ00004856_APP_CR_05052023_LDM.docx

This report was presented to and accepted by:

Name: Robert McCombe

Job title: Operations Director

01. Executive report

Visit audit objective:

This was a Certificate Renewal visit, conducted against objectives previously notified to the client. The objectives of the next visit, including any applicable visit specific objective (theme / focus), are confirmed in the audit plan attached to this report.

Audit outcome:

Based on the audit outcome the Audit Team recommends the ISO 9001:2015 certification of Matic Media Services Limited for the agreed scope.

The certification scope is still appropriate to the activities being undertaken by the organisation and based on the assessment outcome the Assessment Team recommends the ISO 9001 certification of Matic Media Services Limited for the agreed scope."Provision of a Print Service" The management system continues to be effective and conforms to the requirements of ISO 9001:2015.
The assessment indicated the system remains implemented, monitored & reviewed with zero non-conformances raised and the management system continues to be effective and conforms to the requirements of ISO 9001:2015
No unresolved issues have been identified during the assessment
The assessment criteria were met as defined in the audit plan, the last report and as per the standards being assessed.
The audit cycle is to remain at 12 monthly
From samples seen the client is effectively controlling the use of the certification documents and marks.

The Audit Team Leader confirms the contractual arrangements for ISO 9001:2015 are correct. This includes any changes required as a result of the outcome of the Stage 1 visit (including changes to the scope of audit, duration of the Stage 2 visit, and duration of subsequent surveillance visits).

Continual improvement:

The management system continues to support the business, delivering customer satisfaction, delivering policy, objectives and improvement targets, as set by senior-management, helping to minimise business risks and support business objectives, and through the comprehensive set of metrics capture, generating appropriate and reliable data to enable fact based decision making in order to help minimise risk to the business

Examples of improvement seen are:
Implemented 5 S
Lean process management implemented
Merge of 2 systems – into one document – 03/05/2023 version 2.0 – version control managed through the Bookstack Management System
Currently looking at new premises

Areas for senior management attention:

4 opportunities for improvement are identified:
1. Review of scope wording
2. Inclusion of internal non conformance raised on procedural / process - e.g on Rocket Chat
3. Re-approval criteria for suppliers
4. Clarity on none applicable clauses

The date of 22/2/24 is requested with LRQA planning but NOT booked. Please contact LRQA planning to confirm this date is booked.

The lapse in certification due to the delay in the renewal audit booking was understood - it is noted that Matic Media Services Limited have had discussions with LRQA and were assured that there would not be a problem.

02. Audit findings

Where scheme requirement differs to the standard definition below, the scheme definition will take preference

Major Nonconformity
The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve: The policy, objectives or public commitments of the organisation, compliance with the applicable regulatory requirements, conformance to applicable customer requirements, conformance with the audit criteria deliverables.

Minor Nonconformity
A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.

Reference number		**Audit Criteria (Clause)**	
Grade		**Issue Date**	
Status		**Process / Aspect**	
Location(s)			
Statement of Non Conformity			
Requirement			
Evidence			
Proposed correction, corrective action and timescales			
Correction			
Root Cause analysis			
Corrective action			
LRQA has reviewed and verified the implementation of actions taken.		**Date of closure**	

03. Audit summary

Audit of:	Changes to context / Continual Improvement	**Auditor:**	Lynne de Motte
Auditee(s):	Robert McCombe – Operations Director Richard McCombe – MD		

Objective Evidence, Process Controls reviewed and Comments:

Changes to context / Continual Improvement
Explanation and presentation of data by Robert McCombe – Operations Director and Richard McCombe – MD
Scope confirmed as "Provision of print service" .
All products are a physical print product. There is an opportunity to review the wording of the scope
Wide format printing services to other print professional, commercial printers, copy shops, sign makers, marketing and design agencies
21 Staff
Currently looking at new premises - business is expanding orders increasing.
Examples of improvement seen are:
Implemented 5 S
Lean process management implemented
Merge of 2 systems – into one document – 03/05/2023 version 2.0 – version control managed through the Bookstack Management System

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Management Elements	**Auditor:**	Lynne de Motte
Auditee(s):	Robert McCombe – Operations Director		

Objective Evidence, Process Controls reviewed and Comments:

Management Review
Meeting - every 4 months -Operational Minutes 14/04/23
Director's meeting – with minutes - 23 Feb 2023 – growth 78% in 2023
Actions identified Resource being matched to orders -Critical person identified
Monthly staff meetings – 31 March / April – PowerPoint presentation
Quality Management Team meets every 4 starts – last one was December
SWOT – Analysis every 4 months – part of Management review
Performance against management system objectives
Targets and Objectives register.
Turnover – grow to 1.7m
Zero customer complaints – return rate
New premises – identified financials being sorted
Review systems – complete
On time despatch in April was 95.65%
Internal Audits
Schedule – 2023 for internal audits
QP05 – internal audit report – summary
14/08/2022 – clauses 4, 5 6, 8 – QP 04 – checklist
02/12/2022 – office and orders – check list and report
18 May 2023 – next internal audit
Corrective Action /Complaint Management
ERP – Enterprise Resource Planning - Matictrack
Non-conformance – internal – OFI - for procedural issues noted and resolved through Rocket Chat
Reject product for example – quarantine area – disposed – logged on a report
External non-conformance or complaint – redone – currently 2% return
66 internal nonconformities out of 1935 = 3.5%
Id, project job category – notes – Trend – then root cause analysis – trending patterns

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Order handling - Factory audit - Production process and quality checks & infrastructure	**Auditor:**	Lynne de Motte
Auditee(s):	Robert McCombe – Operations Director		

Objective Evidence, Process Controls reviewed and Comments:

Explanation and presentation of data by Robert McCombe – Operations Director including factory tour/audit and order and customer liaison process
New enquiries, quotation creation / contract review Change requirements (products & systems)
947342 – quote ticket 113903 collection of banners –
Colours – pantone vs
Quality check at each stage
Change control – 8.5.6
If a customer changes a request a new quote is generated – to avoid confusion so a new reference number is generated
e.g 16/03/2021 order 9357 new order 624125 A3 – A2 - changes are communicated and recorded through a ticket system 93136324
Sales process – call live chat web enquiry – enquiry – ticket system Workflow / Web order
Requirements – checked and rejected if not possible to produce - Quote requires authorisation
Factory Maintenance
Computer controlled log system with RAG coding
Production order sample 1
947342 - 01 packing
192095 - artwork
947342 - 02 - welding and eyelets on banner
Production order sample 2
QUO 947341 - hording - direct to board 192094 - job no
Calibration – 7.1.5.2
Ink pantone calibration – colour match
Cmyk – cyan mageneta yellow black
RAG – audit log – user checked completed calibration – every day
Alarms – error message if calibration not completed

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Resources, training, competencies	**Auditor:**	Lynne de Motte
Auditee(s):	Robert McCombe – Operations Director		

Objective Evidence, Process Controls reviewed and Comments:

Explanation and presentation of data by Robert McCombe – Operations Director
Welcome pack – includes Quality Management and Quality Policy
Quality Management – New start form
Fire safety and Health and Safety Booklet
Low staff turnover
Monthly staff meetings – 31 March / April – PowerPoint presentation
Quality Management Team meets every 4 starts – last one was December
Training and Competency Matrix Levels – 1- 3 Level 3 can train others
Sample
MB – printing operative - despatching – level 1
JT – started 9/12/2022 – sign manufacture – letter template level 3 – able to train others
GL - Fork Lift training 12/03/2021

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

Audit of:	Supplier approval / purchasing / stock control	**Auditor:**	Lynne de Motte
Auditee(s):	Robert McCombe – Operations Director		

Objective Evidence, Process Controls reviewed and Comments:

Explanation and presentation of data by Robert McCombe – Operations Director
Purchasing process In manual version 2 Purchase procedure – Stock control
Suppliers dashboard – 725 suppliers – 88 active
Ink from original manufacture – from the machine suppliers
Evaluate and revaluate - OFI to review
Deactivated if not purchased in a year – sign off
Ink from original manufacture – from the machine suppliers

Evaluation and conclusions:

The process(es) were found to be compliant from the sample taken.

04. Next visit details

Standard(s) / Scheme(s)	ISO 9001:2015	**Visit type**	Surveillance 1
Audit days	1.00 DAY	**Visit start / end dates**	22-February-2024 / 22-February-2024
Team	The date of 22/2/23 is requested not booked - please contact planning to confirm		

Site	Audit days	Delivery Method	Remote Effort	Activity codes
9 Hagmill Road,Coatbridge,GB	1.0 DAY	Onsite	0 DAY	EA08,EA09

05. Approval details

It is confirmed that all sites and scopes as detailed in the contract for ISO 9001:2015 are approved, or are being recommended for approval at this visit or remain unapproved, apart from any new approvals, suspensions and withdrawals shown below.

Product	Site	Status
ISO 9001:2015	9 Hagmill Road,Coatbridge,GB	Approved

06. Appendix

1. Audit Programme

Both the audit programme and the plan are dynamic and must be in line with the developments in the certified organisation and activities. Last minute changes are possible with valid reasons. The final selection will be made after review by the audit team of e.g. management system and actual performance. Prior to the closing meeting the audit team will (re)confirm the programme and identify any changes. The audit criteria consist of the requirements of the standard and the management system of the client.

- *DATE REQUESTED NOT BOOKED – PLEASE CONTACT PLANNING TO CONFIRM*

Audit Type	FV	CR	SV 1	SV2	Sv3	FV	CR
Due Date		Feb 2023	Feb 2024			Feb 2025	Feb 2026
Start Date		04/05/23	22/02/24*				
End Date		05/05/23	22/02/24*				
Audit Days		2	1			1	1
Onsite Audit Days		2	1			1	1
Remote Audit Days							
	'*DATE REQUESTED NOT BOOKED – PLEASE CONTACT PLANNING TO CONFIRM						
Process / topic							
Opening/Closing meeting		Y	Y			Y	Y
Changes to organization or context		Y	Y			Y	Y
Management Review Continual Improvement		Y	Y			Y	Y
Internal Audits		Y	Y			Y	Y
Management of change		Y	Y			Y	Y
Corrective action Complaint management		Y	Y			Y	Y
Logo -(LRQA & Accreditation Marks)		Y	Y			Y	Y
Performance VS system objective		Y	Y			Y	Y
New enquiries, quotation creation / contract review		Y				Y	Y
Pre-production process & planning		Y					Y
Production process and quality checks		Y	Y				Y
Calibration & maintenance		Y	Y				Y
Packing & despatch		Y	Y				Y
Supplier approval / purchasing / stock control		Y				Y	Y
NCP / waste		Y	Y				Y
Infrastructure (including IT)		Y	Y				Y
Change requirements (products & systems)		Y	Y				Y
Document and data controls		Y	Y			Y	Y
Resources, training, competencies		Y	Y			Y	Y
Review, preview and planning – Focus Audit		Y				Y	
Audit outside normal hours shift patterns		N/A	N/A			N/A	N/A
Audit of shift(s) / shift change		N/A	N/A			N/A	N/A

2. Audit Plan

Time	Activity -	Auditee
DAY ONE		
10:00	Opening meeting Changes to context Continual Improvement	
10:30	Management Review Performance against management system objectives	
11:00	Internal Audits Corrective action /Complaint Management	
11:30	Factory audit - Production process and quality checks & infrastructure	
12:30	Lunch	
13:00	Factory audit Production process and quality checks & infrastructure	
14:00	Break and Review	
14:30	Supplier approval / purchasing / stock control	
15:00	Review and plan for Day 2	
15:30	Interim Meeting	
16:00	Day 1 Report Preparation	
DAY TWO		
9:00	Arrive – review of plan for day	
9:15	New enquiries, quotation creation / contract review Change requirements (products & systems)	
10:15	Resources, training, competencies	
11:15	Break and review of audit plan	
12:00	Lunch	
12:30	Traceability and Calibration	
13:30	Document, data controls and IT	
14:00	Review and Prep for closing meeting	
14:15	Closing Meeting	
14:30	Depart and off site final report production	

People also present during audit		
Name	**Organisation**	**Role**
Eddie Cairns	EXTERNAL	Consultant

Note: Information on the objectives and activities of the various audits can be found in the Client Information Notes included in the report or on our website www.lrqa.com. Furthermore, on our website there is information available for various other topics like logo use, feedback, complaints, audit process, etcetera. The audit criteria and team members date and locations are also stated on the front page of the report. The audit criteria consist of the requirements of the standard and the management system of the client. Scope of certification and roles and responsibilities of the audit team members are expressed in the audit program /plan, job notes, client portal, certificate, etcetera.

1. Reporting Considerations Statement

Stage One or Focus Audits	Confirmation (Choose Item)	Auditor Comments
With regard to the requirements of LRMS03-04-07 Use of ICT for Auditing Purposes - Risks & Opportunities. Has the organisation the ability to access and present information, images or video from relevant locations to undertake an effective remote assessment?	Not a Stage 1 or Focus audit	
Please confirm in the comments the ICT tools agreed for future audits or used during the audit e.g. TEAMS, SKYPE, LRQA REMOTE, WECHAT, Other...	Not a Stage 1 or Focus audit	
Where the audit is a stage One or a focus (Certification Renewal Planning) Visit, Will the amount of remote audit time for the next certification period be greater than 50% of the total audit time?	Not a Stage 1 or Focus Audit	
Current Audit: General Requirements		
Please confirm that legal and statutory controls were effective.	Yes	
Confirmation of the management system's conformity to the requirements of the standard, capability, and effectiveness to deliver the objectives of the organization and stakeholders.	Yes	
Has there been any deviation from the original audit plan or any significant issues impacting on the audit programme?	No	
Have there been any significant changes, since the last audit, that affect the continued appropriateness of: the scope of certification, the management system, effective workforce numbers, related to the activities/products/services of the organisation?	No	
Are there any unresolved issues from the audit between the client and the audit team?	No	
Was the organisation effectively controlling the use of the certification documents, marks and not misleading in their (online) certification statements?	Yes	
Were the stated objectives of the audit fulfilled?	Yes	
Where the audit is for OHS, have the relevant OHS responsibility holders been involved in the audit and their details included in the list of meeting attendees?	Not an OH&S audit	
Where the organisation operates Night Shift, can all processes be effectively audited during normal office hours?	N/A	
Where the visit is for OHS and Night Shift activities are undertaken, confirm that a Night Shift audit of shift has been planned.	N/A	
Current Audit: Remote Audit Activity		
Where remote audit activities were undertaken with the use of ICT, were these effective and delivered the audit objectives?	N/A	
Were operational processes audited remotely and using video livestreaming? If yes, please confirm that a comment was made in the relevant process table to confirm the effectiveness of the audit activity.	N/A	

2. Additional information

LRQA Observation

Notification to client of an opportunity for improvement in observed current practices, or a positive aspect worthy of a special mention observed. The requirements of the Standard(s) are met, follow up not mandatory for client or LRQA. Will be recorded in the audit summary table applicable to the area being assessed and highlighted in the executive summary where relevant.

Confidentiality

We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.

Sampling

The audit process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

Legal entity: The accredited legal entity and client facing office that has provided the assessment service in this report is referenced in the applicable agreement for this service.

Generic audit objectives and team responsibilities

The generic audit objectives and team responsibilities are included in the Client Information Note 'Assessment Process' included on our website www.lrqa.com. Any visit specific objectives for the next visit will be recorded in the report of the previous visit and will be addressed through the visit plan for that visit. The assessment standard and roles of the audit team are defined in the assessment visit confirmation sent to the client. Furthermore, on the website there are Client Information Notes available for the various visit types.

Audit Criteria

The audit criteria consist of the assessment standard and the client's management system processes and documentation.

Additional observers

Any additional observers will be as formally communicated to the client.

3. Meeting Attendees

Name	Role	Attended Opening Meeting	Attended Closing Meeting	Comments
Robert McCombe	Operations Director	Y	Y	
Richard McCombe	MD	Y	N	