

MATERIAL HANDLING

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-15

Internal Auditing

An annual audit plan will be prepared and implemented by the Quality, Health & Safety (QHS) Manager to determine whether the various elements of the QHSE Management System, taking into account the organisational context, are effective. Investigation of the root cause of any reported deficiencies are recorded and corrective and preventive actions implemented.

Requirement To Audit

- 1.0 Audits on the QHSE Management System must be carried out routinely to ensure its continued effectiveness.
- 1.1 The (QHS) Manager will arrange any re-audits necessary as a result of reported deficiencies.
- 1.2 Audits may be carried out more frequently if there has been a change in procedure, organisation or if a deficiency in the system has been reported.
- 1.3 The QHS Manager will be responsible for ensuring that suitable resource is available to meet the annual audit requirement.
- 1.4 The Library of Legislation register is updated regularly, and where it has been highlighted those changes apply to TMHUK, these will be written into the QHSE manual, its effectiveness will be subjected to an annual audit and compliance evaluated

Auditing: Scope & Methodology

- 2.0 All elements of the documented system will be subject to the auditor's remit.
- 2.1 Audit Report forms are to be completed for each element of the audit plan;
 - i. Q012 - Quality Safety & Environmental System Procedural Audit Report (Depots)
 - ii. Q012a - Site Audit (Resident Site Workshops and Technicians. auditor)
 - iii. Q012b - Field Audit (Mobile Service Technicians, CFTS and HPT. auditor)
 - iv. Q012c - Contractor Audit – Core (Main Office of Contractor, ESG. auditor)
 - v. Q012d - Contractor Audit – Field (Contractor Operations. auditor)
 - vi. Q052 - Site Excellence Audit (After Sales / Intranet)
 - vii. Q079 - Safety Audit (Depots auditor)
- 2.2 The Audit Report will detail and record objective evidence seen.
- 2.3 Contact should be established with the customer or their appointed representative at each site visit. The purpose of the visit should be explained and the customers comments invited. Any complaints received are to be considered and, if deemed appropriate, recorded on the Intranet based Toyota Customer Quality (TCQ) log in accordance with SM-58.
- 2.4 Audit Reports will be sent to the appropriate departmental manager and saved on QHSE database.

Performance Evaluation & Improvement

- 3.0 The QHS Manager will issue, monthly, a status report, on the outstanding Corrective Preventive Actions (CPA's), to departmental managers.

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- 3.1 A statistical analysis, of audit findings, will be submitted to Management Review Meetings for their consideration.

Corrective Actions

- 4.0 The Team Leader will implement any remedial actions required. The actions should be completed in a timely fashion and must include root cause analysis.

Major Nonconformity

- 5.0 The Auditor will contact the QHS Manager (whilst on site) to report their concerns. The QHS Manager will contact the departmental manager to discuss appropriate actions.
- 5.1 The Auditor will record his findings in the relevant section of the relevant form.

Records

- 6.0 The Audit Year Plan will be held on the QHSE database for the lifetime of the plan.
- 6.1 The QHSE department will retain copies of all Audit forms for not less than 5 years.