Internal Quality Audits	Doc No.: QSP-07
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1. Purpose

To establish a procedure to conduct internal quality audits periodically to determine whether the quality management system implemented, complies with the documented procedures and to identify areas for improvement.

2. Scope

This procedure covers all the activities coming under the quality management system.

3. Definitions

IQA - Internal Quality Audit.
QA MR -Quality Management Representative
Objective evidence – data supporting the existence of something
Observation – A statement of fact made during an audit and substantiated with objective evidence
Auditor –Person with competence to conduct an audit
Auditee – Person being audited

4. Roles and Responsibilities

Quality Management Representative

- Responsible for preparation of annual audit plan, appointment of internal quality auditors and planning and coordination of internal audits.
- Responsible for verification of the corrective actions and closure of IQA Non-conformance reports.

Internal Quality Auditors

- Responsible for conducting audit, identifying NC's and preparation of IQA non-conformance report

Auditee

- Responsible for determining and initiating corrective action.

5. Process Description

5.1. Planning of audits

5.1.1. Internal quality audits are conducted on regular intervals to obtain objective evidence to ensure the continuing suitability of the QMS. MR prepares the "Annual Internal Audit /MRM plan (KAC-IQ-01) at the beginning of each year, on the basis of the status and importance of activities. The audit plan shall be approved by the Top management.

5.1.2. The internal audits shall be conducted once at least in a year covering all the functions. However, if particular needs are

identified, the frequency of audit may be increased at the discretion of the Quality Management Representative.

5.1.3. The "Internal Audit Schedule (KAC-IQ-02)" has to be finalized by the Quality Management Representative after discussion with the internal auditors and the various departments. The Audit programme has to be circulated among employees using e-mails at least one week before the audit date. Copy of the audit programme shall be maintained in the internal quality audit file.

5.2. Internal Quality Auditors

5.2.1. Internal audits are carried out by certified internal auditors.

5.2.2. Auditors are assigned to audit work independent of their own work by the Quality Management Representative.

5.3. Audit preparation

5.3.1. The nominated Auditor shall be responsible for the preparation, co-ordination, execution and reporting of the audit. A copy of procedure/ manual, unfilled forms to report the non-conformances (NCR) and "Internal Audit Report (KAC-IQ-03)" form shall be collected from the Quality Management Representative.

5.3.2. Audit report number shall be obtained from Quality Management Representative and audit tools like checklists, questionnaires, matrix etc. shall be prepared.

5.4. Audit execution

5.4.1. As a general rule, audits always proceed as follows:

Stage 1: Opening meeting (Attended by auditors, auditees, department heads and top management)

Stage 2: Audit

- Interview based on audit checklist
- Review of relevant management system documents
- Follow-up of individual processes and on-site verification of implementation of defined procedures by means of sampling

Stage 3: Closing meeting (Attended by auditors, auditees, department heads and top management)

- A discussion about the audit findings

5.4.2. The non-conformances observed are to be summarized in the IQA "Internal Audit Non-conformance report (KAC-IQ-04) without reference to any persons.

5.4.3. All non-conformances determined must be supported by objective evidence that can be verified. Any NCR's raised during the audit shall be passed to the department head for his signature, to indicate acceptance and commitment to rectify the non-conformance within an agreed period. Copies of the IQA NC reports shall be filed by respective department heads.

5.4.4. Original IQA nonconformance reports with the proposed corrective action plan shall be returned to Quality Management Representative for monitoring purposes.

5.5. Audit report

5.5.1. The observations noted by the internal quality auditors are classified as observations or non-conformances after discussion between the auditor, auditee, department heads and MR. Such observations should be included in the audit report for review.

5.5.2. The Auditor shall prepare an "Internal Audit summary Report (KAC-IQ-03)" and attach copies of all NCR's and forward it to the MR.

5.5.3. The Head of the audited department is responsible for proposing the corrective action needed to mitigate the non-conformance and the period required for the same. The corrective action plan is recorded in the IQA "Internal audit Nonconformance report (KAC-IQ-04)".

5.6. Audit follow-up

5.6.1. The Head of the audited department is responsible to initiate necessary corrective action required to close the non-conformity. MR/ auditor assigned by MR shall verify the status of the non-conformance on completion of the period mutually agreed.

5.6.2. The results of the audit follow-up shall be recorded on the original IQA "Internal Audit summary report (KAC-IQ-03)" maintained by the Quality Management Representative. The non-conformance report can be closed officially if the verified results are satisfactory.

5.6.3. If the agreed corrective actions are not complete or not effective, the Quality Management Representative shall discuss further corrective action as necessary and/ or agree a new time frame for completion with departmental heads concerned and the above procedure will be followed.

5.6.4. Any corrective actions still outstanding after the second follow-up will be reported via the Quality Management Representative to the top management for further action.

5.7. Re-audit

5.7.1. A re-audit may be in general, only be carried out after the identified non conformities have been closed.

6. References

ISO 9001:2015 Quality Management system Manual

7. Records

Record	Record Ref #	Responsibility
Internal audit /MRM plan	KAC-IQ-01	Quality Management Representative
Internal Audit Schedule	KAC-IQ-02	Quality Management Representative
Internal Audit Summary report	KAC-IQ-03	Quality Management Representative
Internal Audit Non-conformance report	KAC-IQ-04	Quality Management Representative

8. Procedure Amendment History

Rev #	Date	Page #	Section	Nature of Amendment
01	01-04-2021	All		Incorporating the new company (Kurita AquaChemie FZE) name, its scope and all other information
02	01-04-2022	All		Annual Revision
03	01-04-2023	All		Annual Revision
04	01-04-2025	All		Annual Revision