

PUBLISHING SERVICES SUB-DIVISION

**QUALITY ASSURANCE INSTRUCTIONS
PSS-03 Internal Quality Reviews**

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1.0 PURPOSE

- 1.1 The purpose of this document is to describe the Internal Quality Review instructions, which verify the effective implementation, adequacy and effectiveness of the Quality System at the Publishing Services Subdivision.

2.0 SCOPE

- 2.1 Preparation and implementation of the Internal Quality Review System.

3.0 RESPONSIBILITIES

- 3.1 All Quality Council members and Internal Reviewers are responsible for having a working knowledge of this QAI.
- 3.2 The Quality Management Representatives are responsible for the scheduling, planning of all Internal Reviews and assuring the qualifications of Internal Quality Reviewers.
- 3.3 The Quality Management Representatives and the Quality Council are responsible for follow-up of Corrective and Preventive Action.
- 3.4 The Head of the Publishing Services Subdivision is responsible for accepting and signing Internal and External Review Reports.
- 3.5 The designated manager of this QAI is responsible for considering all DCRs and NCRs issued against this QAI, writing new instructions when necessary and informing end-users of the changes made.
- 3.6 The Webmaster is responsible for updating the controlled version of this QAI on the Internet in a timely manner.
- 3.7 ESSInfo Publishing Services employees and other users of this QAI are encouraged to provide feedback to the Quality Management Representative, Production Coordinator, and Head Publishing Services on its accuracy, completeness, simplicity, and usefulness by issuing a Document Change Request or Quality System Improvement Request.

4.0 INSTRUCTIONS

4.1 SELECT REVIEWERS

- Reviewers are selected based on their technical expertise required for the review
- Reviewers should have no direct responsibility in the areas being reviewed
- Reviewers should be free from bias and influences which could affect objectivity
- Reviewers should seek cooperation with the auditee personnel
- Reviewers should be objective

4.2 TRAIN REVIEWERS

- Reviewers should receive the Basic Internal Auditing course, such as:
- ISO 9000 Internal Auditor course
- Quality Systems Auditing course
- Internal Quality Reviewers must be qualified:
- In compliance with the Quality Management System
- Familiarity of the Quality Management System (elements to be reviewed)

4.3 PLAN ANNUAL INTERNAL REVIEW SCHEDULE

- The Annual Internal Review Schedule will include the following:
 - Identify the Lead Reviewer
 - Elements to be reviewed
 - List the Internal Reviewers
 - Identify the area to be reviewed
 - Schedule (day-time) of review
 - Verification of review process
- The Annual Internal Review Schedule will be cover the fiscal year of operation
- All Internal Reviews will be based on the Annual Internal Review Schedule
- The Annual Internal Review Schedule is a guide and can be modified as required

4.4 REVIEW DOCUMENTATION

- Review relevant procedures and other documentation for completeness and accuracy, to become familiar with their requirements and to establish what is the latest version

4.5 REVIEW PLAN

- The Review Plan should include, as required, and may not be limited to:
 - Objectives and Scope of review
 - Identification of individuals having significant direct responsibilities
 - Areas to be reviewed
 - Determine review team members
 - Date and area of review
 - Time and duration of activities
 - Schedule of Opening and Closing meetings with Management
 - Language of the review
 - Confidentiality of the requirements
 - Review Summary Report distribution and expected date of issue
 - The Review Plan should be approved by the client and communicated to reviewers and the ones being reviewed.

- 4.6 PREPARE THE CHECKLIST
 - Develop a checklist for each procedures from documentation
 - Checklist can be tailored by the Review team to consider any changes which may have taken place
 - Review Checklist should include NCR's from previous reviews to confirm long term corrective action has been taken
- 4.7 HOLD REVIEW TEAM MEETING
 - This is an opportunity to clarify all review particulars/logistics and determine if the assigned tasks are appropriate
 - If there are any concerns, they should be addressed at this meeting in order that any changes can be made, if, and where necessary
- 4.8 PREPARE AND ISSUE REVIEW LETTER
 - The Review Letter should include scope, objective, time and date of review
 - The Review Letter will be sent the Quality Council (QT), reviewers and all designated authority involved
 - The Review Letter will be sent out at least one week prior to Internal Review and/or as required
 - There should be no surprises
- 4.9 PERFORM REVIEW
 - Conduct informal Opening Meeting with the QT and/or Head of the Publishing Services Subdivision, as required
 - Collect evidence
 - Review Observations and Non-Conformities
 - Closing Meeting to clearly reflect the results of the review
- 4.10 PREPARE REVIEW SUMMARY REPORT
 - The Review Summary Report should contain:
 - Details of the Review Plan, including the identity of all involved and dates
 - Reference documents
 - Documentation of Non-Conformities
 - The extent of reviewer's compliance with Standards and documentation
 - The Quality system's effectiveness
 - Follow-up activities required
 - The Review Report distribution
- 4.11 DISTRIBUTE REVIEW SUMMARY REPORT
 - The Review Summary Report will be distributed to:
 - The client, the Head of the Publishing Services Subdivision
 - The Quality Management Representative
- 4.12 FOLLOW-UP ACTIVITIES
 - Post-review follow-up on non-conformities, and closing out of corrective actions
 - For verifying that the corrective action has been adequately addressed

5.0 REFERENCES

- Quality Policy Manual (QPM)
- Annual Internal Review Schedule
- Review Summary Report
- Quality Management Institute (QMI) – ISO 9000, Lead Auditor Training Course

6.0 WORKFLOW CHART

