**Borg & Overström**

**Audit PLAN**

# ISO 9001 GAP Analysis | 09/12/2024

**This report and all its contents are confidential**

## Section 1: Basic audit data

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| --- | --- |
| **Client/Address** | **Client ID#** |
| Thermaglow Limited | BOR006 |
| Synergy House, Fakenham Rd, Morton on the Hill | **Audit Criteria** |
| Norwich | ISO 9001 / Q001 |
| NR9 5SP | **Date(s) of audit** |
| Daniel Ulrich <daniel.ulrich@borgandoverstrom.com> | 09/12/24 to 10/12/24 |
| **Audit Activity** | GAP Analysis |

**Audit Team**

|  |  |  |
| --- | --- | --- |
| Lead Auditor | Robert Low | Audit-Day(s): 2 |
| Observer (if needed) |  | Audit-Day(s): |
| Interpreter (if needed) |  | Affiliation: |

**Audit Applicability**

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| Standard 1 | ISO 9001:2015 |  |

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| Scope of certification (if applicable specify scope for each site and each standard) |

## Section 2: Audit Plan

**Day 1 – 09/12/2024**

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| **Time** | **Activity** |
| 08:00-08:30 | Opening Meeting: Information on an audit approach, methods and reporting. Review of the agenda. Agree scope and programme. The plan here is to go over the Documented QMS and review documents and records (7.5) |
| 08:30 | **Leadership - Clause 4,5**  4 COTO (Stakeholders, Processes, SWOT, PESTLE, Scope)  5 Quality culture, Quality Policy, Responsibilities and authorities (Job descriptions, inductions…) |
| 09:15 | 6 Risk and Opportunities (Register), Change management, Process Objectives |
| 10:00 | 8.3 Design and Development *(Product development)* |
| 11:00 | 8.4 Purchasing, Subcontracting, Supplier Approval and Performance Monitoring |
| 11:45 | Traceability, Incidents, recalls and withdrawals  Traceability challenge Initiated \* |
| 12:00- 13:00 | Lunch |
| 13:00 | **Improvement 10**  Nonconformances, Continual Improvement  Customer Complaints  Deviations/Concessions |
| 14:00 | **Monitoring 9**  9.1 KPIs  9.3 Management Review Meeting |
| 14:30 | 9.2 Internal audits |
| 15:00 | **Resource 7**  Personnel & Competency |
| 15:30 | 7.5 Documented Information & control of records |
| 16:00 | Audit trails and outstanding areas & Audit review |
| 17:00 | Feedback and Close End Day 1 |

**Day 2 – 10/12/2024**

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| **Time** | **Activity:** |
| 08:00-08:30 | Review of previous day’s findings and audit plan for the day. |
| 08:30 | **Control of Operations *(Follow the risk assessment flow)***  *All production Areas at main site*   1. Goods Inwards (Raw material receipt) 2. Control of Operations, 3. Product Inspection and Testing 4. Quantity Control, 5. Final Product Packing and Control 6. Stock control & product release. 7. Dispatch and Transportation   (Control of 3rd party property, preservation, Waste management, Control of records (storage, legibility etc…), Storeroom, Control of NC goods) |
| 12:00- 13:00 | Lunch (Followed by continuation of Control of Operations) |
| 13:00 | Control of Operations *(continued…)* |
| 14:00 | Equipment Calibration and Measuring |
| 14:30 | Equipment Maintenance |
| 15:00 | Traceability Challenge Reviewed \* |
| 16:00 | Closing Meeting / Feedback |

## *\*A traceability challenge is an exercise whereby a product will be selected and all associated records (production records, material records, testing records, goods in, goods out etc…) are to be collected and presented. This is used to satisfy the requirements of the traceability clause, but also meet the requirements of incident management (Recalls), should this occur.*