



CERTIFICATION

AUDIT REPORT: THE CENTER FOR LIBRARY RESOURCES AND EDUCATIONAL MEDIA SURANAREE UNIVERSITY OF TECHNOLOGY

VISIT TYPE:

STAGE 2 AUDIT - 1

CONTRACT NUMBER:

TH/BKK/c16982

BE THE BENCHMARK

EXECUTIVE SUMMARY

SGS DELIVERING OFFICE:	SGS (Thailand) Ltd.
ORGANIZATION NAME:	The Center for Library Resources and Educational Media Suranaree University of Technology
HEAD OFFICE:	111 University Avenue, Suranaree Sub District, Muang District, Nakhon Ratchasima 30000 Thailand , Nakhon Ratchasima , 30000, Thailand
REPRESENTATIVE:	Khun Natcha Brownpanith

AUDIT CRITERIA

STANDARD	ACCREDITATION	ACCREDITED SGS OFFICE	NO. OF EFFECTIVE EMPLOYEES /STANDARD
ISO 9001:2015	UKAS	SGS United Kingdom Limited.	58

CERTIFICATION SCOPE

Library services, Audiovisual services and Document production services

SITES COVERED BY CERTIFICATION SCOPE

ADDRESS SITE 1	NO. OF STAFF	NO. OF SHIFTS
111 University Avenue, Suranaree Sub-district, Muang District, Nakhon Ratchasima 30000, Thailand, Nakhon Ratchasima , 30000, Thailand	58	1

AUDIT TEAM COMPOSITION AND AUDIT INFORMATION

AUDIT TEAM LEADER	On-Anong Satthamnuwong
AUDIT TEAM MEMBER	Kanokrose Ounok
AUDIT TEAM MEMBER	Supalak Panchote
ANY OTHER ACCOMPANYING PERSON (NAMES & ROLES)	
AUDIT DATE(S)	27 Sep 2021

1. AUDIT OBJECTIVES

The objectives of this audit/visit are, for the scope of certification:

Determination of the conformity of the client's management system, or parts of it, with audit criteria;

Determination of the ability of the management system to ensure the client meets applicable statutory, regulatory and contractual requirements (NOTE: A management system certification audit is not a legal compliance audit.);

Determination of the effectiveness of the management system to ensure the client can reasonably expect to achieving its specified objectives;

As applicable, identification of areas for potential improvement of the management system.

CONSIDERATIONS:

The scope of the audit, dates and places where audit activities were conducted are identified in the audit plan (any changes are identified in the audit report).

This audit report contains a summary of the capability of the management system to meet applicable requirements and expected outcomes.

This report is confidential, and distribution is limited to the audit team, audit attendees, client representative, the SGS office and may be subject to Accreditation Body, Certification Scheme owners or any other Regulatory Body sampling in line with our online Privacy Statement which can be accessed at www.sgs.com/en/privacy-at-sgs.

Audits use a sampling process, based on the information available at the time of the audit. The audit methods shall include, but are not limited to, interviews, observation of activities and review of documentation and records.

2. SUMMARY AND CONCLUSIONS

CONCLUSIONS

The audit team recommends that, based on the results of this audit, the management system certification be :

Granted.

Continued certification is conditional to satisfactory processing of non conformities.

AUDIT SUMMARY

- The organization has demonstrated effective implementation of a management system and documentation that conforms with audit criteria.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system

- The management system is effective with regard to achieving the organization's objectives and the intended results of the applicable standard(s).

The organization has demonstrated effective implementation its management system and is capable of achieving its policy objectives.

Number of nonconformities identified: 1 minor(s)

- Nonconformance was not identified at the previous audit.

- Certification scope is appropriate.

- Audit objectives have been fulfilled.

- Audit plan was followed.

- Audit programme is adequate.

- Any issues resolved.

3. PREVIOUS FINDINGS

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented when non-conformities (or Stage 1 findings) were identified. When the management system has not adequately addressed non-conformity (or Stage 1 finding) identified during previous audit activities, the specific issue has been raised in the non-conformity section of this report.

4. NON-CONFORMITIES

NON-CONFORMITY	N° 1 / 1	Minor	
PROCESS	HR and organizational knowledge	DATE RAISED	27 Sep 2021
STANDARD	ISO 9001:2015	CLAUSE	7.2
DESCRIPTION	There was not found objective evidence for determine of competence e.g. education and experience of some staffs:ID237178 position: Librarian professional level which did not comply to ISO9001:2015 requirement clause 7.2.		

FOR MINOR NON-CONFORMITIES

Corrective Actions to address identified minor non-conformities including a cause analysis shall be documented on an action plan. Where actions are deemed to be satisfactory, they will be followed up at the next scheduled visit.

Action plan reviewed by the Auditor and are satisfactory, To follow up at the next scheduled visit. (or)	<input checked="" type="checkbox"/>
Send Action plan to SGS for review (within 90 days). To follow up at the next scheduled visit. (or)	<input type="checkbox"/>
To follow at the next scheduled visit. No need to send action plan.	<input type="checkbox"/>

Non-conformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard and shall include actions to analyse the cause of the non-conformity and prevent recurrence, and complete records maintained.

Deadlines indicated may need to be reduced when there is a more restrictive requirement, e.g. certificate expiry.

5. OBSERVATIONS AND IMPROVEMENT OPPORTUNITIES

OBSERVATION N° 1	
DESCRIPTION	The organization should review preventive check sheet again to get more effectiveness. (Document production)
PROCESS	operation, purchasing&storage, quality control, non-conformity, service control, customer complaint Document production services

OBSERVATION N° 2	
DESCRIPTION	Audio-visual equipment inspection and repairing was done as documented information required. However, repairing result that done by staff should be more clearly identified in management system.
PROCESS	Audiovisual services operation, purchasing&storage, quality control, non-conformity, service control, customer complaint

OBSERVATION N° 3	
DESCRIPTION	The organization should review confirm order process again to get more effectiveness. (Document production)
PROCESS	operation, purchasing&storage, quality control, non-conformity, service control, customer complaint Document production services

OBSERVATION N° 4	
DESCRIPTION	Audio-visual equipment repairing was done as time. However, corrective action in each case should be more clearly identified in documented information.

PROCESS	Audiovisual services operation, purchasing&storage, quality control, non-conformity, service control, customer complaint
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OBSERVATION N° 5	
DESCRIPTION	The organization should record more information in temperature/ humidity monitoring record to get more effectiveness. (Document production)
PROCESS	operation, purchasing&storage, quality control, non-conformity, service control, customer complaint Document production services

OBSERVATION N° 6	
DESCRIPTION	Equipment that use for audio-visual equipment inspection and preventive maintenance was controlled in management system. However, preventive maintenance, verification and calibration result should be more clearly maintained in system.
PROCESS	Audiovisual services operation, purchasing&storage, quality control, non-conformity, service control, customer complaint

OBSERVATION N° 7	
DESCRIPTION	The organization should establish personnel training record to get more effectiveness.
PROCESS	HR and organizational knowledge

OBSERVATION N° 8	
DESCRIPTION	Calibration process was implemented and maintained as standard required. However, calibration plan should be more clearly defined for frequency due of calibration in each equipment.
PROCESS	Maintenance / Calibration

OBSERVATION N° 9	
DESCRIPTION	Documented information control was implemented and maintained as standard required. However, audio-visual equipment manual from supplier and maker should be more clearly identified to ensure that covered kind and type of all equipment.
PROCESS	Documented Information Control

OBSERVATION N° 10	
DESCRIPTION	Internal audit was implemented and maintained as standard required. However, audit evidence and criteria should be more clearly defined in each function.
PROCESS	Internal Audit / Management Review

6. SPECIFIC REQUIREMENTS

Any significant changes?

No

Are certification claims accurate and in accordance with SGS guidance and is the organisation effectively controlling the use of certification documents and marks?

N/A

7. AUDIT TRAILS

SITE 1		
PROCESS	PROCESS OWNER	AUDITOR
Library Operation System (Central Library-Membership, Purchasing&Storage, Library Catalogue Implementation and Library service operation) Quality Control, Non-conformity, service control, Customer Complaint	Mrs.Doungjai, Mrs.Suparak, Mrs.Khwankaew	On-Anong Satthamnuwong
SUMMARY		
<p>Function/Department: Library Operation System (Central Library-Membership, Purchasing&Storage, Library Catalogue Implementation and Library service operation) Quality Control, Non-conformity, service control, Customer Complaint</p> <p>Remote communication tools: Zoom</p> <p>The organization implements service provision under controlled conditions. Controlled conditions are include, as applicable: the availability of documented information that defines: the characteristics of the products to be produced, the services to be provided, or the activities to be performed; the results to be achieved; the availability and use of suitable monitoring and measuring resources; the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; the use of suitable infrastructure and environment for the operation of processes; the appointment of competent persons, including any required qualification; the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; the implementation of actions to prevent human error; the implementation of release, delivery and post-delivery activities. The organization uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The organization identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. The organization controls the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability. Release of Product & Services - The organization implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the user. Lifetime membership users are including Suranaree university of Technology's student, professor and staff and allowed any other or walking outsider borrow anything from library services by yearly membership registration. The organization retains documented information on the release of products and services. The documented information is including: evidence of conformity with the acceptance criteria; traceability to the person(s) authorizing the release. Conduct site tour;</p> <p>SATISFIED.</p> <p>Central Library</p> <ol style="list-style-type: none"> 1. Acquisition 2. Cataloguing and classification system. 3. Chronicle 4. Chronicle in Nakorn Ratchasima 5. Circulation service 6. Online Public Access Catalogue 7. Journal and Documentation System (Serial Control) 8. Learning promotion <p>Verified the quality objective are customer satisfaction, skill development of staff, knowledge exchange in organization, project management(PBM), job development etc.</p> <p>1) Analysis of categories and listing of information resources is a record of bibliographic details (MARC21) or important information of the information resources such as authors, titles, printouts, publications, publishers, etc. ALIST's library system implement for the</p>		

PROCESS	PROCESS OWNER	AUDITOR
Library Operation System (Central Library-Membership, Purchasing&Storage, Library Catalogue Implementation and Library service operation) Quality Control, Non-conformity, service control, Customer Complaint	Mrs.Doungjai, Mrs.Suparak, Mrs.Khwankaew	On-Anong Satthamnuwong
<p>automatic library system (Library of Congress classification for call number: LC, AACR2, National Library of Medicine:NLM, Local Call no.) and subject headings cataloguing (Library of Congress Subject Headings (LCSH), Thai Lis Service Working Group, Thammasat University Subject Heading for Thai subject heading, Category of university publication, Author call number of Thammasat University etc.). The process was conducted including receive the book -> RFID -> barcode -> Pre-cat (item information) -> cataloguing and classification -> search and transfer information from other database or full bibliographic to the computer by manual -> labelling -> recheck before release. Control of cataloguing and classification service are the core operation of the organization. It focuses on the need for all users to access information. They also have the right to equal service and meet the need for information in the hands.</p> <p>2) Library promotion public relations service, the stop service that the user can see and want to contact when they need help or need information in other parts of the library. The public relations library must be impressed with the service. This will affect the attitudes of the users and this may be a measure of library quality. Public relations all service points It is a relationship with the recipient. Because of the service points in the library, there will be staff available in the service area. And in interaction with the service each time. It can create a good relationship with each other. User expected Library staff know everything. Therefore, all library workers must have knowledge and expertise in their respective fields must have developed self-knowledge. To be flexible. Meet the needs that users expect. The learning and working space are allocated for reading, meeting or group presentation, the user can reserve the room in room reservation system on website; library.sut.ac.th, but it's temporary closed due to COVID-19 pandemic situation. SUT Lib Book Delivery Service is the circulation service in Covid-19 situation, the student/professor can request on https://bit.ly/2y2LZN1 and receive the book at his/her home by Express mail service with expense.</p> <p>3) Information literacy promotion service is the training for the user who need to learning about the technique and approachability which concerned with the search engine and application for bibliography management, the online training is used for COVID-19 pandemic situation.</p> <p>Document:</p> <ul style="list-style-type: none"> WI-CLREM-02-01-01, rev.02 (20/08/2021) Work instruction for resource acquisition WI-CLREM-02-02-01, rev.02 (27/08/2021) Work instruction for category analysis and classification WI-CLREM-06-01-05, rev.00 (07/05/2021) Work instruction for information search and EndNote program <p>Sampling:</p> <ul style="list-style-type: none"> Category and classification: "Theory and usage of Industrial instrumentation / Somsak K.", cat no. TS191 45 2539, location at 2nd fl., bib no. 7427, barcode: 31051000385407, ISBN 9747948699, edited latest on 11/01/2019 by sirirat@SUTCL. Acquisition-Donation book: "Fixed pont theory of nonlinear mappings" / Ratanakorn W.", cat. no. QA 329.9 33 2564, bib no. 174995, barcode: 31051002277651, ISBN 9786165827478, on process of cataloguing. Learning promotion service: "Proquest Dissertation and Theses global-Supporting Your Research" on-line training course / Panelist: Kurinji Malar, on 15/09/2021, duration: 1.5 hours. Verified summary evaluation performance of supplier/outsource Y2021. <p>In general, the function has demonstrated the implementation and effectiveness regarding these process. There was no non-conformity raised in this function.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Leadership and Commitment, Contexts, need and expectation of interested parties / Risk and opportunity / Strategy and Planning	Dr.Nattaya	On-Anong Satthamnuwong
SUMMARY		
<p>Remote communication tools: Zoom</p> <p>Reviewed Context of the Organization, Risk/Opportunity assessment and interviewed Top Management (Dr. Nattaya Puakpong / Director, Ms.Natcha Brownpanith / QMR) for responsibility & accountability, scope of quality management system, internal and external context, need & expectation of interested parties, action for control risks & opportunities and control of change. Context of</p>		

PROCESS	PROCESS OWNER	AUDITOR
Leadership and Commitment, Contexts, need and expectation of interested parties / Risk and opportunity / Strategy and Planning	Dr.Nattaya	On-Anong Satthamnuwong
<p>organization were determine covered internal and external issue such as</p> <p>Internal issue:</p> <ul style="list-style-type: none"> - Top management has the vision of leadership and devote much attention to operation which align with strategies of University. - High potential of recruitment process to get the professional staff in operation and service. - Integration management cause the efficiency management. - The continued improvement of operation and service. - Staff of organization have the service mind and team work. - Adequate stationary equipment and computer for operation. - Located in the center area, effect to the proper in service. - Poor English language skill of staff. - Limit of budget. - Etc. <p>External issue:</p> <ul style="list-style-type: none"> - Quality Management System and Green Library - MOU between Library of University. - Innovation and technology to operation and service support. - Operation and service improvement in Effective Governance model. - Tendency of using library service have been changed. - Risk from computer virus which affect to data. - Etc. <p>Need & expectation of interested parties such as</p> <ul style="list-style-type: none"> - Management has need and expected, Policy to quality objective achievement, excellent innovation/result, opinion of all staff. - Customer has need and expected, service mind, comfortably and fast service and meet in their need, adequate resource which meet in their need, diversified reading area and adequate bright light, online service, able to use library area 24 hours. - Supplier has need and expected the organization to provide the continuous order. - Internal staff has need and expected in suitable work environment, benefit and allowance, excellent result of performance evaluation, Growth in career - Etc. <p>Risks and opportunities were determined by consider to context of organization and interested parties need. The risks & opportunities assessment was conducted base on method of Brainstorming. The analysis identified. The activities to seize opportunities/activities to control risk, assigned to responsible person and reference to applicable documents. Overall risk and opportunities were review when start implement ISO 9001:2015, and monitoring program of action address by internal audit activity, management review meeting.</p> <ul style="list-style-type: none"> - Limit of service: action by SUT Lib Book Delivery. - Poor in working skill: action by provide training and expert consult. - The limit of budget: action by procure the resource by effective budget, negotiability technique, unlimited electronic resource. - Covid-19 pandemic: Support customer by online training, pandemic protection measure, and work from home. - Change of educational: action by knowledge exchange in organization, learning the media which apply to educational. <p>In general, the function has demonstrated the implementation regarding the Contexts of Organization including Needs & Expectations of Interested parties and Risk & Opportunity Management. There was no non-conformity raised in this function.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Maintenance / Calibration	Mr. Narong	Kanokrose Ounok

PROCESS	PROCESS OWNER	AUDITOR
Maintenance / Calibration	Mr. Narong	Kanokrose Ounok
SUMMARY		
<p>Remote communication tools: Zoom Application</p> <p>Building and infrastructure was responsible by facility management service of SUT that process focus to evaluation of service such as building, electrical system, security, water supply system, air condition system and maid. Key process indicator was established and monitored that result is shown achieve target. Risk and opportunity for this department was implemented and maintained as standard required.</p> <p>The following evidences were verified in this visit;</p> <ul style="list-style-type: none"> · Quality objective for evaluation of service result control, · Risk and opportunity list on 06/09/2021 such as infrastructure breakdown, action plan to request to facility management of SUT, · Documented information no. OP-CLREM-00-00-11 rev. 01 effective on 05/07/2021 for preventive maintenance process, · Evaluation service result in October 2020 – July 2021, · Documented information no. SD-CLREM-00-00-53 rev. 00 effective on 20/09/2021 for monitoring and measurement equipment control of thermometer with relative humidity, · Calibration result of thermometer with relative humidity on 20/09/2021. <p>Monitoring and measuring equipment was set up to register all monitoring and measuring list with working range and acceptable tolerance defined. The calibration schedule was issued as reference for monitoring and measuring equipment control. All monitoring and measuring equipment were conducted cover point of used and found that record was maintained.</p> <p>In general, the function has demonstrated the implementation and effectiveness regarding the quality management system. However, there was found opportunity for improvement in this function.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Documented Information Control	Ms.Vilairat	Kanokrose Ounok
SUMMARY		
<p>Remote communication tools: Zoom Application</p> <p>Documented information was implemented and maintained. Document control system for internal and external document was verified such as distribution method, approve document, current status at point of use that found complied with standard required. Control of record was verified. All record has been clearly implemented for identification, storage, protection retrieval, retention time and disposition.</p> <p>The following evidences were verified as follow;</p> <ul style="list-style-type: none"> · Documented information no. QP-CLREM-00-00-03 rev. 01 effective on 02/06/2021 for documented information control, · Internal documented information control such as DAR-QM for QM-CLREM-00-00-01, DAR-QP for QP-CLREM-04-00-02, DAR-SD for SD-CLREM-00-00-07, DAR-WI for WI-CLREM-03-00-01, DAR-FM for FM-CLREM-00-00-42 · External document information control such as SDE-CLREM-00-00-72. <p>In general, the function has demonstrated the implementation of quality management system regarding documented information control. However, there was found opportunity for improvement in this function.</p>		

PROCESS	PROCESS OWNER	AUDITOR
Audiovisual services; operation, purchasing&storage, quality control, non-conformity, service control, customer complaint	Mr. Narong	Kanokrose Ounok
SUMMARY		
<p>Remote communication tools: Zoom Application</p> <p>Educational Media Division was responsible for audio-visual services that activity focus to provide, inspection, repairing, preventive maintenance and lend of audio-visual equipment for education and event as customer requirement.</p> <p>Main process for each service was verified that compliance with documented information and standard requirement required as follow:</p> <ul style="list-style-type: none"> • Performance action plan of year established, implemented and maintained as activity defined. • Purchasing control was implemented and maintained as legal required that process was starting to budget confirm, supplier selection, equipment specification reviewing, purchasing order issue, receiving process and supplier evaluation. • Audio-visual preventive maintenance was implemented and maintained as documented information defined such as audio-visual register, issue preventive maintenance plan, inspection and maintenance by staff and outsourcing, prepare TOR, problem summary, corrective action, evaluation and report. • Audio-visual repairing was starting from repairing request, correction by staff and outsourcing and record in system. • Control of audio-visual equipment for lend was verified such as stock control and lend via program. • Customer satisfaction and compliant was established, implemented and maintained as standard required. <p>Quality objectives, risk and opportunity for this function were established, implemented and maintained that result is shown satisfy.</p> <p>In general, the function has demonstrated the implementation and effectiveness regarding the audio-visual process. However, there was found opportunity for improvement in this function.</p>		
PROCESS	PROCESS OWNER	AUDITOR
HR and organizational knowledge	Ms. Natcha	Supalak Panchote

PROCESS	PROCESS OWNER	AUDITOR
HR and organizational knowledge	Ms. Natcha	Supalak Panchote
SUMMARY		
<p>Remote communication tools: Zoom</p> <p>Function/Department: Recruitment and Training, Competence and Awareness, Organizational knowledge.</p> <p>Recruitment was verified according to procedure, was established and maintained to ensure that the process conforms to the QMS requirements. The process flow was started from each department provided personal requisition to Human resource department then requisition which approved were reviewed by compared with job description. It was defined the qualification by based on knowledge, experience, skill, and responsibility then contract was provided to qualify person. New staff was passed the orientation and on the job training before working with the suitable time frame. For on the job training has conducted by each segment. Sampled the recruitment of some staff, records of application, training, skill and experience were maintained.</p> <p>Training process was established as procedure. Training plan 2021 was provided follow by training Needs from each department. The plan was reviewed and approved by authorized person prior applying to all relevant departments. For on the job training has conducted by each segment. The basic training course for new employee and refreshing was provided to create the employee skills and competence. The refresh program was established at least once a year. The evaluation criteria were provided. Training records were established and maintained.</p> <p>Sampling:</p> <ul style="list-style-type: none"> - Verified job description of some position such as Librarian, Audiovisual officer and etc. There was found non-conformity so raised to Minor CAR 1/1 - Verified training plan 2021. The result was satisfied. - Verified recruitment process and training records of some employee such as Staff ID 264019 (Audiovisual), ID 263049 (General service office). - Verified training records and evaluation of some course such as ISO9001:2015 documentation on 25/2/2020. The result was satisfied. <p>The quality objectives were established in term of on plan training and on time recruitment. Verified the result Y2021. It was satisfied. In case of quality objectives did not meet the target, corrective and preventive actions were established, implemented and maintained to prevent recurrence problem. Interviewing staff was found that has enough competence to work, understanding, necessary minimum requirement for specific, awareness on quality control and objectives</p> <p>Organization determined knowledge necessary for operation. This knowledge was maintained and made available to extent necessary. Organization determined how to acquire or access necessary additional knowledge against current knowledge when addressing changing needs and trends including working place procedure. They were generally gained by experience of concern staffs by cover all section. Finally, they were determined via updating training need (knowledge, services standard, data backup and recovery, WI and code of conduct).</p> <p>In general, the function has demonstrated the implementation and effectiveness of quality management system in regard to these process . There was 1 non-conformity raised in this function (See CAR 1/1) and observation for improvement. (See part5)</p>		
PROCESS	PROCESS OWNER	AUDITOR
Document production services; operation, purchasing&storage, quality control, non-conformity, service control, customer complaint	Mr. Sakchai	Supalak Panchote

PROCESS	PROCESS OWNER	AUDITOR
Document production services; operation, purchasing&storage, quality control, non-conformity, service control, customer complaint	Mr. Sakchai	Supalak Panchote
SUMMARY		
<p>Remote communication : Zoom Function/Department: Document production services; operation, purchasing&storage, quality control, non-conformity, service control, customer complaint</p> <p>The process was established and maintained. Quality objectives was determined and monitored focusing on customer satisfaction and correctness of operation. Verified the result 2021. It was satisfied. Operation risk and opportunity were identified and controlled by quality objective. The process start by the requester e.g. lecturer, department, section in university request for document production e.g. lecture material, book, textbook, examination and etc. Then, they will review the facility and manpower before commit to requester. The production plan and manpower request were established and approved then distribute to relevant section. The original copy sent by email or hard copy. When finished they will send back with the document. The criteria of process (correctness, complete, color and etc.) and committee who will check the correctness of document was appointed. The record was established, maintained and trace ability. All document was checked and approved before release to the requester. When the requester received they will checked again. The material e.g. paper, ink, glue was purchased by purchasing department of university. The external provider was selected under criteria of university follow bidding process. And evaluate at least once per semester. When the material received, they will check the quantity and quality. If found damage and/or abnormal, they will inform purchasing section. The material was identified, trace back and kept in good condition follow the storage condition (temperature and humidity). The condition was monitored twice a day. Verified record of Sep2021. It was satisfied. Customer satisfaction was survey by google form and summary once per semester. Customer complaint was handled well follow procedure. The root cause was analysis and prevent to recurrent problem. Verified the result. It was satisfied. Work environment was controlled e.g. temperature and humidity including light, smell and safety. Interview the staffs, they have competence on their job duty. Machine and facility was provided and available. They were controlled and maintenance by service provider. Sampling some evidence to verified the process as below list.</p> <p>-Verified document request process, planing, production process including quality control of</p> <ul style="list-style-type: none"> Examination 2/2020 Subject: 525301 Mechanical drawing on 11/2/2021 Job no. 0633 Item: Self assessment Requester: Geotechnology on 10/9/2021 Job no. 0640 Item: Material 715308 (Maternal and Newborn Nursing) on 17/9/2021 <p>-Verified Customer satisfaction of Aug 2021</p> <p>-Verified Customer complaint on 29/4/2021. It was satisfied.</p> <p>-Verified preventive maintenance plan and check sheet 2021 of printer, copy machine, automatic booking and etc. It was satisfied.</p> <p>-Verified purchasing process incoming process, storage, distribute, stock balance of some material:</p> <ul style="list-style-type: none"> paper A4 order no. 7431(3)/15 22/1/2021 black INK order no. 7431(3)/381 2/12/2020 <p>-Verified external provider evaluation: RICOH, PAPER industries and etc. It was satisfied.</p> <p>In general, the function has demonstrated the implementation and effectiveness regarding these process. There was no non-conformity raised in this function. However, there were some observations for improvement. (See part5)</p>		
PROCESS	PROCESS OWNER	AUDITOR
IT management	Mr. Bandit	Supalak Panchote

PROCESS	PROCESS OWNER	AUDITOR
IT management	Mr. Bandit	Supalak Panchote
SUMMARY		
<p>Remote communication tools: Zoom</p> <p>Function/Department: IT (Hardware and software)</p> <p>IT system both hardware and Software were identified, provided and maintained by IT center of university. All activities including, network control, data backup, internet, virus protection, install program, maintenance service for hardware and software were controlled. Back-up system has been established for internal server back-up by automatically interval time. Verified service report for IT preventive maintenance process found that all activities were performed as contract defined. The results were satisfied. Quality objectives was determined and monitored. The record was established and maintained. Verified the result 2021. It was satisfied.</p> <p>Interviewing staff was found that has an enough competence to work, understanding, necessary minimum requirement for specific, awareness on quality control and objective.</p> <p>In general, the function has demonstrated the implementation and effectiveness regarding the IT management process control. There was no non-conformity raised in this function.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Communication	Ms. Natcha	Kanokrose Ounok
SUMMARY		
<p>Remote communication tools: Zoom Application</p> <p>Communication system has mentioned on communication scheme which was separated into two main scheme as internal and external communication channels, by authorized personnel, the frequency to be done with record for reference. The channel for communication via website, e-mail, phone, application, board and meeting is the main channel such as quality policy, risk and opportunity, quality objective, role and responsible to relevant information for enhancing awareness of persons doing work under the organization's control.</p>		
PROCESS	PROCESS OWNER	AUDITOR
Internal Audit / Management Review	Ms. Natcha	Kanokrose Ounok
SUMMARY		
<p>Remote communication tools: Zoom Application</p> <p>Internal audit process was implemented and maintained as documented information defined. The internal audit program is issued and conducted once a year. Audit program, audit plan, auditor qualification, audit checklists, audit report, non-conformity and corrective action was verified that cover requirement adequately with system approach concept.</p> <p>Management review was conducted yearly basis for review consideration status of action from last review, change in context of organization and interested parties that could affect with intended outcome, nonconformity and corrective action, audit result, customer satisfaction, customer compliant, quality objective etc. that found overall performance was satisfied.</p> <p>In general, the function has demonstrated the implementation and effectiveness regarding the internal audit and management review. There was no non-conformity raised in this function. However, there was found opportunity for improvement in this function.</p>		

8. ADDITIONAL COMMENTS

Not applicable

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WHEN YOU NEED TO BE SURE