



International Standards Certifications

AUDIT REPORT

Westcare Incorporated

**Surveillance Audit for compliance to
ISO 9001 : 2008**

Team Leader: Steve Bonasin

Dates of Audit: 5th & 6th July 2016

Client File No: QAC/ R61 / 0750

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

CLIENT INFORMATION				
Client:	Westcare Incorporated			
Client Contact	Nathan Bullivant	E-mail/ website:	Nathan.bullivant@westcare.com.au	
Position:	Systems Manager	Phone:	(08) 6389 4100	
AUDIT DESCRIPTION				
Standard	ISO 9001 : 2008			
Audit Type	Initial Stage 2 <input checked="" type="checkbox"/>	Surveillance <input checked="" type="checkbox"/>	Triennial <input type="checkbox"/>	Other
Duration	1.5 Man days			
Audited Sites	Head Office: 75 Carrington Street, Nedlands WA 6009			
	Site 1: 75 Carrington Street, Nedlands WA 6009			
	Site 2: 28 Hanwell Ave, Bassendean WA 6054			
Audit team	Team leader	Steve Bonasin		
	Auditor(s)	N/A		
	Technical expert	N/A		
	Observer(s)	N/A		
Audit Plan	Sent: 21/06/2016			
Site sampling methodology:	Total number sites:2	Sites sampled: 2	N/ A	<input type="checkbox"/>
Description of temporary sites :			N/ A	<input checked="" type="checkbox"/>
Pre triennial review conducted:			N/ A	<input checked="" type="checkbox"/>
Previous certification details:			N/ A	<input checked="" type="checkbox"/>

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

CERTIFICATION INFORMATION

Scope of Certification:

Nedlands: Printing. Including design and development.

Bassendean: Box manufacturing, Safety product manufacture, Industrial and Food Packaging.

Exclusions:

N/A

Employee Numbers:	Head Office / Nedlands ADE; 18 F/T, 8 P/T & 2 Casual Bassendean ADE; 5 F/T, 4 P/T & 3 Casual	ANZSIC:	0070 ,0071, 2249, 2333, 2412
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CHANGES IN CLIENT INFORMATION AT THIS AUDIT

Client Name/Address	N	Scope	N
Employee Numbers	Y	Other	N

EXECUTIVE SUMMARY

An audit of Westcare Incorporated (QMS) Management System was conducted on the above dates by International Standards Certifications in accordance with the requirements outlined in ISO 17021:2011.

Audit Objectives

The purpose of the audit was; to verify compliance of the client's management system to the requirements of ISO 9001:2008 and to ensure that the management has a system in place to identify applicable legal, statutory and contractual obligations.

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Summary of Audit Finding

Westcare Incorporated Quality System Manual Revision date 29 May 2015 complies with the requirements of ISO 9001:2008 Standard.

Interviewed Managers and Staff members at Nedlands and Bassendean sites confirmed that Westcare continues to monitor and improve its operational and administrative functions across the organisation. Westcare has recently appointed a new QA officer who is implementing additional processes to aid the continuous improvement of the Quality Management System.

The QA Officer maintains an internal audit schedule which identifies sections of operations, policies and procedures which are to be audited throughout the year. Monthly internal audits have been conducted with an internal audit report summary. Internal audit report summary includes information on evidence of Conformance and Non Conformance. Corrective Action Requests are issued for any raised non conformances. Corrective Action Requests are reviewed to ensure relevant action has been taken to close out the non-conformance. The QA Officer maintains Non Conformance, Corrective Action and Continuous Improvement Registers.

Westcare continues to maintain effective internal communication with relevant meetings at all levels including;

- Production/Toolbox meetings
- Staff meetings
- Board Members Meetings
- OSH meetings
- Consumer meetings
- Management Review meetings.

The Systems Manager has established and implemented **Sharepoint**, this is an on line management system which maintains the organisations Document library. All relevant Staff members have access to Sharepoint where they can access current Westcare policies, procedures, documents, manuals and work instructions. The implementation of Sharepoint is a significant improvement to the organisation in terms of document control.

Based on samples of documents and records verified during the audit and feedback obtained from interviewed Staff members at Bassendean and Nedlands it appears that Westcare Incorporated continues to maintain its Quality Management System effectively and efficiently.

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Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Audit objectives were met	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Non-conformances were identified at this audit:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Number and category of non-conformances:	Nil	
Description of non-conformances: N/A		

Recommendation

Recommended for Certification/Continued Certification: Yes No

DESCRIPTION OF CLIENT OPERATIONS

Westcare Incorporated is an Australian Disability Enterprise (not-for-profit) which has been providing quality supported employment and training for West Australian people with disabilities since 1947.

Westcare Incorporated ADE provides supported employment options across its four business divisions at Nedlands Print and at Bassendean Box, Safety and Foodpak.

- **Westcare Print** - offers superior offset & digital printing services. Whether its trade, digital or simple short run printing, Westcare pride themselves on offering superior full colour printed products at a competitive price. Westcare print management & design team work with its customers to ensure their print project comes to life - in a timely, cost effective manner.
- **Westcare Box** - offers a comprehensive range of cost-effective covered, stapled, die-cut and corrugated boxes in various sizes and configurations to suit any industry. Westcare Box pride themselves on their ability to produce a range of custom boxes. Westcare can custom make boxes to customer specification, including precise fitting into racking or storage system, they also have a large range of prefabricated boxes to choose from.
- **Westcare Safety** - specialise in manufacturing an extensive range of high visibility safety garments that meet customer requirements. Westcare also offer all products related to safety; whether its safety vests, ear protection, foot protection or work wear.
- **Westcare Foodpak** - offer food packing solutions that add value to a range of industries. Westcare Foodpak is firmly established as a one stop production, packing and delivery service. Westcare Foodpak offer the highest possible standards in quality, stock control and food packing services with a specialty in organic packing.

Phone:	+61 (2) 9922 1966	ISC Pty Ltd – a DNV GL Company	Page 5 of 18
Fax:	+61 (2) 9900 9595		CONFIDENTIAL
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Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Client Representatives:

John Mitchell	Company CEO
Nathan Bullivant	Systems Manager
Vinod Kamboth	QA Officer
Richard Swanson	General Manager Bassendean
Annie Lambrechts	Administration Officer Bassendean
Ellen Reidy	Support Services Officer Bassendean
Mario Spina	Sales Executive Bassendean
Diane Henningsen	Senior Admin Officer
Peter Reidy	Production Supervisor Bassendean
Sarah Fontana	Reception/Sales Admin Bassendean
Jenny Honeybun	Executive Assistant to CEO
Gail Underwood	Executive Manager Finance
Mark Forest	Director Westcare Industries
Gary Adams	Estimator Nedlands
Quentin Daymond	Production Manager Print
Dawn Boyce	Finishing Supervisor Nedlands
Jay Brown	Pre-Press Apprentice Nedlands
Maxine Major	Accounts Payable
Joshua Hutchison	Dispatch Supervisor Nedlands

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

AUDIT INFORMATION

Clause 4 - Quality Management Systems

Audited Clauses	
<input type="checkbox"/> 4.1 General requirements	<input type="checkbox"/> Clause 4.2.3 Control of Documents
<input type="checkbox"/> 4.2 Documentation requirements	<input type="checkbox"/> Clause 4.2.4 Control of Records

Findings:

4.1 Westcare Incorporated continues to operate with its current Quality System Manual Revision date 29 May 2015 Rev: 05. General Requirements are well documented which include;

- Quality systems processes
- Process Map
- Process Map Matrix

4.2 Westcare Incorporated continues to effectively maintain its Quality Management System which includes;

- Quality Manual
- Control of Documents and Records

4.2.3 Westcare Incorporated Control of documents is defined in Control of Documents and Records procedure QOP-03. Westcare Document Library is maintained on Sharepoint

- All documents are fully reviewed and approved prior to release.
- Documents are identified by current version number and revision date.
- Obsolete documents are withdrawn from Sharepoint to ensure only current version is used.

4.2.4 Westcare Incorporated continues to maintain all relevant records to provide evidence of conformity to the standard. Samples of records verified during the audit include;

- Supported employee Payroll records
- Staff Training records
- Purchasing / Invoicing records
- OSH records
- Insurance Records
- Asset Register

Opportunities for Improvement:

The organisation needs to ensure that Operational Staff at Nedlands and Bassendean have access to current Work Instructions and Standard Operating Procedures.

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Fax: +61 (2) 9900 9595		CONFIDENTIAL
Email: CertificationANZ@dnvgl.com		F05 AudRep ISO9001 : 2008 1.7

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Clause 5 - Management Responsibility

Audited Clauses	
<input type="checkbox"/> 5.1 Management Commitment	<input type="checkbox"/> 5.4 Planning
<input type="checkbox"/> 5.2 Customer Focus	<input type="checkbox"/> 5.5 Responsibility, authority and communication
<input type="checkbox"/> 5.3 Quality Policies	<input type="checkbox"/> 5.6 Management review

Findings:

5.1 Interviewed Staff members at Nedlands and Bassendean confirmed that Westcare Management team remains committed to meeting customer, statutory and regulatory requirements.

- Internal and external communication channels appear to be effective
- Management commitment to Quality objectives
- Implementation of Sharepoint
- Interviewed Staff members confirmed that Westcare Incorporated continues to provide sufficient resources to ensure customer needs are met.

5.2 Interviewed Staff members at Nedlands and Bassendean confirmed that Westcare Incorporated continues to focus on Customer satisfaction.

- Customer requirements are recorded
- Customer requirements are met by inspecting and testing products at various stages and upon completion
- Supported employees individual goals continue to be achieved by provision of training and support as defined in IEP's.
- Customer Satisfaction surveys sighted during the audit confirmed that Westcare Incorporated continues to provide quality customer service/product.

5.3 Westcare Incorporated Quality Policy which has been recently reviewed Revision date 24 June 2016 is displayed at both sites Nedlands and Bassendean. Interviewed Staff members appeared to have a good understanding of Westcare Incorporated Quality Policy and Quality objectives.

5.4 Westcare continue to effectively plan their Quality system processes to ensure quality objectives are achieved at Nedlands and Bassendean.

- Westcare continues to strive for high level of Customer satisfaction.
- The QA Team remains committed to the maintenance of the QMS through the review and upgrade of relevant policies and procedures.
- New Strategic Plan is currently in progress of development with the CEO and Board members.
- Industries Plan 2016 was verified during the audit.
- Quality Assurance Internal Audit Schedule for 2016 was verified during the audit.

Phone: +61 (2) 9922 1966	ISC Pty Ltd – a DNV GL Company	Page 8 of 18
Fax: +61 (2) 9900 9595		CONFIDENTIAL
Email: CertificationANZ@dnvgl.com		F05 AudRep ISO9001 : 2008 1.7

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

5.5 Interrelations of all Staff members who manage, perform and verify work affecting quality is identified within the current Organisational Chart.

- Staff Job Descriptions define relevant authorities and responsibilities.
- Internal Communication channels appear to be effective, random samples of Board, Management and Consumer meeting minutes were sighted during the audit.

5.6 Management Review meetings are conducted Six- monthly, Management Review team consists of;

- QA Officer
- Systems Manager
- General Managers
- Production Managers
- Production Supervisors
- Admin Officer

Meeting minutes of most recent meeting and of meeting prior to last were verified during the audit.

Management Review Meeting

Frequency:	Monthly <input type="checkbox"/>	Six-monthly <input checked="" type="checkbox"/>	Yearly <input type="checkbox"/>	Other <input type="checkbox"/>
Date of most recent meeting:	23 & 24 June 2016			
Date of meeting prior to last:	December 2015			
Management review chaired by :	Vinod Kamboth - QA Officer			
The continuing suitability, adequacy and effectiveness of the management system was confirmed by the top management.				Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Clause 6 - Resource Management

Audited Clauses	
<input type="checkbox"/> 6.1 Resource Management	<input type="checkbox"/> 6.3 Infrastructure
<input type="checkbox"/> 6.2 Human Resources	<input type="checkbox"/> 6.4 Work Environment

Findings:

6.1 Interviewed Staff members at Nedlands and Bassendean confirmed that Westcare continues to provide sufficient resources for the maintenance and improvement of its Quality Management System including;

- Equipment and Materials
- Information and Technology
- Financial resources.

Observations during the site visits also confirmed that sufficient resources is provided at both sites to continue operating effectively and efficiently.

6.2 Based on samples of records verified and feedback obtained during the audit, it appears that current Westcare Board members, Managers and Staff members are suitably qualified, skilled and experienced to perform their job efficiently and effectively.

- Samples of current Staff Job descriptions and performance reviews were verified during the audit.
- Samples of Staff training records were also verified during the audit which included; Forklift licence, Provide First Aid, Fire Fighting and Provide Basic Emergency Life Support

6.3 Observations during the audit confirmed that Westcare premises at Nedlands and Bassendean continue to be well maintained.

- Maintenance on buildings and facilities is performed by external contractors as required
- Maintenance on equipment and machines is conducted according to schedule.
- Westcare continues to provide the required plant, equipment, machinery and tools
- Communication services are provided by telephone, wireless and internet systems.
- IT system continues to be maintained by the Systems Manager.

6.4 Observations during the audit confirmed that Westcare Incorporated continues to provide a Healthy and Safe work environment at Nedlands, Bassendean and Head Office. Work tasks continue to be performed according to safe operating procedures at both sites.

- Bassendean work site is very well designed with sufficient space and adequate facilities in the specific area for Box, Safety and Packaging.
- Nedlands work area is well maintained in the Print and Stores section.
- All Fire-fighting equipment is maintained according to schedule at both sites.

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Fax: +61 (2) 9900 9595		CONFIDENTIAL
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Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

- Regular fire evacuation drills have been conducted and samples of evacuation records were verified during the audit.
- First Aid Kits are maintained at both visited sites

Incident and Accident Registers are maintained at both sites. Records verified during the audit confirmed that there were no serious injuries recorded during the period June 2015-July 2016l.

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Clause 7 - Product Realisation

Audited Clauses	
<input type="checkbox"/> 7.1 Planning of product realisation	<input type="checkbox"/> 7.4 Purchasing
<input type="checkbox"/> 7.2 Customer related processes	<input type="checkbox"/> 7.5 Production and service provision
<input type="checkbox"/> 7.3 Design and development	<input type="checkbox"/> 7.6 Control of measuring and monitoring equipment

Findings:

7.1 Production processes and product verification continue to be planned at Nedlands and Bassendean. Production quality planning includes;

- Product requirements
- Inspection activities according to criteria
- Quality Inspection activities
- Evidence for product and process conformity

7.2 Westcare continues to ensure that Customer product requirements are clearly defined at Nedlands and Bassendean. Samples of Documented Customer requirement records sighted at Nedlands and Bassendean include;

- Records of Customer Orders
- Current and previous Job Sheets
- Details of Customer Specifications
- Job cards with a unique Job number
- Completed Jobs/Orders according to customer requirements

Westcare Managers / Staff members continue to communicate with their Customers in a number of ways including;

- Face to Face meetings
- Phone conversations
- Correspondence by Email
- Order/Quote requests

Customer satisfaction surveys continue to be conducted annually for both sites. Collated data is analysed and communicated to the relevant Managers. The QA Officer is responsible for following up any negative feedback.

Recent Customer survey feedback has been very positive at Nedlands and Bassendean.

7.3 Westcare continues to designs its own standard catalogue products as well as Customer specified products and modifications.

- All design inputs continue to be reviewed and approved at both sites prior to use.
- All design output documents are checked and approved before release for production.
- Samples of customer requirements design process was verified at Nedlands and Bassendean.

Phone: +61 (2) 9922 1966	ISC Pty Ltd – a DNV GL Company	Page 12 of 18
Fax: +61 (2) 9900 9595		CONFIDENTIAL
Email: CertificationANZ@dnvgl.com		F05 AudRep ISO9001 : 2008 1.7

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

- Sample records of product design verification and validation were verified at Nedlands Print
- Samples of records relating to changes in design and approval from Customers were also sighted at Nedlands Print.

7.4 Westcare Incorporated purchase orders are processed on the Quote & Print system at Nedlands and Bassendean. Westcare continues to use approved suppliers who are able to satisfy the requirements of the organisation's needs.

- Purchase orders clearly describe the ordered product.
- All purchased products are checked on delivery at both sites.
- Records are maintained for purchased products at both sites.

Samples of purchase orders for both sites were verified on Quote & Print, Samples of records for purchased products were also verified at Head Office and both visited sites.

7.5 Observations during the audit confirmed that product manufacturing and processing continues to be performed under controlled conditions at Nedlands and Bassendean.

- Specific product process information and work instructions were verified at both sites
- Westcare continues to ensure that relevant machinery and equipment is used to manufacture or process the required customer products.
- Observations during the audit confirmed that ongoing monitoring and inspections are conducted throughout the manufacturing process.
- Interviewed Staff members at both visited sites confirmed that product is released for packaging and delivery only if satisfactory on final inspection.
- Traceability continues to be maintained by identifying the finished customer product with a unique control number.
- Interviewed Staff members at both sites confirmed that customers are informed immediately if their product is damaged or faulty.
- It was reported that Westcare continues to ensure handling, storing, protecting and transporting customer products is order with the agreed requirements.

7.6 Samples of calibration records verified during the audit confirmed that relevant devices are calibrated at the specified intervals at Nedlands and Bassendean.

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Identification of Legal Requirements Applicable to the Organisation (Clause 7.2)

There is a process in place for identifying legal requirements:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
The following legal requirements have been identified:		

- National Standards for Disability Services
- AS/NZS ISO 9001:2008
- Privacy Act 1988
- Disability Services Act 1986
- Disability Discrimination Act 1992
- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- Workers' Compensation and Injury Management Act 1981
- National Standard for Organic and Bio-Dynamic Produce Edition 3.5
- Australian Certified Organic Standard 2013
- High Visibility Safety Garments Part 1 Garments for High Risk Application
AS/NZS 1906 4:2010
- Retroreflective Materials and Devices for Road Traffic Control Purposes
Part 4: High-Visibility Materials for Safety Garments.
- HACCP – Bassendean.

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Clause 8 - Measurement Analysis and Improvement

Audited Clauses	
<input type="checkbox"/> 8.1 General	<input type="checkbox"/> 8.4 Analysis of data
<input type="checkbox"/> 8.2 Monitoring and measurement	<input type="checkbox"/> 8.5 Improvement
<input type="checkbox"/> 8.3 Control of non-conforming product	

Findings:

8.1 The conformity and effectiveness of the Westcare Incorporated Quality Management System continues to be monitored by the internal audit process and the Customer / Consumer complaints and feedback process.

- Results of internal audits and any received complaints are reported to Management and used to identify opportunities for improvement
- Registers are maintained relating to Non- conformances and Customer complaints
- Westcare continues to encourage all relevant stakeholders to provide regular feedback which aids the continuous improvement process.
- Records of Internal Audit results verified during the Audit confirmed that Westcare continues to monitor, analyse and implement continual improvements.

8.2 The newly appointed QA Officer is responsible for scheduling and conducting the internal audits at Head Office, Nedlands and Bassendean.

- Westcare Incorporated 2016 QA Internal Audit Schedule was verified during the audit
- The QA Officer conducts monthly Internal Audits at both sites, audit report summary is completed which includes details of non-conformances, recommendations and corrective action taken.
- Corrective Action Request are issued for Internal audit non-conformances
- Corrective Action Request are followed up and reviewed to ensure action has been taken.
- Registers of Non-conformances, Corrective Action Requests and Continuous improvement were verified during the Audit.

Internal Audits (Clause 8.2.2)

Frequency:	Monthly <input checked="" type="checkbox"/>	Six-monthly <input type="checkbox"/>	Yearly <input type="checkbox"/>	Other <input type="checkbox"/>
Date of most recent audit:	20 May 2016 Bassendean			
Date of audit preceding last:	12 May 2016 Nedlands			
Audit performed by :	Vinod Kamboth - QA Officer			
Internal Audit Schedule 2016 and Internal Audit Report Summary, April & June 2016, were verified during the Audit				
Forward planning is informed by the most recent two audits, information from the analysis of data and information from critical processes				Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Phone:	+61 (2) 9922 1966	ISC Pty Ltd – a DNV GL Company	Page 15 of 18
Fax:	+61 (2) 9900 9595		CONFIDENTIAL
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Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

Internal Audit Summary includes information relating to;

- Scope of Audit
- Evidence of conformance
- Effectiveness of Management review
- Effectiveness of Internal Audits
- Continual Improvement
- Customer Focus
- Responsibility and Authority
- Equipment Maintenance
- Design and Development
- Supplier evaluation and monitoring
- Customer property
- Calibration
- Site Inspections
- Training
- Issues raised

8.3 Controls for Identification, documentation, review and disposition of non-conforming products are defined within the current Westcare Quality System Manual.

- Westcare Management continues to maintain responsibility for reviewing non-conformances and deciding on the disposition of non-conforming products.

8.4 Westcare Management team continues to maintain the reporting, recording and monitoring system which captures data relating to;

- The effectiveness of current quality Policies and Procedures
- Internal and External Customer Complaints and Feedback
- Compliance with relevant Standards and Contractual requirements

8.5 Interviewed Managers and Staff members confirmed that Westcare is fully committed to the Continuous Improvement of its QMS which includes;

- Regular review of its Quality Policies and Procedures
- Internal and External Audits
- Investigating Customer Complaints
- Implementing Corrective and Preventative action
- Management Review
- Customer Satisfaction Surveys

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

ADDITIONAL INFORMATION

Use of Marks and Logos

ISC ISO 9001QUALITY MANAGEMENT logo is displayed on;
Westcare website in the Safety Accreditation section.

Westcare Promotional Brochures

Westcare Managers / Staff members business cards

Westcare Managers / Staff members email page.

Previous Non-conformances Closed/Open and Action Taken

N/A, There were no Non-conformances raised at the 2015 Re-Certification Audit.

Complaints:

Westcare continues to view all Complaints seriously and works towards effective solutions for all parties if and when needed. The QA Officer and the General Managers are responsible for addressing and resolving Customer Complaints.

Westcare Customer Complaints Register for Nedlands and Bassendean is maintained by the QA Officer which was verified during the audit. For the period of July 2015 to June 2016 there were a total of twenty four complaints registered, 19 at Nedlands and 5 at Bassendean. Corrective action for each complaint has been taken and all twenty four have been resolved appropriately and closed out in a timely manner.

Triennial review

N/A

Documents Reviewed for Pre-Triennial Review			
Docs reviewed	Audit Log <input type="checkbox"/>	Previous NCs <input type="checkbox"/>	Previous Reports <input type="checkbox"/>
Comments on Documents:			

Unresolved Issues

N/A

Site Specific Summary (if applicable)

N/A

Fax: +61 (2) 9900 9595	ISC Pty Ltd – a DNV GL Company	CONFIDENTIAL
Email: CertificationANZ@dnvgl.com		F05 AudRep ISO9001 : 2008 1.7

Client: Westcare Incorporated	Audit Dates: 5-6/July/2016
Audit Report (ISO 9001 : 2008)	File No. QAC / R61 / 0750

CONCLUSION

Statement of Conclusion

Based on samples of records verified and feedback obtained from interviewed Managers and Staff members at Head Office, Nedlands and Bassendean during this Surveillance audit it appears that Westcare Incorporated continues to comply with the requirements of ISO 9001:2008 standard. As there were No non-conformances identified during the audit, Westcare Incorporated is recommended for Continued Certification to ISO 9001:2008 standard.

The auditor would like to thank all the Managers and Staff members from Head Office, Nedlands and Bassendean who participated in the audit for their assistance and cooperation. It was a pleasure working with you during the audit.

Recommendation

Recommended for Certification/Continued Certification.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Recommended Surveillance Interval	12 Months	
Next Audit Date	July - 2017	


DISCLAIMER

Some issues, non-compliances or required improvements within the organisation may not have been identified in this report, due to the sampling size and time available during the audit. The organisation's management is responsible for implementing a surveillance system (based on internal audits) to identify non-conformances/continuous improvement opportunities and to take the necessary controls to ensure the quality management system implemented is effective and meets organisational and regulatory requirements.

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ISC, its employees, auditors and contractors, shall keep all information relating to your organisation collected during this audit confidential, and shall not disclose any such information to any third party, except that as required by legislation or relevant accreditation bodies.

ISC, its employees, auditors and contractors and accreditation bodies have signed confidentiality agreements and will only receive confidential information as per the requirement of the standards being audited.

Report by:	Steve Bonasin		20 July 2016
	Team Leader	Signature	Date

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Phone: +61 (2) 9922 1966	ISC Pty Ltd – a DNV GL Company	Page 18 of 18
Fax: +61 (2) 9900 9595		CONFIDENTIAL
Email: CertificationANZ@dnvgl.com		F05 AudRep ISO9001 : 2008 1.7