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**AUDIT SERVICES - QUALITY MANAGEMENT SYSTEM SURVEILLANCE REPORT**

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**Purpose of Report**

1. To present the Quality Management System surveillance report.

**Information and Analysis**

2. Attached is a copy of the report produced by the external assessors Lloyd's Register Quality Assurance Limited following a surveillance visit in early March 2007 to monitor the Quality Management System operated by Audit Services.
3. The assessment outcome from the visit is extremely positive. The report highlights that Audit Services continues to meet the requirements of the ISO 9001:2000 Standard by maintaining and improving its management system and no specific issues were identified during the visit that would affect certification.
4. In addition, the report states that there is evidence available through achievement of performance indicators to demonstrate that the system is used to deliver stakeholder requirements and customer satisfaction. Moreover, continual improvement was demonstrated through the revision of all system documentation in January 2007 and through the ongoing implementation of new audit management software to help deliver efficiency savings and achieve a paperless process.

**Legal Implications**

5. This report has been considered by the Borough Solicitor for legal implications in accordance with the Council's approved procedures. There are no issues which the Borough Solicitor considers need to be brought to the specific attention of Members, other than those highlighted in the report.

**Section 17 of the Crime and Disorder Act 1998**

6. The contents of this report have been considered in the context of the requirements placed on the Council by Section 17 of the Crime and Disorder Act 1998, namely, the duty on the Council to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area. It is not considered that the contents of this report have any such effect.

**Recommendation**

7. It is recommended that the surveillance report and assessment be noted.

**Brian James**  
**Chief Internal Auditor**

## **Background Papers**

No background papers were used in the preparation of the report.

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