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

SUMMARY REPORT

Purpose of the Report

1. To report outcomes from the Quality Management Surveillance Report issued by Lloyds Register Quality Assurance Limited in respect of Audit Services' Quality Management System.

Summary

2. The report highlights that the Audit Services Quality Management System continues to satisfy the requirements of the ISO 9001:2000 Standard.

Recommendation

3. It is recommended that the contents of the report be noted.

Reasons

4. The recommendation is supported to provide the Audit Committee with evidence to reflect on Audit Services quality management arrangements.

**Brian James
Head of Corporate Assurance**

Background Papers

- (i) Lloyds Register Quality Assurance Limited Surveillance Report.

Brian McGuire: Extension 2142

S17 Crime and Disorder	There are no specific issues which relate to crime and disorder.
Health and Well Being	There is no specific health and well being impact.
Sustainability	There is no specific sustainability impact.
Diversity	There is no specific diversity impact.
Wards Affected	All wards are affected equally.
Groups Affected	All groups are affected equally.
Budget and Policy Framework	This report does not affect the budget or policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
One Darlington: Perfectly Placed	There is no specific relevance to the strategy beyond a reflection on the Council's governance arrangements.
Efficiency	There is no specific efficiency impact.

MAIN REPORT

Information and Analysis

5. Audit Services operate a management system certified to the ISO9001:2000 International Quality Standard which drives the Service's processes and operations. The system is accredited via Lloyds Quality Assurance Limited and is subject to an annual surveillance inspection and three yearly re-accreditation process to ensure the system's continued fitness for purpose and compliance against the International Standard.
6. **Attached** is a copy of the report produced by the external assessors following a surveillance visit in June 2009 to monitor the Service's performance and compliance against the Standard.
7. 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.
8. In addition the report states that the management system effectively supports the delivery of services and 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 there was continued evidence of improvement to the system as required under the standard demonstrated through the further development of the Service's electronic and paperless systems.
9. The ISO 9001:2000 Standard has now been updated and replaced by the ISO 9001:2008 Standard. During 2009/10 Audit Services will be required to re certify to this new version of the Standard to ensure accreditation is maintained.

Conclusion

10. That Audit Services continues to operate a management system which fulfils the requirements of the ISO9001:2000 International Quality Standard.

Outcome of Consultation

11. There was no formal consultation undertaken in production of this report.