

---

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

---

**Purpose of Report**

1. To present the Quality Management System surveillance report.

**Information and Analysis**

2. 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.
3. **Attached** is a copy of the report produced by the external assessors following a surveillance visit in December 2007 to monitor the Services performance and compliance against the International Standard.
4. 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 it's management system and no specific issues were identified during the visit that would affect certification.
5. 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 as required under the standard was demonstrated through the use of electronic working papers, the move to a paperless environment and the re engineering of the Audit Risk Assessment methodology to provide a more comprehensive assessment of audit risk.

**Legal Implications**

6. This report has been considered by the Legal Services Manager for legal implications in accordance with the Council's approved procedures. There are no issues which the Legal Services Manager 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**

7. 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**

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

**Brian James**  
**Head of Corporate Assurance**

### **Background Papers**

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

B. McGuire Ext. 2142