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

Purpose of 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.

Information and Analysis

2. Audit Services operate a management system certified to the ISO9001 International Quality Standard which drives the Service's processes and operations. The system is accredited via Lloyds Quality Assurance Limited and is subject to surveillance inspections to ensure it remains fit for purpose and complies with the International Standard.
3. Attached is a copy of the Surveillance Report produced by the external assessors following an inspection visit in January 2011.
4. The assessment outcome from the visit is extremely positive. The management system was shown to be an effective mechanism for understanding and delivering stakeholders' requirements. Compliance to the ISO 9001:2008 Standard was confirmed and no specific areas were identified during the visit for management attention.

Recommendation

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

Reasons

6. 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

Surveillance Report from Lloyds Register Quality Assurance Limited

Brian James : Extension 2140

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.
Carbon Impact	There is no specific carbon 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.