

Finance QMS Process Document – Internal Audit /Self-Assessment

PURPOSE

To ensure the effective implementation of the Finance Departments Quality Management System by carrying out regular internal self-assessment audits on all principles and procedures outlined in the Quality Manual.

RESPONSIBILITY

The Finance Quality Team are responsible for scheduling self–assessment audits within the department. They ensure that the audit report is completed in a timely manner. The Quality audits are delegated to a trained Quality Audit Team within the Finance Department and may also be from other department within UL.

PROCEDURE

- The Finance Quality Team will compile an Internal Audit Schedule for the Department (bearing in mind prior commitments, work deadlines, annual leave etc.) setting out the following:
 - Appointment of Assessment Team
 - QMS Processes due for Audit
 - Key Business Processes due for Audit
- Each process (QMS Process, Key Business Process) should ideally be audited on a rolling basis, ensuring assessment team members are not responsible for their own area or an area covered by them in the previous self-assessment.
- The audit schedule is submitted for approval at the Quarterly Review Meeting - Finance. Any changes made by the Management Team to the schedule are noted and any agreed changes incorporated.
- The approved audit schedule is then passed to the Quality Audit Team team.
- Previous Audit information is made available in advance including:-
 - QMS Audit Report
 - Quality Improvement Action Plan (QIAP)
 - Self-assessment report
 - External Audit Report (including recommendations)
- The Quality Audit Team will develop a checklist using the documents above, select a sample where appropriate, to identify areas that require checking or particular attention and check progress in relation to the achievement of previous objectives and targets.
- The Assessment Team conduct the audit on agreed dates, arranging audit times around each process in order to witness actual activities being carried out wherever possible. Following the demonstration evaluate whether the process/procedure is effective and efficient. Auditees should be invited to make suggestions for improvement to their processes at the end of the audit.
- On completion an Audit Report is produced.

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- The Audit Report and supporting documentation is given to the Quality Team for review.
- The Quality Team review the Audit Report. The completed Audit report is sent to the auditees. If any urgent items have been identified auditees are notified by the Quality Team and the appropriate action is taken.

DOCUMENTATION

Finance Department individual Process Documentation within operational areas.

QMS Audit Report / Quality Improvement Action Plan

Prior self-assessment report

External Audit Report

Audit Schedule / Audit Checklist / Audit Report

RECORDS

Quality Records are maintained by the Quality Team in accordance with UL's [Records Management and Retention Policy](#). Action Items resulting from the audits are recorded in the Finance Department shared folder [\\lota\finance\FinanceQuality](#).

PROCESS VERIFICATION

Evaluation of all Financial Service effectiveness is carried out using internal self-assessment and customer feedback reviews. Evaluation is also carried out via the annual external auditing process by PWC.

REVISION HISTORY

Revision No.	Date	Approved by:	Details of Change	Process Owner
1	12/01/2015	Teresa, Valerie, Trish	<i>Initial Release</i>	Valerie
1.1	13/11/2018	Teresa, Valerie	<i>2018 Review</i>	Valerie