

Management System Certification	
Surveillance Audit - Summary Report	
Client: ALONE	Ref No.: 3636
Lead Assessor: Gerry Keegan	Date: 09/12/2015
Sub Assessor(s): N/A	Expert: N/A
Site Visit: N/A	

Scope: **Provision of Long Term Housing, Community Support, Befriending Services and Campaigning for change**

Client Rep: *[Signature]*

Staff Interviewed OR See Attached List: *See attached list*

Assessor Certification Recommendation(s)				A = Award M = Maintain A.C. = Award subject to corrective Action M.C. = Maintain subject to corrective Action S.C. = Suspend until Corrective Action R.V./M = Re-Visit Required/Maintain R.V./S = Re-visit Required/Suspend R.V. = Re-Visit Required W = Withdraw	
Standard(s)	P	O	Recommendation		Signed
9001:2008	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MAINTAIN		<i>[Signature]</i>

Total No. of problems	<input checked="" type="checkbox"/>	Evidence of Corrective action to be sent to EQA	YES / NO
Total No. of observations	<input checked="" type="checkbox"/>	Deadline for submission to EQA (if applicable):	<i>N/A</i>

Lead Assessor: *[Signature]* Client: *[Signature]*

EQA Use Only

Next Visit Follow Up Issues: *Programme's BEFRIENDING NETWORK IRL*

Follow up Issue Check: _____ Date: _____

(to be completed at following audit)

Corrective Action Reviewed (where applicable)

Report ready for review by the assessment committees / on behalf of the assessment committee

See Memo to Assessor / Assessment Committee

Signed: _____
Chief Executive/ Technical Manager/
Scheme Manager

Assessment Committee						
Standard	Reporting	Assessor Selection	Expert Selection	Decision	Signed	Date
	Good / Poor	OK / NG	OK / NG / N.A.			
	Good / Poor	OK / NG	OK / NG / N.A.			
	Good / Poor	OK / NG	OK / NG / N.A.			
	Good / Poor	OK / NG	OK / NG / N.A.			

MEETING MINUTES Surveillance Audit

Client: ALONE			Ref: 3636		
Lead Assessor: G Keegan		Location: Dublin 8		Date: 09/12/15	
EQA:	O	C	CLIENT:	O	C
Gerry Keegan	✓	✓	ANNE MURPHY	✓	✓
			SEAN MOYNIHAN	✓	X

Opening Meeting

1. ✓ The Lead Assessor opened the meeting and made introductions. The Lead Assessor re-assured the client that all information obtained during the audit is treated in the strictest confidence and will not be disclosed outside of EQA (unless signed agreement for disclosure to named third party has been obtained).
2. ✓ The auditor made a declaration concerning actual or potential conflicts of interest and impartiality.
3. ✓ The Lead Assessor confirmed that the audit will be conducted against the requirements of the ISO 9001:2008 Standard
4. ✓ The Lead Assessor discussed the scope, office location(s) and the client processes. The implications of any changes were agreed.
5. ✓ The Lead Assessor outlined the audit programme, how the audit process works (limited sample), how perceived problems and observations are documented, sites to be visited, persons to be interviewed and timescales. Meeting facilities, working hours, lunch and other breaks were agreed. The requirement for a closing meeting was explained.
6. ✓ The Lead Assessor clarified the position regarding any requirements in respect of personal protection equipment, clothing or accessories and any risks or potential risks on the client premises or sites to be visited.
7. ✓ The Lead Assessor explained that compliance with any Certification scheme does not in itself confer immunity from legal obligations.
8. ✓ Questions: None Q1s 2015 - discussed.

Closing Meeting

1. ✓ The Lead Assessor indicated the degree of compliance with the standard and the recommendation from the audit team to the assessment committee. The Lead Assessor explained to the Client that certification is at the discretion of the EQA Assessment Committee.
2. ✓ The Lead Assessor tabled any Feedback Reports. The client was asked to suggest corrective actions for each issue raised and complete the corrective action section of the report(s). Upon agreement, the date for submission of corrective action was agreed and the report was signed by the assessor.
3. ✓ The client was reminded that the audit was based on a limited sample, the number of feedback reports raised does not necessarily reflect the level of compliance (or non-compliance) of the management system.
4. ✓ The Lead Assessor returned any documentation obtained during the visit and documentation relating to previous corrective actions (if any) and repeated assurances regarding confidentiality.
5. ✓ The requirement for Surveillance and Re-Assessment audits and use of the EQA logo was confirmed.
6. ✓ The Lead Assessor explained the Complaints and Appeals procedure to be followed should the Client be unhappy with any aspect of the audit.
7. ✓ Questions / Auditor Feedback: Q1s well merged. Very vibrant organisation.
8. The Lead Assessor thanked the Client's Representatives for their hospitality, assistance and co-operation. The meeting was closed and a copy of the audit Summary Report, Staff Interviewed, Feedback Report(s) and Meeting Minutes were handed to the Client in order for them to make a copy.

Lead Assessor:

[Signature]

Client Representative:

[Signature]