Standard Operating Procedure (SOP): Internal Audits and Magmt. Review

eva service gmbh

SOP No.: SOP-QM-06

Version: 1.0

Effective Date:11.04.2025

Approved by: RM

Owner: NO

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1. Purpose

To define the procedure for conducting **internal audits** and **management reviews** at eva service GmbH in accordance with ISO 9001:2015. This SOP ensures that the QMS is evaluated regularly for compliance, effectiveness, and opportunities for improvement.

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2. Scope

This SOP applies to all internal audits and management review activities across departments and processes covered by eva's Quality Management System.

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3. References

- ISO 9001:2015, Clauses 9.2 and 9.3
- Quality Policy
- Audit Plan Template (QM-F-05-01)
- Nonconformity Report Template (QM-F-05-02)
- Management Review Minutes Template (QM-F-06-01)

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4. Definitions

- **Internal Audit**: A systematic, independent, and documented evaluation of QMS conformance.
- **Management Review**: A formal, periodic assessment of the QMS by top management.
- **Nonconformity**: Non-fulfillment of a requirement.
- **Corrective Action**: Action taken to eliminate the cause of a nonconformity.

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5. Responsibilities

Role	Responsibility
QMS Representative	Oversees internal audit program and schedules management review meetings
Internal Auditors	Plan, conduct, and report on audits
Process Owners	Participate in audits and implement corrective actions
Managing Director	Leads the management review and ensures strategic decisions are followed up

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6. Internal Audit Procedure

6.1 Planning

- QMS Representative develops an annual audit program based on process criticality, previous results, and risk.

6.2 Preparation

- Auditors review relevant SOPs, records, and past findings.
- Audit plan prepared using template EVA-QM-F-05-01.

6.3 Execution

- Audit is performed via interviews, record reviews, and observation.
- Nonconformities and observations are documented.

6.4 Reporting

- A formal audit report is prepared and shared with the process owner.
- Nonconformities are logged on EVA-QM-F-05-02.

6.5 Corrective Actions

- Process owners submit corrective action plans within 10 working days.
- QMS Representative verifies the resolution and effectiveness.

6.6 Follow-up

- If needed, follow-up audits are conducted to confirm corrective actions.

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7. Management Review Procedure

7.1 Frequency

- Conducted at least once per year.

7.2 Inputs

- Internal audit results
- Nonconformities and corrective actions
- Customer feedback and complaints
- Key performance indicators (KPIs)
- Status of actions from previous reviews
- Changes affecting the QMS
- Opportunities for improvement

7.3 Evaluation

- Top management evaluates the QMS's effectiveness and alignment with business strategy.

7.4 Outputs

- Decisions and actions regarding:
    - QMS changes
    - Resource needs
    - Improvement opportunities
- Documented in EVA-QM-F-06-01.

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8. Records

Record	Retention Period	Responsibility
Audit Plan (EVA-QM-F-05-01)	5 years	QMS Representative
Audit Reports	5 years	QMS Representative
Nonconformity Reports (EVA-QM-F-05-02)	5 years	QMS Representative
Management Review Minutes (EVA-QM-F-06-01)	5 years	QMS Representative

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9. Related Documents

- SOP for Document Control

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10. Revision History

Version	Date	Description	Author
1.0	11.04.2025	Initial Version	Nisse Oberwalleney