

NQA Audit Plan

This programme relates to the next: **Surveillance 2 Audit**
 Client: **LBP LEASING AND FINANCE CORPORATION**
 Relevant Standard/Supporting Documentation: **ISO 9001:2015**

Vision No.: N/A

Member/Role	Ms. Rhoda VI Demesa (Lead Auditor)	Member/Role	Ms. Khen David (Auditor)
Date	27 December 2021	Date	27 December 2021
Time	Location/Department/Process	Time	Location/Department/Process
9:00am - 9:30am	Opening Meeting	9:00am - 9:30am	Opening Meeting
9:30am – 12:00nn	Top Management Audit/Leadership Context of the Organization Leadership (customer focus/policy/roles and responsibilities) Improvement Planning (risk/objectives) Performance Evaluation (customer satisfaction / management review) Internal Audit/CAR/NC Improvement	9:30am – 10:45am 10:45am – 12:00nn 12:00nn – 1:00pm	Purchasing/External Providers Human Resources/Training Lunch Break
12:00nn – 1:00pm	Lunch Break	1:00pm – 2:00pm 2:00pm – 3:00pm 3:00pm – 4:30pm	Documents & Records Control Facility Maintenance/IT Credit Investigation Unit
1:00pm – 3:30pm	Account Management Group Gov't Accts & Special Programs Extension Services	4:30pm – 5:00pm	Audit Report Preparation Closing Meeting
3:30pm – 4:30pm	Account Servicing Group Account Administration Unit		
4:30pm – 5:00pm	Audit Report Preparation Closing Meeting		
Completed by: Ms. Rhoda Vi Demesa		Timings and content may be subject to change	

The objectives of the audit will be;

- To confirm that the management system had been established implemented and maintained in accordance with the requirements of the audit standard.
- To evaluate the ability of the management system to ensure the client organisation meets applicable statutory, regulatory and contractual requirements. Note: A management system certification audit is not a legal compliance audit.
- To evaluate the effectiveness of the management system to ensure it is continually meeting its specified objectives
- To identify as applicable, areas of the management system for potential improvement.

The audit scope describes the extent and boundaries of the audit, such as physical locations, organisational units, activities and processes to be audited. Where the initial or re-certification process consists of more than one audit (e.g. covering different locations), the scope of an individual audit may not cover the full certification scope, but the totality of audits shall be consistent with the scope in the certification document.