DOCUMENT AUTHORIZATION & REVISION HISTORY

Revision No.	Description of Change	Date of Release	Prepared By	Approved By
00	Initial Document	01/03/2024		
01	Change company name to UGG Certification Sdn Bhd	01/04/2025		

1 PURPOSE

1.1 This document outlines the procedures for Internal Audit of the company to ensure that the QMS Procedures are implemented effectively and updated.

2 SCOPE

2.1 This document defines the procedures for Internal Audit on the implementation of the QMS as covered in the QMS Manual.

3 RESPONSIBILITY

3.1 General Manager

3.2 Operations Manager

3.3 Internal Auditors

3.4 All Staff

4 REFERENCE

4.1 ISO 17021-1:2015- Conformity assessment- Requirements for bodies providing audit and certification of management systems

4.2 ISO17065:2012 - Conformity assessment- Requirements for bodies certifying products, processes and ervices

4.3 MSPO Certification Scheme Document- Date: 5 January 2023

5 PROCEDURE

5.1 General

5.1.1 The GM, together with the OM, shall be responsible for identify potential auditors and approve the necessary training for them.

5.1.2 The OM shall keep a list of the qualified Internal Auditors.

5.1.3 The OM shall be responsible for scheduling and coordinating Internal Audits.

5.1.4 The Internal Audits shall be performed by one or more internal auditor(s) proposed by the OM and approved by the GM.

5.1.5 The GM/OM shall ensure that the audit programme is planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.

5.2 Frequency of Audit

5.2.1 Audit shall be conducted annually and shall cover all elements in the QMS System.

5.2.2 The audit shall be conducted based on ISO 17021-1:2015 requirements.

5.2.3 The GM/OM shall ensure that the frequency of internal audits can be considered to be reduced if UGG can demonstrate that its ISO 17021-1:2015 management system continues to be effectively implemented consistently and effectively for a period of time of 3 years and therefore has proven its stability.

5.3 Method of Internal Audit

5.3.1 The Internal Audit can be conducted using Procedures and/or IA checklists which shall serve as a guideline for the auditor.

5.3.2 The Internal Auditor shall tick on the checklists as evidence that the guideline had been used.

5.3.3 The GM/OM and Internal Auditor shall be responsible for:

a) Review of management system records.

b) Interview the personnel involved.

c) Comparing documented procedures with actual practices.

d) Review effectiveness of documented procedures and supporting documents.

e) Review implementation of corrective and preventive actions.

5.3.4 The GM/OM shall ensure that:

a) internal audits are conducted by competent personnel knowledgeable in certification, auditing and the requirements of ISO 17021-1:2015.

b) auditors do not audit their own work.

c) personnel responsible for the area audited are informed of the outcome of the audit.

d) any actions resulting from internal audits are taken in a timely and appropriate manner.

e) any opportunities for improvement are identified.

5.4 <u>Results and Corrective Actions</u>

5.4.1 Non-conformances shall be recorded in the NCR form and issued to the Auditees for investigation and corrective actions.

5.4.2 Auditee departments who have been issued with NCR shall record investigation results, proposed corrective actions and suitable timelines into the NCR form.

5.4.3 Completed NCR form shall be sent to the Internal Auditor for review and follow up.

5.4.4 The Internal Auditor shall follow up and ensure that corrective actions are implemented and are effective. The Internal Auditor shall then sign on the appropriate checkbox and close the Internal Audit NCR.

5.4.5 Results of the audit shall be recorded in the Internal Audit Report.

5.4.6 The findings of the Internal Audit shall be reviewed during the Management Review meeting.

5.4.7 The results of the Internal Audit shall be filed and kept by the Management Representative for a period as specified in the Master List of Records.