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Surveillance Audit No: 6

ISO 9001:2000

CONFIDENTIAL
Report
For

ERIE COUNTY TECHNICAL SCHOOL
Erie, Pennsylvania

Date of Report:	October 29, 2007
Date(s) of Audit:	October 10-11, 2007
Number of total mandays scheduled for this audit:	2.0
Number of total mandays actually conducted:	2.0
Audit Team Members (Lead name first):	Steve Pettyjohn
Nonconformances (CAN numbers) issued this audit:	None
Nonconformances (CAN numbers) closed this audit:	None

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Quality Manager: Joseph A. Fabian   Date: October 29, 2007

This report belongs to the company audited. Right of perusal by a third party can only be obtained after permission of the audited company. This report is part of the registration by SRI Quality System Registrar.

Executive Summary

Audit Type: An audit was conducted at the location on the dates cited above. The purpose of this audit was to ensure that the auditee was continuing to maintain a documented and effective quality system, to meet the organization's objectives, in conformance with the quality system requirements.

Discussion: The audit followed SRI's guidelines and procedures. The scope of the audit was a review of the scheduled processes and any area(s) of nonconformance cited and/or remaining open from the previous audit.

Nonconformities: No nonconformities were cited during this audit event. The processes assessed are identified in the "Assessment Summary Matrix."

Continual Improvement: Progress made toward meeting targets: Satisfactory

Audit Results observed were equal to the previous audit activity.

Use of marks and logos were found to be in compliance.

Recommendation: Based on the audit investigation, the registered organization was able to demonstrate the capability to implement and maintain an effective quality system, to meet the organization's objectives, in conformance with the quality system requirements. Therefore, the audit team has recommended unconditional approval for continued registration.

The audit team would like to thank all personnel for their hospitality and cooperation during the audit.

Auditor Commentary

Based on the audit investigations, interviews, observations, and review of records, the following comments summarize the audit team's observations and findings:

Internal Audit Results:	Internal Audits are performed using a procedure that meets the requirements of the standard. Process audits are performed using a well designed template with good instructions for its use. The school uses Audit Teams with five teams of three to four people allowing two Auditors to be available to work as an effective Audit Team on each assignment. This is a well designed process that is implemented in text book fashion and provides the school with excellent well timed feedback regarding the Quality Management System.
Management Review Results:	Management Review is a comprehensive and sophisticated process. It begins with a three day event in the summer after data and other feedback from the prior school year is available. The first day is a comprehensive review of inputs and data analysis. This is followed by two days of planning in which the strategic plan is modified and action plans and corrective actions are developed. These are detailed action plans providing information on what is to be done and the resources allocated to accomplish these objectives. The process is well documented with excellent records.
Corrective/Preventive Actions:	Corrective and Preventive Actions are extremely well done and recorded. Some actions are strategicly oriented and originate with the Management Review process. An example is the Literacy committee and program designed to assist teachers with teaching methods to address student strengths and weaknesses in the areas of math, reading, and writing. Another example is the school retention/selection program developed to make best use of limited school resources by ensuring that students who enroll stay in the program. An example of Preventive Action was the well implemented replacement of the phone system with an up-to-date modern system. Actions are based on considerable analysis including good use of data analysis including trend line analysis.
Customer Complaints:	Complaints from students, parents, staff, and faculty are given careful and prompt attention using the Corrective Action system and the Quality Steering Team.

Quality System Changes:	There were no major changes to Quality System documentation, as this is a well documented mature Quality Management System.
Auditor Comments (Important Observations, Strengths, Exclusions):	The results of this audit were very good. The school has been consistent in its development and improvement of its Quality Management System over a multi-year period. The excellent results noted for the key process areas are noted under the Process Summary. The support processes that made these results possible are also worthy of note. School Administration and leadership is very good. Resource management has been very solid. Maintenance does a very good job of preventive maintenance activity and documentation. Information management is very well managed and implemented. The Strategic Plan is a model of how this process should be managed. The school is to be commended for the job it is doing for its students and its community.
Confirmed Exclusions:	7.5.2 Validation of Processes for Production and Service Provision, Control of Production and Service Provision (the implementation of release, delivery and post-delivery activities)
Validation of CANs issued during previous activity:	No CANs were issued during the previous Surveillance audit.
Notable changes (e.g., address, management rep., shifts, scope, processes, employee count, etc.):	None

Auditee Information

Auditee: **Erie County Technical School** **Auditee No:** 5058-01

Address: 8500 Oliver Road
Erie, PA 16509-4699

Auditee Contacts

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Audit Event

Surveillance: 10/10/2007 - 10/11/2007 Total Mandays: 2.0

Steve Pettyjohn, Lead Auditor

SRI Customer Care Coordinator: Carole Walsh, ext. 642

Audit Scope

Standard: ISO 9001:2000

Exclusions: 7.5.2 Validation of Processes for Production and Service Provision, Control of Production and Service Provision (the implementation of release, delivery and post-delivery activities)

Scope: Career and technical education.

SIC Codes: 8211

IAF: 37

NACE Codes: M80.2

No. of Employees: 65

Products: Education

Accreditation Mark(s): ANAB

Registration Approach: Site

Certificate Expiration: 10/14/2008

Audit Plan

The audit plan, audit team members, and qualifications, representatives, working documents, audit plan schedule, audit matrix, and auditor assignments have been reviewed with the organizations and are on file with SRI.

Audit Records

Form R20.36 or R20.36S: Which shows the registrar confirmation of the audit results was completed, signed by both parties on-site, returned to SRI, and is on file.

Assessment Narrative: The pre-audit/post audit conference list of attendees and standard agenda are on file, as is the agenda. The registered company has acknowledged and signed any corrective action notifications issued at this event.

The SRI Audit Notebooks: Form R20.5x, was completed and returned to SRI, along with the "Interview Listing" (I8-3), which are on file.

Assessment Summary Matrix: The assessment summary matrix from the R20.5x was completed by the lead assessor and indicates the areas in which the selected processes were assessed and the areas requiring corrective action. If there are several distinct audit tracks or business units, each has a matrix completed for it. The matrix is provided.

Corrective Actions: If any, are included with this report and summarized in numerical order, showing the referenced ISO 9000 section, process, a description of the nonconformity, and the level of severity indicated as "M = Minor" or "H = Hold." Form R20.35 provides the detailed nature of the nonconformance.

Opportunities for Improvement: If the lead auditor noted opportunities for improvement (OFIs), these were provided to the auditee during the post-audit meeting. The opportunities for improvement are listed.

Report Distribution

Distribution by SRI is only to the auditee, the auditor assigned for the next scheduled audit event, SRI, and any accreditation body, when requested, where their oversight is required.

Assessment Summary

Processes Assessed	Performance			
	Satisfactory	Org. Action Plan in Place	Not Identified	Unsatisfactory
Curriculum Delivery	X			
Curriculum Design/Development	X			
Curriculum Review	X			
Customer Satisfaction	X			
Guidance	X			
Placement	X			
Recruitment	X			

Process Summary

Process	Comments
Curriculum Delivery	Curriculum Delivery is constantly reviewed and monitored for effectiveness and improvement by faculty and the administration. Corrective action is taken when indicators show the need for change. The school handles this process very well.
Curriculum Design/Development	Curriculum Design and Development follows a disciplined and well structured process. This is a very dynamic process, and a number of changes have been made in the last year. This includes adding EKG Technician certification to the Health Care program. The Cosmetology area changed text books this year. The school has been using the new DACUM program to develop curriculum. The emphasis is on high priority occupations and supporting jobs that will be in demand in the future.
Curriculum Review	Curriculum Review is driven by several key inputs including data analysis, the occupational advisory committees, state mandates, student, faculty, and administration. Several examples were available for detailed review during the audit. These reviews resulted in action taken to revise the curriculum. This is a very effective process.
Customer Satisfaction	Customer Satisfaction is monitored carefully with considerable emphasis put on surveys and data analysis.
Guidance	Guidance plays a key role in working with students, home school guidance counselors, and parents. Guidance carries the bulk of the burden of dealing with complaints, and there is ample evidence that this is done in an effective manner.
Placement	The school monitors Placement of graduates using follow-ups to determine whether students achieve their objective after graduation. Considerable effort is made to obtain good data and act on the results. This is an effective process.

Process	Comments
Recruitment	The Recruitment process has been given considerable attention. A major corrective action has been to develop an improved Selection/ Retention process that has achieved documented success.

Corrective Actions List

No nonconformities were identified during this audit event activity.

Opportunities for Improvement

No Opportunities for Improvement were identified during this audit event activity.