SRI Quality System Registrar
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Renewal/Surveillance Audit No: 7

ISO 9001:2000

CONFIDENTIAL
Report
For

ERIE COUNTY TECHNICAL SCHOOL
Erie, Pennsylvania

Date of Report:	September 17, 2008
Date(s) of Audit:	September 11-12, 2008
Number of total mandays scheduled for this audit:	3.0
Number of total mandays actually conducted:	3.0
Audit Team Members (Lead name first):	Ernest Yockey 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: September 17, 2008
Joseph A. Fabian

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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 is satisfactory.

Audit Results observed were equal to the previous audit activity.

Use of marks and logos was found not to be used.

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 in accordance with a documented procedure that meets the requirements of the standard. Process audits are performed using a well designed template with detailed instructions for the Audit Team's use. All key processes were audited during March 2008 by six assigned Audit Teams. This is a well designed process. Audit reports with supporting objective evidence were included in each audit package, noncompliances noted by the Auditors were documented on corrective action reports, and results of the audits were provided to responsible personnel and administrative staff members for review and actions. The Audit program provides the school with excellent feedback and opportunities for improvement of the Erie County Technical School Management System.
Management Review Results:	The Management Review meeting was held in June 2008. This review was comprehensive and included a very detailed meeting that began on June 23, 2008, and concluded on June 25, 2008. The three day event was held in the summer after data and other feedback from the prior school year was available. The first day included a comprehensive review of inputs and data analysis followed by two days of planning in which the strategic plan was modified, and action plans and corrective actions were developed. A detailed action plan providing information on what is to be done, assigned responsibilities, and the resources allocated to accomplish these objectives is in place for the 2008/2009 school year. The process is well documented with excellent records on file.
Corrective/Preventive Actions:	Corrective and Preventive Actions are recorded, tracked, and closed in accordance with system procedures. Actions originate with the Management Review process through the review of customer surveys, internal audit results, customer feedback, and opportunities identified for improvement. Actions are based on considerable analysis including good use of data analysis including trend line analysis.

Customer Complaints:	Customer Complaints are recorded through the Corrective Action System and are actively resolved by the Management Group in accordance with system requirements.
Quality System Changes:	The Management System at Erie County Technical School is a mature system, well maintained, electronically controlled, and available to all personnel via the schools intranet web site. No significant changes to the system were noted during the Renewal Surveillance.
Auditor Comments (Important Observations, Strengths, Exclusions):	The results of this Renewal/Surveillance Audit are excellent. Erie County Technical School continues to be consistent in achieving improvements of the Quality Management System. The excellent results noted for the key process areas are noted under the Process Summaries. The support processes that made these results possible are also worthy of note. School Administration and leadership is recognized through the Management Review process which includes weekly and yearly structured meetings. Resource management planning, instructional certifications, and continued training under Act 48 are well documented and tracked on a continual basis. Maintenance does a very good job of preventive maintenance activity, and documentation. Information management is very well managed and implemented. The curriculum designs, reviews, and delivery to the customers are well controlled with changes and opportunities for improvement closely monitored and recorded based on statistical information and data analysis. Based on the results of this audit event; the school is to be commended for the outstanding services it is providing to their customers and community.
Confirmed Exclusions:	7.5.2 Validation of Processes for Production and Service Provision
Validation of CANs issued during previous activity:	No CANs were issued during the previous audit event.
Shifts Assessed:	Number of Shifts: One Start/End Time: 8:00 AM - 4:00 PM

Notable changes (e.g., address, management rep., shifts, scope, processes, employee count, etc.):	A new Principal has been added to the staff for the 2008/ 2009 school year. The key processes have been redefined/condensed and are documented by completion of a new SRI form R20.44 Process Matrix dated September 12, 2008. No other notable changes were recognized during this Renewal/Surveillance Audit.

Auditee Information

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

Address: 8500 Oliver Road
Erie, PA 16509-4699
Main Phone Number: 814-864-0641

Auditee Contacts

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Audit Event

Renewal: 9/11/2008 - 9/12/2008 Total Mandays: 3.0
Ernest Yockey, Lead Auditor
Steve Pettyjohn, Team 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
Administrative	X			
Resource Management	X			
Curriculum	X			
Student Services	X			

Process Summary

Process	Comments
Administrative	The Administrative process which includes management responsibility, document and data control, internal auditing, customer satisfaction and improvements to the systems was found to be in compliance with the standard and documented system. The Management Review process is well documented and includes weekly and annual meetings to review input information to determine resource needs, corrective actions, preventive actions, changes to the systems, and opportunities for improvement. Records of these meetings were sampled and were found to be compliant in all areas. The electronic control of policies, procedures and forms is a model system, well organized for easy access, and well demonstrated by all personnel interviewed. The internal audits sampled were found to be well documented in accordance with established procedures with corrective actions identified for analysis and resolution in accordance with established procedures. Finally, a good understanding of customer perception is established through the performance of three specific surveys (students, parents, and faculty) throughout the school year. Key process indicators are established and tracked to identify opportunities for improvement. These activities were found to be effectively implemented in accordance with school procedures that are compliant with the requirements of the standard.

Process	Comments
Curriculum	The Curriculum process consists of design, development, delivery, and review of curriculum for 18 separate instructional programs. This process is cross functional and involves school leadership, curriculum development staff, instructors, and other support personnel. Nine programs were reviewed as part of this audit event. Objectives are measurable, and all programs rely on a national testing standard and tool to establish objectives and determine success. Classrooms and other instructional areas maintain document and record control. The Purchasing process is decentralized with Program Instructors responsible for supplier evaluation and control with the support of the Business Manager. Feedback mechanisms include the Occupational Advisory Committees, extensive surveys of students, parents, faculty, community business, and various testing results including nationally recognized testing standards. All of these activities were reviewed for implementation during the audit event. These processes were found to be effectively implemented in accordance with school procedures that meet the requirements of the standard. The programs reviewed were Auto Body, Construction Trades, Culinary Arts, Drafting and Design, Electrical Engineering, Facilities Maintenance, Graphic Communications, Health Assistant, and Metal Fabrication.

Process	Comments
Resource Management	Resource Management at the school includes Human Resources and Development, Technology, Community, Facility, and Financial Services. All areas were investigated as part of the audit. Resource planning and development of the instructional staff is well documented with qualifications supported by instructional certificates in all cases sampled. The infrastructure and environment of the facility is well maintained in accordance with established practices through an ongoing Preventive Maintenance program. Records sampled were found to be up-to-date and well organized with completion and sign-offs indicating completion of activities as scheduled. The technology services provided to the facility is one of the best systems observed by the audit team. Recovery back-up systems are in place, and the ease of access of systems in use through the sites intranet site is excellent. Community, facility, and financial service activities sampled were found to be in compliance with system requirements through objective evidence reviewed and personnel interviewed. All these activities were found to be effectively implemented in accordance with school procedures that meet the requirements of the standard.

Process	Comments
Student Services	Student Services consists of guidance services and placement services, which consist of co-op services along with activities and strategies regarding recruitment and retention of students. Student Services staff has developed and implemented very effective strategies to integrate their operations with those of the sending schools. This has been a long term effort which appears to have created a very good working relationship between Erie County Technical School and the sending schools. Erie County Technical School developed a new admissions strategy to improve student retention rates which was tried as a pilot program before being fully implemented this year with all sending schools. The project was a classic example of using the Plan, Do, Check, Act (PDCA) cycle for continual improvement. The co-op program was reviewed and found to be effective in placing students with businesses in the community. Student Services relies on extensive use of data collection and analysis. This area is a school strength.

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.