# SRI Quality System Registrar

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# *Surveillance Audit No: 8*

## *ISO 9001:2000*

**C O N F I D E N T I A L**
Report
For

# ERIE COUNTY TECHNICAL SCHOOL
# Erie, Pennsylvania

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|---|---|
| Date of Report: | October 7, 2009 |
| Date(s) of Audit: | September 17-18, 2009 |
| Number of total mandays scheduled for this audit: | 1.5 |
| Number of total mandays actually conducted: | 1.5 |
| 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 7, 2009

*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

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.

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.

No nonconformities were cited during this audit event. The processes assessed are identified in the “Assessment Summary Matrix.”

Progress made toward meeting Continual Improvement targets is satisfactory.

Audit Results observed were equal to the previous audit activity.

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

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:

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| Internal Audit Results: | Internal Audits are conducted using the process approach. The school has made a significant investment in this process as there are 18 trained Internal Auditors divided into six teams who conduct audits in accordance with an established schedule and procedure that meets the requirements of the standard. A review of Internal Audit records found comprehensive notes and working papers that were created using well designed templates that provided evidence found during the audit, as well as a list of those interviewed along with documents and records reviewed. There are excellent reports for each audit using an established template providing clear indication of audit results. The records provide clear traceability among the audits, the audit log, Management Review, and corrective action. This is a very effective process. |
| Management Review Results: | The Management Review process revolves around an annual two day retreat which includes an agenda that more than meets the requirements for inputs identified in the standard. Extensive records are available to support meeting activities including decisions and actions. An overall action plan (along with strategic planning when required) is one of the outputs of this meeting. Weekly Management and monthly faculty meetings are used to monitor and adjust the action plans produced during Management Reviews. As a continual improvement activity, personnel from Student Services were added to the annual strategic review to assist in providing input regarding guidance and advisement along with marketing, and retention along with assistance in developing plans to address issues in those areas. Action plans are the output of the Management Review process. A standard template provides a disciplined approach which requires that they identify activities and opportunities, identify and adopt a standard to use in benchmarking progress, develop a program and record decisions and monitoring activity. Management makes excellent use of data analysis in monitoring progress in achieving objectives including customer satisfaction feedback from parents, students, and other stakeholders. |

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| Corrective/Preventive Actions: | The Corrective Action log was reviewed. This log records Corrective and Preventive Actions along with other continual improvement activities including safety oriented activity. Records are well done, as actions are logged, and verification activity is clearly indentified. The Corrective Action templates require a six step process including root cause analysis and verification. Corrective Actions from the Internal Audit process along with other sources were reviewed and found to be effectively implemented. |
| Customer Complaints: | Complaints from parents, students, faculty, staff, and other stakeholders are given prompt attention by the administration using the Corrective Action process. |
| Quality System Changes: | No major changes were noted. |
| Auditor Comments (Important Observations, Strengths, Exclusions): | Erie County Technical School has done an excellent job of developing and implementing its Quality Management System. The system is mature and well supported throughout the school. Leadership makes excellent use of the system to improve its ability to meet the needs of stakeholders. Data analysis is outstanding and used to support decision making. The Curriculum Development and Review process uses a mixture of old and new tools to effectively review and improve the school's product. Safety is emphasized. Fire drills were observed during the course of the audit, and the school's process was judged by the Auditor, based on observation and record review, to be adequate and effective. There is a school safety plan in place which is being reviewed this year to ensure that it is up-to-date. Internal audits, Management Review, and planning are extremely well done. These are key components of any Quality Management System. The Auditor wishes to thank everyone for their help and hospitality during the audit. |
| Confirmed Exclusions: | 7.5 (Service Provisions)<br>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. |

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| Shifts Assessed: | Number of Shifts: 1<br><br>Start/End Time: 8:00 am to 4:00 pm |
| Notable changes<br>(e.g., address, management rep., shifts, scope, processes, employee count, etc.): | Please note that the telephone system changed and the numbers are new.<br>Main telephone number - 814-464-8600<br>Natalie Fatica - 814-464-8663<br>Dr. Aldo Jackson, Director, 814-464-8661<br>Fax - 814-464-8625 |

## Auditee Information

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

**Address:** 8500 Oliver Road
Erie, PA 16509-4699
Main Phone Number: 814-464-8600

**Auditee Contacts**

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**Audit Event**

Surveillance: 9/17/2009 - 9/18/2009 Total Mandays: 1.5
Steve Pettyjohn, Lead Auditor

**SRI Customer Care Coordinator:** Carole Walsh, ext. 642

**Audit Scope**

**Standard:** ISO 9001:2000

**Exclusions:** 7.5 (Service Provisions), 7.5.2 Validation of Processes for Production and Service Provision

**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:** 10/13/2011

**No Shifts:** 1

**Times of Shifts:** 8:00 am to 4:00 pm

## 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 Auditor Notes: Auditor notes were captured and returned to SRI, along with the "Interview Listing" (I8-3), all of which are on file.

Assessment Summary Matrix: The assessment summary matrix 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 | X | | | |
| Student Services | X | | | |
| Resource Management | X | | | |
| Administrative Process | X | | | |

## Process Summary

| Process | Comments |
| --- | --- |
| Administrative Process | Administrative Processes are well designed and implemented by experienced and talented Administrators providing effective leadership and support for the school. |
| Curriculum | Curriculum is designed, developed, and delivered by instructional programs with support from the Instructional Support Services area. The school has a well defined and developed Curriculum Review process that provides for making decisions based on data analysis and using a disciplined process to make change and take corrective action. The following program areas were reviewed during the audit: Art and Design, Cosmetology, Early Childhood Education, Auto Technology, CIS, and Electronics. Interviews were conducted, and documents and records were reviewed. This process was found to be effectively implemented and to meet the requirements of the standard. |
| Resource Management | Facilities Management and Information Systems Management were two areas of Resource Management reviewed. Both areas were found to be effectively implemented by competent and experienced staff. |
| Student Services | Student Services were reviewed in depth at the last audit event, and an overview was conducted to verify continued effective implementation of the process. |

# 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.