

## Executive Summary

This audit was undertaken fully remotely. The ICT used in carrying out the Assessment was as follows:

- Teams was used for video conferencing and screen sharing facilities throughout, Whatsapp and email systems were also used
- Assessment objectives were fully achieved via these means
- ICT systems used were fully effective in achieving the Assessment objectives

The company has made significant improvements in the last 11months and notably since Adam Benn has been appointed as quality manager 2 months ago. Points of improvement to note;

- An overhaul in shop floor and reception area introducing technology and live communications to the specific work areas
- A tight control of non-conformances internally and improved control of suppliers which is under review for a new process
- Internal Audits are of high standard with good identification of non-conformance within the operational processes
- Objectives are displayed on the policy with several documents monitoring the progress and proactively actioned
- Facilities for the staff have been improved drastically with new canteen facilities and proposed changing areas for the staff

Best practice identified for continual improvement.

Reviewed operational activities and full management system, certification is recommended.

<b>Major NCs</b>	<b>0</b>	<b>Minor NCs</b>	<b>0</b>	<b>OFls</b>	<b>0</b>	<b>AoCs</b>	<b>0</b>
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Is there any conflict of interest which exists between the Auditor(s) and the client, and are there any situations known to them that present themselves, or NQA, with a potential conflict of interest in respect to the audit undertaken.	No.
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