

STANDARD OPERATING PROCEDURE

Title: Internal Audit of Management System	ms		
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1.0 OBJECTIVE:

To define the procedure for establishing system for Internal Audit of Management Systems to meet the requirements of International Management Systems Standards.

2.0 SCOPE:

This procedure is applicable to all departments.

3.0 RESPONSIBILITY:

Respective Department Head

4.0 ACCOUNTABILITY:

Management Representative

5.0 ABBREVIATIONS:

- EMS Environmental Management System
- Ltd Limited
- No. Number
- MR Management representative
- ISO International Organization for Standardization
- SOP Standard Operating Procedure

6.0 **PROCEDURE**:

6.1 AUDIT PLAN

- **6.1.1** EHS Department shall issue audit Plan for Internal Audit for the calendar year before the start of the New Year, covering all processes & activities. Audit Scope will be defined in audit schedule.
- **6.1.2** Audit plan may be revised based on request from locations.
- 6.1.3 Internal Audits will be schedule by EHS department.
- **6.2** Program for audit as per plan will be issued by EHS department / Lead Auditor covering following items:
 - 6.2.1 Plant/area to be audited
 - 6.2.2 Scope of Audit
 - 6.2.3 Dates / Time of Audit
 - 6.2.4 Name of Auditors

6.3 SELECTION OF AUDIT TEAM

6.3.1 EHS department shall maintain the list of Qualified Auditors as per following criteria:



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- **6.3.1.1** Should be a Graduate or Diploma holder in any discipline and should have minimum One Year's industrial experience.
- **6.3.1.2** Should have undergone Internal Auditors Training class on relevant management systems requirements and satisfactorily completed examination.
- **6.3.1.3** Should posses a certificate issued by the consultant / in house.
- **6.3.2** EHS department will nominate audit team with one member as Lead Auditor.

6.4 PREPARATION FOR AUDIT

- **6.4.1** Lead Auditor on receiving the audit program shall contact his team Auditors and discuss the audit methodology.
- **6.4.2** Lead Auditor / team leader shall contact the concerned functional Head / Auditee and fix up the time for auditing.
- **6.4.3** Lead Auditor shall inform Management Representative in advance if the audit cannot be performed as per program.
- **6.4.4** The Audit team shall go through the relevant Management System documents of the area, and the audit checklists issued by Management Representative or Lead Auditor. The audit team may add to this checklist any specific point within the scope of audit, relevant to the area being audited.

6.5 CARRYING OUT THE AUDIT

- **6.5.1** Each audit shall start with a brief meeting between the audit team with concerned Functional Head or the representatives of the area to be audited. During this meeting the scope of the audit shall be explained, audit program and Auditee for different Functions/Department are finalized.
- **6.5.2** During opening meeting Auditee may discuss those NCs, for which corrective actions are completed. Auditor shall verify such corrective action during audit and close the NCs if satisfied.
- **6.5.3** Lead Auditor/ Team Leader shall audit / interview Functional Heads on relevant clauses from ISO 14001.
- **6.5.4** Auditee shall provide all necessary documents to the Audit team.
- **6.5.5** Auditors will use Questionnaire / checklist provided by Management Representative or Lead Auditor as guideline and decides non- compliance, based on objective evidence.
- **6.5.6** All non-compliance shall be classified as following types of Nonconformance:
- **6.5.6.1** Major Nonconformance (NCMj).



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6.5.6.2 Minor Nonconformance (NCMn).

6.5.6.3 Observation Nonconformance (NCO)

- **6.5.7** Non-conformance observation (NCO) shall be raised, where the document, procedure or process can be of a noncompliance but is a isolated case.
- **6.5.8** A Minor Nonconformance raised if the noncompliance is of minor nature and do not have any immediate negative environmental or statutory effect.
- **6.5.9** A Major Nonconformance can be raised if the noncompliance is of major nature and has a immediate negative environmental or statutory effect For all other the cases of Non-compliance Format shall be used for reporting.
- **6.5.10** Findings which are pertaining to other functions, but observed in Auditee area shall be shown / informed to head of concerned functions.
- **6.5.11** NC shall be raised to concerned function. Responsibility for corrective action and closing of NC/ NCO shall be with the concerned function.
- 6.5.12 NC/ NCO shall be raised even if concerned function/clause is not under the scope of audit.

6.6 CLOSING MEETING

- **6.6.1** At the end of audits a closing meeting with all Auditee & concerned functional Heads shall be held. In this meeting all NCs / NCOs shall be discussed. In case of any doubt or ambiguity it shall be cleared and amended if required. MR shall be the final authority to decide. Summary of findings shall be handed over.
- **6.6.2** Observations which are not non-conforming as per System Documents can be given by the Auditor separately for consideration of Auditee as suggestion for improvement and a copy will be submitted to the Management Representative.

6.7 AFTER THE AUDIT

- 6.7.1 Lead Auditor shall submit the summarized findings to Management Representative copies of NCs / NCOs.
- **6.7.2** Auditee shall finalized the corrective action based on root cause analysis and submit the same to MR/Lead Auditor within 7 days of submission of internal audit report. For writing the corrective actions auditee shall use format.
- 6.7.3 MR will decide requirement of follow up audit for closure of NCs/ NCOs.



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- 6.7.4 NC / NCO will be closed after verifying the implementation in subsequent audit as per Format.
- 6.7.5 NCs not closed shall be reviewed / closed in subsequent audits.
- **6.7.6** For closure of NCs/NCOs between two audits, Auditee shall request auditor who has originally raised the NC/NCO or Lead Auditor during that period and or Management Representative for deputing other auditor(s).
- **6.7.7** Extension shall be given only once, However NCs not closed even during extended period shall be reviewed by Plant/ functional Head during management reviews for necessary action.
- **6.7.8** Effectiveness of "Corrective Action Plan" will be reviewed by respective functional Heads during departmental meetings and follow up audit.

7.0 ANNEXURES:

ANNEXURE No.	TITLE OF ANNEXURE	FORMAT No.
Annexure-I	Internal EMS Audit Planner	
Annexure-II	Auditor Team	
Annexure-III	ISO 14001: 2015 & 9001: 2015 Audit Check list	
Annexure-IV	EMS Inspection Planning and Execution Record	
Annexure-V	EMS Audit Observations and Compliance Report	
Annexure-VI	Internal Audit Non- Conformity Status Report	

ENCLOSURE: SOP Training Record

8.0 **DISTRIBUTION:**

Controlled Copy No.01
 Controlled Copy No.02
 Master Copy
 Quality Assurance
 Environment, Health & Safety
 Quality Assurance

9.0 **REFERENCES**:

ISO 14001:2015 Environmental Management Systems (EMS) – Requirements with guidance for use.



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10.0 REVISION HISTORY:

CHANGE HISTORY LOG

Revision No.	Change Control No.	Details of Changes	Reason for Change	Effective Date	Updated By



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ANNEXURE – I

INTERNAL EMS AUDIT PLANNER

YEAR:_____

Month Location	Jan.	Feb.	March	April	May	Jun	July	Aug.	Sept.	Oct.	Nov.	Dec.

	Prepared By Operating Executive	Checked By Operating Manager	Approved By Head QA
Sign			
Date			



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ANNEXURE – II

AUDITOR TEAM

					Year:		
S.No.	Name	Department	Designation	Lead Auditor*	Team Member*	Remark	

* Mention $\sqrt{}$, whenever applicable.

Prepared By Manager EHS Sign & Date Approved By Head QA Sign & Date



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ANNEXURE – III

ISO 14001: 2015 & ISO 9001: 2015 Audit Check list

	Environmental Management System Checklist					
Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments			
4	Context of the organization					
4.1	 Understanding the organization and its context Have external and internal issues been identified that are relevant & that affect the ability to achieve intended outcomes? 					
4.2	 Understanding the needs and expectations of interested parties Have interested parties that are relevant been identified? Have their needs and expectations been determined? Are any of these needs & expectations compliance obligations? 					
4.3	 Determining the scope of the environmental management system Has the organization determined the scope and boundaries of the management system, considering: The external and internal issues; Compliance obligations; Organizational unit(s), functions and physical boundaries; Its activities, products and services; Its authority & ability to exercise control & influence. 					



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Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments		
4.3	 Is the scope maintained as documented information? Is the scope available to interested parties? 				
4.4	 Environmental Management System Have processes needed for the environmental management system been identified and their interactions defined? Is there evidence of continual improvement? 				
5 5.1	 Leadership Leadership and commitment Has top management demonstrated leadership and commitment by: Taking accountability for the effectiveness of the EMS? Establishing the policy and objectives that are compatible with the strategic direction & context of the organization? Ensuring integration of the EMS requirements into business processes? Ensuring that resources needed for the EMS are available? Communicating the importance of effective environmental management & of conforming to the EMS requirements? Ensuring that the EMS achieves its intended outcomes? Directing & supporting persons to contribute to the effectiveness of the EMS? Promoting continual improvement? 				
5.2	of responsibility? Environmental Policy Has top management established an environmental policy that • Is appropriate to the purpose and context of the organization? • Provides a framework for setting environmental objectives? • Includes a commitment to protection of the environment & other specific commitments relevant to context? • Includes a commitment to fulfill its compliance obligations? • Includes a commitment to continual improvement? • Is maintained as documented information? • Is communicated within the organization? • Is available to interested parties				



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5.3	Organizational roles, responsibilities and authorities
	Has top management assured that responsibilities and authorities are assigned for relevant roles and communicated this within the organization?
	Has top management assigned the responsibility for:
	• Ensuring that the EMS conforms to requirements of the ISO14001:2015 Standard? Reporting on the performance of the EMS, including environmental performance to top management?
6	Planning
6.1	Actions to address risks and opportunities
6.1.1	General Has the organization determined potential emergency situations that could occur, within the scope of EMS? Is documented information maintained of its risks and opportunities that need to be addressed?

6.1.2	 Environmental Aspects Have environmental aspects of activities, products and services been determined? Has a life cycle perspective been considered? For environmental aspects that have been identified has change, abnormal conditions and emergency situations been taken into account? Have significant environmental aspects been identified using established criteria? Have significant environmental aspects been communicated? Is documented information retained for the environmental aspects and impacts, including those that are significant? 	
6.1.3	Compliance Obligations Have compliance obligations related to environmental aspects been determined as well as access to the requirements? Is documented information retained of the compliance obligations?	



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6.1.4	The identiaspects?Its compliant	on planned actions to ad fied significant environ ance obligations? nd opportunities identifi	mental				
Clause #		al Management Syste quirements	Iı	ocumei 1forma Referer	tion	-	ory Notes and nments
6.2	Environmental objethem	ctives and planning to a	chieve				
6.2.1	 taking into account aspects, compliance its risks and opportu Are the environmen Measurable Monitored? Communica Updated, as Is document 	objectives been establis the significant environm obligations and conside unities? tal objectives: ?	nental ered				
6.2.2	 Planning actions to objectives For the identified er the organization det What will b What resource Who has resource When it will How results indicators for achievement Has the organizations to acobjectives complexity 	achieve environmental avironmental objectives ermined: e done? cces are required? sponsibility? l be completed? will be evaluated, inclu or monitoring progress t	ıding oward w				



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Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments
7.4	Communication		
7.4.1	General		
	Has the organization established, implemented and maintained the processes needed for internal and external communications, including:		
	 What it will communicate? When it will communicate? With whom to communicate? How to communicate? 		
	Has the organization taken into account its compliance obligations and that information is reliable?		
	Has the organization responded to relevant communication?		
	Is documented information retained as evidence of communication?		
7.4.2	Internal Communication		
	Has the organization internally communicated information relevant to the EMS?		
	Has the organization ensured that communication process enable persons to contribute to continual improvement?		
7.4.3	External Communication		
	Has the organization communicated information externally as defined by the organizations communication processes or as required by its compliance obligations?		



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Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments
7.5	Documented information		
7.5.1	General		
	Does the EMS include documented information required by this International Standard?		
	Documented information determined by the organization to be necessary for the effectiveness of the environmental management system?		
7.5.2	Creating and updating		
	Has the organization assured appropriate:		
	• Identification and description of documents?		
	• Format and media (e.g. paper, electronic)?		
	• Review and approval for suitability and adequacy?		
7.5.3	 Control of documented information Is documented information controlled to ensure: Availability and suitability for use, where and when it is needed? Adequate protection? Have the following requirements been addressed? Distribution, access, retrieval and use? Storage and preservation? Control of changes? Retention and disposition? Have documents of external origin been identified and controlled? 		



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Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments
9	Performance evaluation		
9.1	Monitoring, measurement, analysis and evaluation General		
9.1.1	 For environmental performance, has the organization determined: What needs to be monitored and measured? The methods for monitoring, measurement, analysis and evaluation to ensure valid results? 		
	 The criteria against which the organization will evaluate its environmental performance, and appropriate indicators? When monitoring and measuring shall be 		
	 performed? When the results form monitoring and measurement will be analyzed and evaluated? Has the organization ensured that calibrated or verified monitoring and measurement equipment is used and 		
	maintained? Has the organization evaluated its environmental performance and the effectiveness of the environmental management system?		
	Has the organization retained appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results?		
9.1.2	 Evaluation of compliance Has the organization established, implemented and maintained the processes needed to evaluate fulfillment of its compliance obligations, including: Determining the frequency that compliance will be evaluated? 		
	 Evaluating compliance and taking action if needed? Maintained knowledge and understanding of its compliance status? Has the organization retained documented information as evidence of the compliance evaluation results? 		



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Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments
9.2 9.2.1	 Internal audit General Has the organization conducted internal audits at planned intervals to determine if the environmental management system: Conforms to its own requirements for environmental management? Conforms to requirements of this International Standard? Is effectively implemented and maintained? 		
9.2.2	Internal audit program Has the organization established, implemented and maintained an internal audit program, including the frequency, methods, and responsibilities, planning requirements and reporting of its internal audits? Has the organization taken into consideration the environmental importance of the processes concerned, changes affecting the organization and results of previous audits? Has the organization:		
	 Defined the audit criteria and scope for each audit? Selected auditors and conducted audits to ensure objectivity and impartiality of the audit process? Ensured that the results of audits are reported to relevant management? Has the organization retained documented information as evidence of the implementation of the audit program and the audit results? 		



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9.3	Management review		
	Has top management reviewed the organization's environmental management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness?		
	Have management reviews considered:		
	• The status of actions from previous management reviews?		
	Changes in:		
	• External and internal issues relevant to the EMS?		
	• The needs and expectations of interested parties, including compliance obligations?		
	• Its significant environmental aspects?		
	• Risks and opportunities?		
	• The extent to which environmental objectives have been achieved?		
	• Information on the organizations environmental performance, including trends in:		
	• Nonconformities and corrective actions?		
	• Monitoring and measurement results?		
	• Fulfillment of its compliance obligations?		
	• Audit results?		
	Adequacy of resources?		
	• Relevant communications from interested parties, including complaints?		
	• Opportunities for continual improvement?		



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Clause #	Environmental Management System Requirements	Documented Information Reference	Explanatory Notes and Comments
	 Have the outputs of the management review process included: Conclusions on the continuing suitability, adequacy and effectiveness of the environmental management system? Decisions related to continual improvement opportunities? Decisions related to any need for changes to the environmental management system, including resources? Actions, if needed, when environmental objectives have not been achieved? Opportunities to improve integration of the environmental management system with other business processes, if needed? Any implications for the strategic direction of the organization? Has the organization retained documented information as evidence of the results of management reviews 		
10	Improvement		
10.1	General Has the organization determined opportunities for improvement and implemented necessary actions to achieve the intended outcome of its environmental management system?		



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	10.2	Nonconformity and corrective action		
		When a nonconformity has occurred has the organization:		
		 Reacted to the nonconformity and, as applicable: Taken action to control and correct it? Dealt with the consequences, including mitigating adverse environmental impacts? Evaluated the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere, by: Reviewing the nonconformity? Determining the causes of the nonconformity? Determining if similar nonconformities exist, or could potentially occur? Implemented any action needed? Reviewed the effectiveness of any corrective action taken? Made changes to the environmental management system, if necessary? 		
		Have corrective actions been appropriate to the significance of the effects of the nonconformities encountered, including the environmental impacts?		
		Has documented information been retained as evidence of:		
		The nature of the nonconformities and any subsequent actions taken?The results of any corrective actions?		



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10.3	Continual improvement Has the organization continually improved the suitability, adequacy and effectiveness of the environmental management system to enhance environmental performance?		



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Head – A	Auditee Department (N	Iention Departm	ent Name)		
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If to be re-	scheduled then Prope	osed Date by Hea	ad –Auditee Depa	rtment:	
Reason for	r re-scheduling:				
Sign of He	ead-Auditee	:	D	ate:	
Auditors	(s) Details: (To be fil	led by Head EH	S/Lead Auditor))	
S.No.	Name	Department	Designation	Signature (On the date of inspection execution)	Remark By Lead Auditor
Auditee E	Details: (To be filled b	y Head-Audite	e Department)		
S.No.	Name	Department	Designation	Signature	Remark By
				(On the date of	Head-Auditee
				inspection	
execution)					



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ANNEXURE – V INTERNAL AUDIT OBSERVATIONS AND COMPLIANCE REPORT

Name of Auditors :

:

Date of Audit:

Audittee

S. No.	Description	Type of NC (Maj./Min. /Obs.)	Clause No. ISO 9001 / 14001	Corrective action	Correction Action	TCD	Status /Date

Note: Criteria of timeline for compliance of NC will be – Major =15 Days, Minor = 30 days, Observation = Next audit.

Total NC				
Major				
Minor				
Observation				

Lead Auditor Sign & Date Head Auditee Sign & Date



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ANNEXURE – VI INTERNAL AUDIT NON- CONFORMITY STATUS REPORT							
Plant Name:			Audit	Scope:	ISO 14001 & 9	9001	
Date of Audit:				-	/Section:		
Auditee(s):			Audito		Section.		
Document	Para	Management Syste			gs along with obj	ective evidence	Major, Minor or
Reference	no	clause reference		Ċ	, ,		Observation
Signature of Auditee Date Signature of Auditor							
Corrections	ada (if a	a.).					
Corrections made (if any): Date: Signature of Auditee							
Cause Analysi	is and Co	orrective Action	Plan:				
Date:			Sigr	nature	of Auditee		
Corrective Act	tions tak	en: YES 🛛 🔊	JO				
Details							
Date: Signature of Auditee							
Verification of	f Correct	ive Actions for E	Effectiv	veness	:		
Date: Signature of Auditor							
Non Conformity report reviewed for effectiveness and decision:							
Report Closed: YES NO							
Remarks, if any:							
Date: Signature of Auditor:							
¥							
Document Reference	Para no	ISO 14001 / 9001 clause reference	Findir	ndings along with objective evidence Major, Minor or Observation			bservation
Plant round		ISO 14001/		Observation			bservation
Signature of A	uditaa		Data		Signature	Auditor	
Signature of Auditee Date					Signature of A	AUUIIOF	



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Corrections made (if any):							
Date:	Signature of Auditee						
Cause Analysis and Corrective Action P	'lan:						
Date:	Signature of Auditee						
Corrective Actions taken: YES	O						
Details							
Date: Signature of Auditee							
Verification of Corrective Actions for Effectiveness:							
Date: Signature of Auditor							
Non Conformity report reviewed for effectiveness and decision:							
Report Closed: YES NO							
Remarks, if any:							
Date: Sig	gnature of Auditor:						