

## **THE INTERNAL AUDIT OF THE QUALITY MANAGEMENT SYSTEM IN THE ROAD TRANSPORT COMPANY**

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### **Introduction**

Implementation of the quality management system ISO 9001:2000 revised in ISO 9001:2008 the audit became well known in many industries. When we want to say what the audit of quality management system is, it is necessary to define the concept of the quality.

Quality can be generally defined as the group of properties, which are connected with the products, services or other performances. According to the standard EN ISO 9000-1 the quality is "the total sum of character building, which shall enter into capacity building and intended to meet anticipated needs". Quality means the exactly level of the criteria in relationships to the requirements for these criteria. Quality requirements are expressed of the needs, or transparency in relation to a set of quantitatively or qualitatively expressed requirements for building codes, their implementation and review. Quality and the object can not be separate. When we say about the quality, the object of transport is a result of its activities, it is also the transport and process necessary for the creation of this object. Each quality criterion which is measured must refer to the following categories:

- availability - extended range of services in the space-time interval and capacity,
- accessibility - access to transport system,
- information - provision of data,
- time and speed the transfer,
- customer care,
- comfort,
- traffic safety and environmental impacts on the environment.

The quality system requires the creation of organizational structures, procedures, processes and resources needed for the application of quality management. The traditional

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understanding of quality has evolved in production processes. First it was the orientation of the final inspection, then the process itself, then the quality of the planning process and gradually created a comprehensive understanding of quality. The traffic quality is the total sum of the traffic signs, which shall enter into the transport system and ability to cater for anticipated needs. Each part of the transport process must have its definition of income which are derived from the quality criteria set by their expected performance.

Each company is trying to show their customers that their services are good. It is possible to obtain a certificate that they meet the requirements of the quality management system. The main objective of quality management system is also constantly improving processes and achieving increasingly higher quality. To serve internal controls and these are just the internal quality audits. The internal quality audit is the process by which information is sought on the functions of the process and explore possible reserves, the removal of which would be able to streamline the process and ultimately increase the level of quality provided.

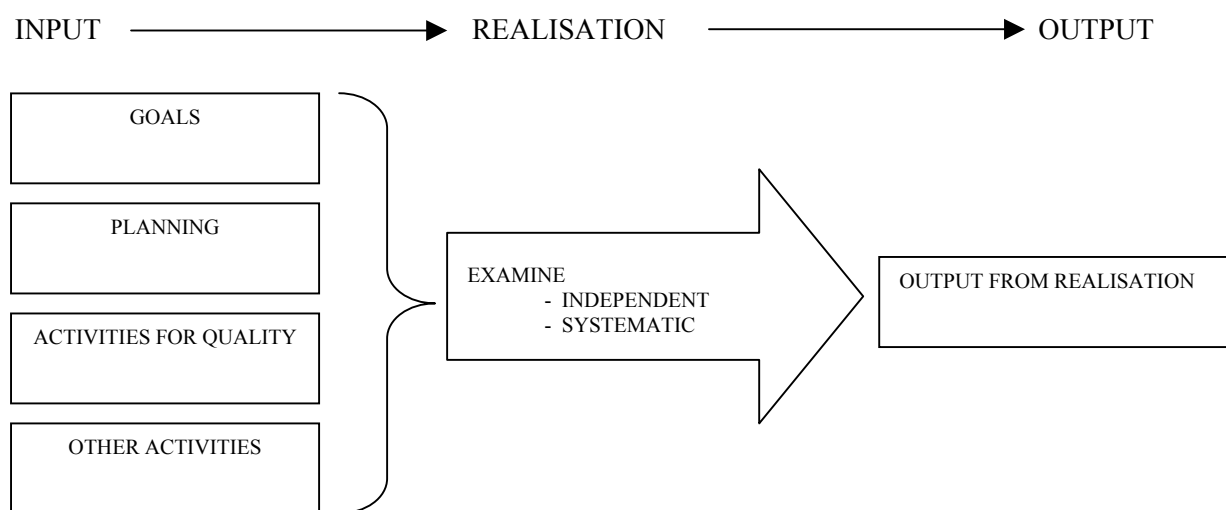


Fig. 1: The audit quality according to ISO 10011 [3]

#### **Input to the process of the audit quality**

**Goals** - The main point for the reach of success of audit quality is determinate of goals. Why is this aspect so important? In practice, it often happens that the auditors are unable to cope with the tasks of establishing the hierarchy of organizations. At this point is should be recover the quality of enforcement objectives and provide for their security needs and improvements.

**Planning** - Each organization has set major goals. To achieve these goals is determined by organizational measures. To the orders in accordance with the definitions as the goals.

**Activities for quality** - Not all business activities are directly focused on the quality. Into this group we can include that activities, which determines the extent of the relationship between customers and the operations. This includes all activities in organizations, which serve to meet the requirements of the customer.

#### **Realisation of the audit quality**

The term “audit” is from latin word “audire” which means “to listen”. But the audit is not free interview between auditor and manager of company for current department. But for auditor is very important to listen. From that the goal of audit is to find out how the process is realizing in company. The next way how to find out this information is to make a comparison between the structure of process flow and real process and from there to say the conclusion about weaknesses and following opportunities to the future.

#### **Output of the audit quality**

The result of audit according to ISO 19011:2002 is to find out if:

- the regulations are done according to process flow,
- the activities bring correct results,
- the regulations are good for to reach of goals and results.

Except of these conclusions the audit should bring the information about three other aspects, like:

- if there are exist corresponding guideline or measure's value for creation of working plan and if there are in use? If not one of the conclusion of audit is to make an recommendation to create it,
- are the process plan valid? How is measurement of value making and where I can find it,
- valuation of the regulations to reach of process plan without errors.

#### **The internal audit quality**

The realization of the audit quality depends on the kind of the audit. To determine of goals is good way to choose the best kind of the audit. When we find out that some process is

not doing according to process flow or there are a lot of mistakes or claim in this process, for this situation to make the internal audit quality which can help to find wrong place in process and create some way to eliminate them. The internal audit quality, usual it is called like the audit by the first side. The flow of the internal audit quality is shown on the following figure 2. The first step is start of audit. This point includes the operations like prepare of documentation, study this documentation and according to this make a list of question for not so clear parts of process in documents. After this audit can start. In this time period the auditor asks the questions of the manager and try to find what is wrong. What can be better and how to improve it. These two steps are made only according to documentation. Then they go to study the real process on place. They compare it with document process flow. When the auditor finds different between the document and the real process he makes a notice and write them in the final report from audit.

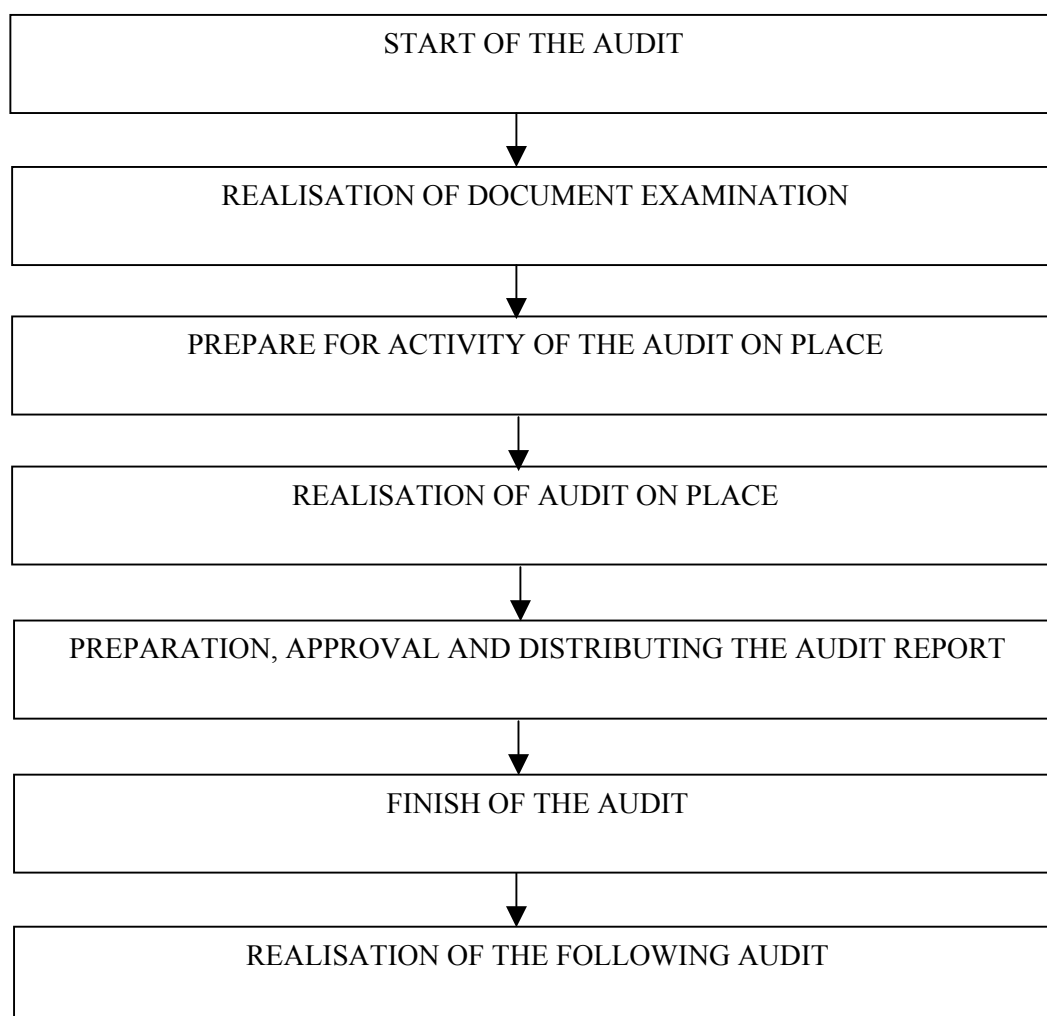


Fig. 2: The activities of audit according to ISO 19011:2002 [2]

### **Conclusion**

The quality manager system is very important for each company which wants to have its process on the good quality level. But not only this. It tries to improve this level more and more. The one way how to reach this is to make an internal audit quality. It can help to find a wrong place in process and to eliminate them and to make this process more effective in future.

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