NATIONAL HIGHWAY AUTHORITY (NHA)
QUALITY ASSURANCE CELL
Checklist for 2nd internal QMS audit for the year 2020
DOC#NHA/QAC/F-07 REV#00 Issued on 19.10.2020

Sr.#	Description	Yes	No	Remarks
	Audit of Functions (Clause 4.4.1 of ISO 9001:2015)			
1.	Is the list of functions available?			
2.	Is the list of functions prepared on the ISO format?			
3.	Are the functions corresponds to the nature of the office?			
4.	Do the list have proper ISO number on it?			
5.	Does the relevant authority approve the list?			
6.	Do the list have issue date on it			
	Audit of Organization chart (Clause 5.3 of ISO 9001:2015)			
7.	Is the organization chart available?			
8.	Is the organization chart, prepared on the ISO format?			
9.	Is the organization chart depicting all the posts of the office?			
10.	Do the organization chart have proper ISO number on it?			
11.	Does the relevant authority or office incharge approve the organization chart?			
12.	Do the organization chart have issue date on it?			
	Audit of Standard Operating Procedure (SOP)? (Clause 4.4.1 of ISO 9001:2015)			
13.	Are the SOPs available?			
14.	Are the SOPs prepared on the ISO format/template?			
15.	Are the steps of SOPs in logical sequence?			
16.	Do the SOPs have risks and mitigations?			
17.	Is the review period indicated in the SOP?			
18.	Do the SOP have issue date on it?			
19.	Are all the functions of Office/Section/Cell covered in the SOPs			
20.	Do the steps of SOPs have proper timelines?			
21.	Does the relevant authority approve the SOPs?			
	Audit of Job Description (JDs) (Clause 5.3 of ISO 9001:2015)			
22.	Are the JDs available?			
23.	Are JDs, Organization chart and list of officers/officials corresponds with each other?			
24.	Do the JDs have KPIs?			
25.	Do the JDs linked with SOPs?			
26.	Do the each statement of JD started with active verb.			

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27.	Does the JD have proper ISO number on it?			
28.	Does the relevant authority approve the JDs?			
29.	Do the JDs have issue date on it?			
	Audit of SMART objectives (Clause 6.2 of ISO 9001:2015)			
30.	Are SMART objectives available?			
31.	Are the objective developed according to the SMART rule?			
32.	Do the objectives have proper ISO number on it?			
33.	Does the relevant authority approve the objectives?			
34.	Do the objectives have issue date on it?			
	Audit of Quality Policy (Clause 5.2 of ISO 9001:2015)			
35.	Is the Quality policy displayed in office at conspicuous places?			
36.	Are the Officers/officials and staff have adequate knowledge about the policy?			
	Audit of interested parties (Clause 4.3 of ISO 9001:2015)			
37.	Is the list of interested parties available?			
38.	Do the interested parties have proper ISO number on it?			
39.	Does the relevant authority approve the list of interested parties?			
40.	Do the list of interested parties have date on it?			
	Audit of equipment (Clause 7.1.5 of ISO 9001:2015)			
41.	Is the list of equipment available?			
42.	Is the list of calibration sensitive equipment available?			
43.	Are the calibration certificates available?			
44.	Does the accredited lab perform the calibration?			
45.	Is calibration have national and international traceability?			
	Audit of building and record (Clause 7.1.3, 7.1.4 and 7.5 of ISO 9001:2015)			
46.	Do all the rooms have nameplates on them?			
47.	Are all the areas like kitchen, bathroom, store etc have identification on them?			
48.	Are all the records must have proper identification on them e.g. all the almirahs, cupboards etc			
	Audit of housekeeping, washrooms and kitchen (Clause 7.1.4 of ISO 9001:2015)			
49.	Is the washroom free of any unpleasant odor?			

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50.	Is the washroom well lit?			
51.	Are the toilet bowl free of stains?			
52.	Are work surfaces, shelves & floor kept clean & tidy in the kitchens?			
53.	Are kitchen, service, & storage areas regularly checked for pest (mice, insects, etc) infestations?			
	Audit of vehicles and drivers (Clause 7.1.4 of ISO 9001:2015)			
54.	Do the drivers have medical fitness certificates to drive vehicles?			
55.	Do the drivers have any training related to driving, driving manners?			
	Audit of physical security? (Clause 7.1.4 of ISO 9001:2015)			
56.	How many points of entry are there to the building? Are those entrances monitored?			
57.	Do all persons entering and exiting the building go through a security checkpoint?			
58.	Are doors and gates in good working order?			
59.	If large panes of glass are installed in the building, are they laminated with a security film to prevent forced entry?			
60.	Does the office have security guards?			
61.	Do the guards have proper training on "office security"?			
62.	Do the guards have weapon? Are the weapon in working condition?			
	Audit of CCTV? (Clause 7.1.4 of ISO 9001:2015)			
63.	Are the perimeter of the building adequately covered by cameras?			
64.	Are cameras able to switch automatically from daytime to nighttime/low light?			
65.	Do cameras monitor the building entrances and exits?			
	Audit of Fire Fighting arrangements?			
66.	Are fire exits & escape routes free of obstructions?			
67.	Have staff been trained in use of fire extinguishers?			
68.	Are fire/evacuation drills carried out on quarterly basis?			
69.	Are the fire extinguishers adequate in type and the number?			
70.	Are the assembly areas marked?			
71.	Are the emergency evacuation maps displayed in the office building?			
72.	Are the responsibilities of firefighting staff defined?			
73.	Are the records of maintenance of firefighting equipment available?			
	Audit of First Aid (Clause 7.1.4 of ISO 9001:2015)			

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74.	Are first aid kits located on a prominent, accessible location and able to be retrieved promptly?			
75.	Are first aid kits maintained in proper condition and the contents are replenished as necessary?			
76.	Are the stretcher, wheel chair available in the office?			