



30 January, 2014

Rick Meaney  
Director, Technical Services  
Jim Titford  
Quality Assurance Project Manager  
Technical Services Memorial University  
University Building Room C1025  
283 Prince Philip Drive  
St. John's, NL A1B 3X7

Dear Mr. Meaney & Mr. Titford:

**Stage 1 Audit Report**

Thank you very much for your cooperation during our ISO 9001:2008 Stage 1 audit of Technical Services Memorial University. Please thank everyone for their efforts and the degree of co-operation that was provided to me during the audit.

I will recommend proceeding to the Stage 2 (Registration) Audit, pending a review of the responses to the Stage 1 audit findings.

The target date for submission of the Actions to address the audit findings is January 30, 2013. Please ensure that your replies are clearly identified to each of the applicable items and include supporting objective evidence. QUASAR may be required to revise the Stage 2 arrangements based on the timeliness and completeness of the responses.

As agreed at the Closing Meeting, the tentative date for the Stage 2 Audit will be February 11 to 14.

Our invoice for services rendered to date will be sent under separate cover.

Again, congratulations to everyone for completing this audit. If I can be of further service, please don't hesitate to call me at 709-277-2379.

Sincerely,  
*Ray Kavanagh*  
Lead Auditor

Enclosure: 1  
cc: QUASAR

3120E/2010-07



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**STAGE 1 AUDIT REPORT**  
**FOR**  
**Technical Services Memorial University**

DATE OF AUDIT: January 21 & 22, 2014

DATE OF AUDIT REPORT: January 30, 2014

AUDIT CRITERIA: ISO 9001:2008  
APPLICABLE DOCUMENTS:  
Technical Services Memorial University's Management System Documentation  
(Policy & Procedures)  
QUASAR Audit documents

FACILITY(IES) AUDITED: **Technical Services, Memorial University (various locations on Campus)**

SCOPE OF REGISTRATION  
Technical Services provides electronic and mechanical design, fabrication and repair to the Research, Academic and Administrative and infrastructure activities of Memorial University and the External Community. Those services include refrigeration, machining, welding, model making and glass blowing

EXCLUSION(S): None

AUDIT TEAM MEMBERS: Lead Auditor: Ray Kavanagh  
Auditor: N/A

AUDITEE TEAM MEMBERS: Rick Meaney, Director, Technical Services  
Jim Titford, Quality Assurance Project Manager

LANGUAGE OF AUDIT: English

LANGUAGE OF DOCUMENTATION: English

CONFIDENTIALITY: QUASAR will keep client information in confidence.

AUDIT REPORT DISTRIBUTION: 1) Technical Services, Memorial University  
2) QUASAR

## AUDIT FINDING SUMMARY

The following provides the audit team's summary of the audit findings at the time of audit.

### General

### Satisfactory (Y/N)

1	Management system documentation	Y
2	Implementation status	N
3	Scope adequately defined / complete	Y
4	Management review and internal audits , planned / <b>performed</b>	Y

### Management system elements

- 1) 5.4.1 Quality objectives need improvement
- 2) 8.3 Procedure needs revision to meet requirements of the Standard
- 3) 8.5.3 Procedure needs revision to meet requirements of the Standard
- 4) 8.5.3 Procedure needs revision to meet requirements of the Standard

Elements included in Stage 1

<b>QMS</b>	
4.2.2 Quality manual	
4.2.3 Control of documents	
4.2.4 Control of records	
5.3 Quality policy	
5.4.1 Quality objectives	
7.1 Planning of product realization	
7.5.1 Control of production and service provision	
8.2.2 Internal audit	
8.3 Control of nonconforming product	
8.5.2 Corrective action	
8.5.3 Preventive action	