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International Certifications Ltd

**Auditing: - It Is About Sense
and Dollars & Improving
Clinical Governance**

Friday, 3rd September 2010

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About International Certifications

We are an accredited certification body
that assess and certify amongst other
things Healthcare Management
Systems

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Where do we operate?

Offices

- New Zealand
- Australia
- USA
- China
- India
- Korea
- Thailand
- Turkey
- Iran
- Malaysia

Clients also in

- Oman
- UK
- UAE
- Singapore
- Vietnam
- Croatia
- Canada



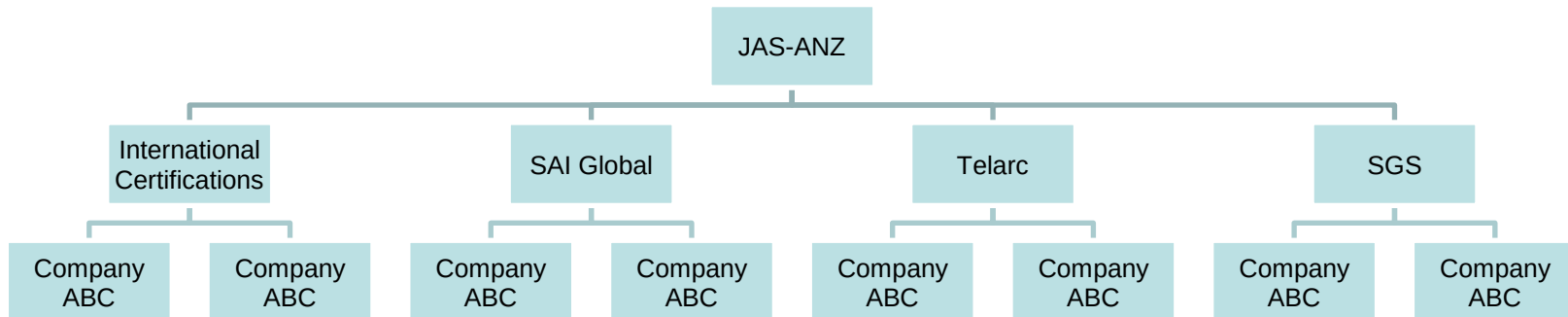
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How do we fit into the certification industry?



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What programs do we offer?

- Healthcare Management (We were the 1st DAA approved by MoH, etc..)
- Environmental Management (ISO 14001, Eco Warranty, etc..)
- Quality Management (ISO 9001, Quality Warranty, etc..)
- Safety Management (AS/NZS 4801, OHSAS 18001, Work Safe Warranty, etc..)
- Food Safety Management (HACCP Warranty, ISO 22000, BRC, Safe Food, etc..)
- Risk Management (AS/NZS 4360, etc..)
- Medical Device Manufacture Standards (ISO 13485, etc..)
- Etc.....

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Internal Auditing



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What is an Internal Audit?

A formal, planned and independent check on your management system procedures and processes.

Would you operate your vehicle on the road without having regular safety checks? I.e. WOF.....

Internal audits are nothing more than an internal check on your organisations systems.

It makes sense to ensure that your systems are operating effectively!!

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What is an Inspection?

An inspection is a visual activity to verify an activity, i.e. Hand washing...

A hand washing inspection is quite often called a hand washing audit, similarly a laundry inspection is usually called a laundry audit.



What is the difference between an audit and an inspection?

An inspection is a visual activity to verify an activity, i.e. Hand washing...

A hand washing inspection is quite often called a hand washing audit, similarly a laundry inspection is usually called a laundry audit.



How is an audit performed?

The most effective audits are conducted using the company's management system documents as the checklist.....

The biggest mistake most organisations make is auditing their systems against the requirements of the standard they want certification to, i.e. NZS 8158, ISO 9001, ISO 14001.....

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What do you do with the checklist?

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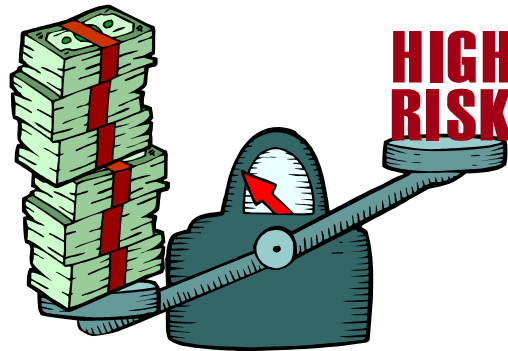


What happens after the audit has been conducted?

- Some sort of record of the audit is documented and kept on file.
- Non conformances and opportunities for improvement are documented.
- Findings are reported to management.



Which procedures should be audited?



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Who can conduct an audit?

Anyone who is deemed competent that has been suitably trained and is independent of the activity being audited.

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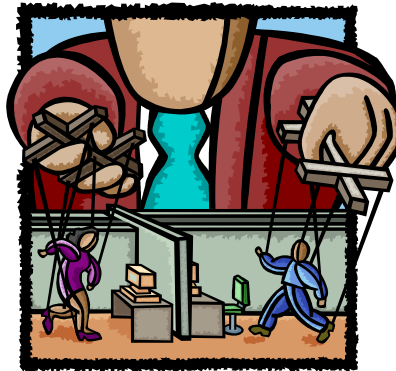
As it will cost an organisation
dollars to run an audit
program it makes **sense** that
some benefits should be
gained to make it all
worthwhile.....

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System Efficiency



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Fewer Client Complaints

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Increased Bottom Line Performance



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Better Patient Care

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Elimination of un-necessary Paperwork

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Critical Element One **1**

Management Commitment to Care of the Environment

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Critical Element Two **2**

Environmental Review



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Critical Element Three ③

Environmental Impact Assessment

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Critical Element Six ⑥

Continuous Improvement

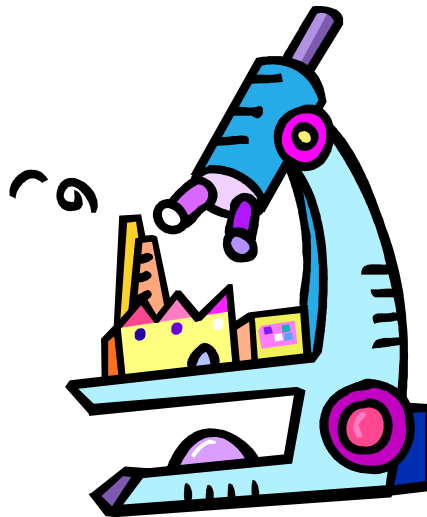


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Critical Element Nine **9**

System Verification



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What is an internal audit?

A formal, planned and independent survey.

It is performed by suitably qualified personnel in accordance with established, documented procedures.

It is used to verify by means of **objective evidence** that management controls are documented and implemented and meet specified requirements.

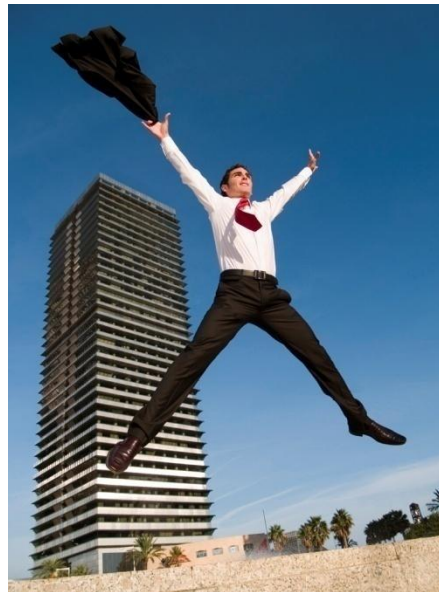
Audit findings are recorded and reported to management.

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That's the end of the requirements!!!!



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