Dear Auditors,

Our recent ANAB on site witness audits have given us opportunity to drive home a few points with you all.

Both ISO 9001 as well as the AS series make reference early on in the standard (paragraph 4.1 General Requirements) to outsourced processes and the company’s responsibility regarding them:

“Where an organization chooses to outsource any process that affects product conformity to requirements, the organization shall ensure control over such processes. The type and extent of control to be applied to these outsourced processes shall be defined within the quality management system.”

Also:

“Ensuring control over outsourced processes does not absolve the organization of the responsibility of conformity to all customer, statutory and regulatory requirements. The type and extent of control to be applied to the outsourced process can be influenced by factors such as:

a) The potential impact of the outsourced process on the organization's capability to provide product that conforms to requirements,

b) The degree to which the control for the process is shared,

c) The capability of achieving the necessary control through the application of 7.4.”
What caused our nonconformity was one of our auditors permitted a client to exclude processes that were outsourced. This is wrong. Please do not do this. **Instead, verify that all outsourced processes are suitably controlled by the client.**

In addition, we had an ANAB witness audit where the auditor did not allegedly leave the nonconformances with the client at the closing meeting. This is against PRI Registrar policy. **At a minimum, the REG-FRM 22 should have the NCR’s listed and the report left with the client.** Additionally, for AS clients, PEARs must also be left at the closing meeting. Please be sure to follow these expectations depending on the audit type.

Now that you have read this advisory, please perform as directed to take the verification test for this advisory.

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