Audit Report

Company Name	Certificate No. & Accreditation Body
R.E.M. S.r.l.	758272 - UKAS
Audit Type	**Standard**
1st Surveillance	ISO 9001:2015

1. Certification information has been confirmed as correct.

1.1	**Company Name**	R.E.M. S.r.l.
1.2	**Address**	Registered Office: Via Ferruccia 16/A - 03010 Patrica (FR) - Italy Operative office: as above
1.3	**Scope**	Maintenance (scheduled, predictive, proactive and extraordinary), technical assistance and repair of electrical machines. Instrumental analysis on electrical machines. Design, construction, installation and maintenance of industrial plants and process lines. Sale of machinery and electrical equipment for industrial use. Manutenzione (programmata, predittiva, proattiva e straordinaria), assistenza tecnica e riparazione di macchine elettriche. Analisi strumentali su macchine elettriche. Progettazione, realizzazione, installazione e manutenzione di impianti industriali e linee di processo. Vendita di macchine e materiale elettrico per impianti ad uso industriale.

2. Audit Information

2.1 Audit Date(s)	08th July 2022 – 1,0 m/d	
2.2 Audit Team	**Lead Auditor**	ANGELO VANNUTELLI
	Auditor(s)	===
	Others (Please indicate role e.g. Expert, Observer)	===
2.3 Company Representative / Contact Details	Carlo Spaziani Tel: +39.0775.830116 – Fax: +39.0775. 839345 – Email:info@rem-motori.it	

2.4 Audit Objectives

Please double click appropriate box below to indicate the appropriate audit objectives

	Stage 1 To audit client's management system documentation and to evaluate the client's location, site-specific condition, implementation status and to undertake discussion with client's personnel to determine the preparedness and effective planning for the stage 2/ recertification audit.
	Stage 2 To evaluate the effective implementation of the client's management system meeting its objectives and conformance with requirements including applicable legislation and contractual requirements, and also identification of areas for potential improvement
	Re-certification To confirm the client's continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of certification and also identification of areas for potential improvement
X	**Surveillance**

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	To assess the client's certified management system continues to fulfill requirements including applicable legislation and contractual requirements, and effective maintenance of its management system, and to monitor any changes as well as identification of areas for potential improvement
	Transfer To assure the maintenance of the integrity of the client's management system certified by previous certification body is meeting requirements.
	Others (e.g. Special Audit) _____ Objective (please specify):

3. Summary of Main Areas Covered

Results	Status of Conformance (Please tick appropriately)		
	YES	NO	NA
3.1 For Stage 1 only:			✓
3.1.1 Documented information is adequate to meet the requirements of the applicable standard and/or other requirements			✓
3.1.2 The scope of the management system including the client's site(s), processes (any outsourcing and non-applicability), equipment use and levels of controls are appropriately determined.			✓
3.1.3 Applicable legislation and other requirements are determined including the expected outcomes.			✓
3.1.4 Applicable risks and opportunities are identified.			✓
3.1.5 The performance monitoring, measuring, reporting and reviewing against key performance objectives and targets are established.			✓
3.1.6 Internal audit and management review process is implemented.			✓
3.1.7 Complaints handling system is established.			✓
3.1.8 Implementation status is ready for Stage 2 including the understanding with regard to the requirements of the applicable standard, in particularly with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system.			✓
3.1.9 Site-specific conditions are evaluated and discussed including the review of the allocation of resources and agreed the details for preparedness of Stage 2.			✓

3.1.10 Stage 1 audit objectives are fulfilled.			✓
3.1.11 Areas of concern including potential major nonconformance if any			
Please indicate nil if no areas of concern			
3.2 For Stage 2, Surveillance, Recertification, Transfer, Special Audit and others	**YES**	**NO**	**NA**
3.2.1 The management system is capability to meet applicable requirements and expected outcomes.	✓		
3.2.2 Internal audit and management review process is effective.	✓		
3.2.3 The performance monitoring, measuring, reporting and reviewing against key performance objectives and targets are implemented effective.	✓		
3.2.4 Effective actions are taken to address risks and opportunities.	✓		
3.2.5 Management demonstrated accountability and commitment to the management system and its policies.	✓		
3.2.6 Customer complaint handling system is effective.	✓		
3.2.7 Audit objectives for this audit are fulfilled.	✓		
3.2.8 Effective close-out of previous identified nonconformities	✓		
3.2.9 Logos/ marks and/or other references to certification are appropriately used.			✓
3.2.10 Effective management and control of changes if any (e.g. organizational structure, scope, address, process, IMS etc.)			
NA			
3.2.11 Statement on overall conformity and effectiveness of the management system including the conclusion on the appropriateness of the certification scope.			
Overall opinion on the compliance of the system: The quality management system has recently been reviewed to facilitate compliance with the requirements of the UNI EN ISO 9001: 2015 standard. The organization designed and implemented the system using a process-based approach and a risk management approach (Manual rev. 0 of 01/03/2020). The methodologies adopted are consistent although there is room for improvement that favor greater effectiveness of the system implemented. Management is adequately involved in the system.			

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The work environment is suitable, while the factors that affect the creation of the product are adequately managed.

The orders viewed covered the entire required certification scope.

Overall opinion on the ability to analyze and manage risks and opportunities:
the method of analysis and approach to risk is suitable for the company organization, its context and business processes.

System performance:
any improved or worsened aspects (for details see non-conformities and recommendations and the trend of company performance indicators): Standard performance.

On the basis of the evidence gathered, the certification scope is confirmed.

Valutazione complessiva sulla conformità ed efficacia del sistema di gestione aziendale anche in relazione ai risultati dell'audit precedente.

Giudizio complessivo sulla conformità del sistema:
Il sistema di gestione per la qualità è stato recentemente riesaminato per favorire una conformità ai requisiti della norma UNI EN ISO 9001:2015. L'organizzazione ha progettato e implementato il sistema utilizzando un approccio basato sui processi e un approccio di gestione del rischio (Manuale rev. 0 del 01/03/2020). Le metodologie adottate risultano coerenti sebbene siano possibili margini di miglioramento che favoriscano una maggiore efficacia del sistema implementato. La Direzione è adeguatamente coinvolta nel sistema.

L'ambiente di lavoro risulta idoneo mentre i fattori che incidono sulla realizzazione del prodotto risultano adeguatamente gestiti.
Le commesse visionate hanno coperto tutto il campo di applicazione richiesto.

Giudizio complessivo sulla capacità di analisi e gestione dei rischi e delle opportunità:
Il metodo di analisi e approccio al rischio risulta adeguato all'organizzazione aziendale, al suo contesto e ai processi aziendali.

Prestazioni del sistema: eventuali aspetti migliorati o peggiorati (per i dettagli si vedano non conformità e raccomandazioni e l'andamento degli indicatori di performance aziendali): Prestazioni standard.

Sulla base delle evidenze raccolte si conferma lo scopo di certificazione.

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3.2.12 Audit Findings:
Total number of nonconformance identified in this audit: 0 Major 3 Minor *Refer to Nonconformance Note for details of nonconformity.*
Positive comments if any: • Planning and management of job orders. • Staff competence and training management.
Potential Improvement Areas (PIA) if any: • 7.2: Improve the definition of the minimum personnel requirements • 7.2: Migliorare nella definizione dei requisiti minimi del personale

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4. Audit Conclusion and Recommendation

☐	Client is recommended for ** Stage 2/ Recertification audit, corrective action if any to be verified during ** Stage 2/ Recertification audit
☐	Client is ready for ** Stage 2/ Recertification audit, corrective action to be verified through submission of the evidence prior to ** Stage 2/ Recertification audit not exceeding 3 months.
☐	Client is not ready for ** Stage 2/ Recertification audit, re-visit is needed not exceeding 5 months upon client is well prepared
☐	The management system overall demonstrated conformance with the requirements of the audit standards, therefore, client is recommended for **certification/ continual maintenance/ recertification/ transfer/ extension of certification.
☒	Having **minor / ~~major~~ nonconformance(s), client is recommended for **~~certification/~~ continual maintenance of certification~~/ recertification/ transfer/ extension of certification~~ upon: ☐ Completion and verification of the effectiveness of corrective action(s) within **[indicate days needed]** by means of a re-visit ☒ Completion and verification of the effectiveness of corrective action(s) within **30 days** by means of submission of evidence of corrective actions (e.g. documents, records) ☐ Submission of corrective action plans within **[indicate days needed]** and effectiveness to be verified in the next audit.

*** Delete where appropriate.*

Report prepared by: ANGELO VANNUTELLI Date: 08.07.2022
Audit Team Leader

- *The audit is based on a sampling process of the available information within the scope of certification; other findings may exist outside the scope of audit and after actual audit.*
- *The audit recommendations are subject to an independent review prior to a decision concerning the awarding or renewal of certification.*
- *This report is confidential and ownership of the audit report is maintained by GIC, anyone or body need to read or access shall obtain the permission of GIC, unless required by law.*