 ISO 9001-2008 PROCEDURE	PROCESS OWNER ISO Management Representative			
PROCEDURE TITLE: Internal Auditing	DOCUMENT NUMBER: ISO_8-22	REVISION LEVEL: Final Draft	REVISION DATE: 01/07/09	Approval: Managing Director

Purpose/Scope:

The purpose of this procedure is to provide an effective method for evaluating and controlling the company's quality management system. This procedure defines the activities for planning and conducting internal quality audits, in addition to covering how audit deficiencies are corrected and results documented.


Responsibility:

The WCRC ISO Management Representative is responsible for coordinating and overseeing the internal audit process including ensuring internal audits schedules are created and followed. The Managing Director is responsible for appointing the audit teams, reviewing all internal audit results, and ensuring corrective action is taken and follow up audits are performed as necessary.

ISO 9001:2008 Reference: 8.2.2 - Internal Audits

Procedure:

- 1.0 Internal quality audits of each element of the quality system are conducted at least once per year. An audit schedule will be established based on work flow being audited.
- 2.0 Internal quality audits may be conducted more frequently on a random basis as necessary based on past audit results and/or operational performance.
- 3.0 Personnel conducting internal quality audits will be qualified based upon their knowledge of the area being audited, including related quality system procedures and their knowledge of internal auditing skills. Training will be provided to all personnel involved in conducting internal audits (Refer to Competency, Awareness and Training, 6.2.2).
- 4.0 Personnel selected to conduct internal audits will be appointed by the Managing Director based upon their independence of the areas being audited. Thus, personnel responsible for managing or performing work in the area being audited are excluded from auditing their own areas.
- 5.0 Before each audit, an audit plan is established by the WCRC ISO Management Representative or designated internal Auditor and documented on WCRC Internal Audit Planning sheet. The audit plan will include, as appropriate, the following:
 - Date of audit
 - List of areas to audit

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- Check list of documents, records and other evidence to review
- Names of auditors and personnel involved in the audit

- 6.0 Assigned auditors conduct the audits as documented on the audit plan and using WCRC's standard internal audit sheets containing the questions and check lists of required evidence. Results are immediately reviewed with personnel responsible for managing the areas audited with particular attention to nonconformances identified during the audit.
- 7.0 Audit findings are documented on WCRC's Internal Audit Report form. This form is distributed to the Director in charge of the area audited and the Managing Director.
- 8.0 If nonconformances are identified, the audit report is filed as OPEN until corrective action has been implemented and nonconformances are closed.
- 9.0 Personnel with responsibility for managing an area with nonconformance will develop a corrective action plan and take responsibility for implementing it. Corrective action status will be monitored by the WCRC ISO Management Representative.
- 10.0 Follow up audits are scheduled based on agreed upon dates or at regularly scheduled audits depending upon the urgency of the corrective action. If major nonconformances are identified, a follow up audit must be conducted.
- 11.0 When corrective action has been implemented and determined to be effective, the findings are documented and included as a record with the original audit report and filed as CLOSED.
- 12.0 Audit reports are retained as records for a period of three years after the audit is conducted.