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PROCESS ASSESSMENT INSTRUCTION

WEC-01

1.SCOPE :

The procedure is meant to ensure a standard way of assessing internal processes, external providers processes or site work processes, in compliance with ISO 19011:2011 and all other relevant standards for the organization.

2.OBJECTIVES:

The objectives will be based on :

- Management priorities
- Characteristics of processes
- Commercial interest
- Needs and expectation of interested parties (e.g.customers)
- Legal and contractual requirements
- Auditees performance

3.ROLES AND RESPONSIBILITIES:

Any assessment will be performed by a qualified auditor in accordance with the standard required (ISO 9001, AS9100, EN 1090- the welding section)

The person managing the audit program will:

- Establish the audit schedule and the extent – objectives, duration, locations, importance, legal/ contractual/ statutory and regulatory requirements

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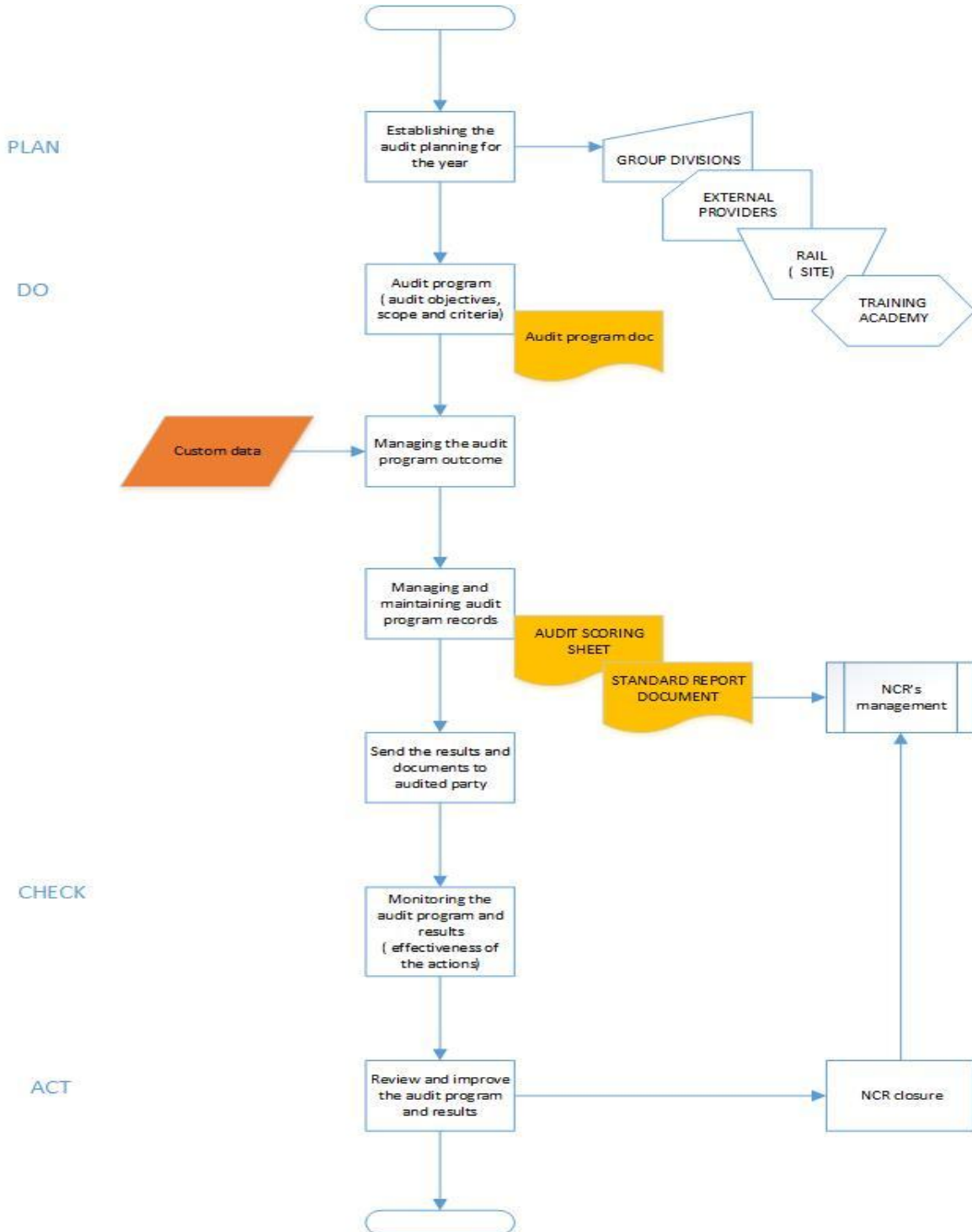
- Identify and evaluate risks (related to processes accessibility, time, records, effectiveness)
- Establish audit responsibilities and area to be covered
- Establish procedure and criteria for the audit
- Ensure appropriate audit records are managed and maintained
- Ensure the implementation of the audit program
- Monitor, review and improve the audit program

4.PLANNING:

The person responsible for auditing will ensure :

- A planning has been scheduled
- A program of assessment will be issued and sent to the auditee
- A start-up meeting will be held with the auditee to explain the scope of the audit
- A closure meeting will be held to discuss and agree the findings
- Audit records will be maintained and updated , based on the progress and effectiveness of actions implementation

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5. METHOD AND TOOLS FOR ASSESSMENT

The assessment is based on a checklist structured in 7 sections (4-10), as per ISO 9001 standard requirements, where each requirement is assessed based on risk and conformity level , giving the criticality index as defined below:

- a) Risk: R
 - b) Conformity level: C (defined by the auditor during the audit)
 - c) Criticality Index: CRI (Calculated from $R \times C$)
- a) Risk R

The risk level of each requirement is previously established based on the impact On the process , in accordance with ISO 9001/2008 *and AS 9100 requirements(only for laser cutting & folding and water jet cutting services)*, as follows, in two levels:

R = 5, the risk is moderate = this applies to requirements that might create Non-Quality in the short or medium term or originate problems;

R = 10, this applies to those criteria which will create one or more Quality problems in the short term and which will cause a critical incident if no measures are taken.

- b) Conformity C level is determined during the audit through the review of objective evidences:

C = 0 - “good”, the requirement is exceeded and continuously improved

C = 4 – “acceptable”, the requirement is met , but is no full assurance about its effectiveness.

C = 7 – “ insufficient”, the requirement is partially met

C = 10 –“ non-existent”, the requirement is not met

Note

- When a conformity level equals:
- 4 or 7 = it should be respectively accompanied by a comment or a corrective action request
- 10 = a corrective/preventive action request is mandatory
-

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The R (risk) and C (conformity) parameters and the CRI (criticality) are used to determine the two indicators necessary for qualification of the process audited.

The Process Quality level indicator equals the
CRI number > 50; < 50, =50

Progress indicator:

$$PI = \left(1 - \frac{\text{Sum of CRI of all audited requirements}}{\text{Sum of maximum value of CRI of all audited}} \right) \times 100 \text{ requirements}$$

The maximum value for CRI is 50 or 100:

6.SCORING:

IF,

All CRI > 50 AND PI >= 80% - the process is qualified

IF,

All CRI < 50 and PI >= 80% - the process is qualified + Action Plan

IF,

All CRI < 50 and PI < 80% - the process is not qualified

The standard audit template – work sheet - contain :

- A Summary sheet where are input all details of process/division/supplier audited , the clauses of the standard (ISO 9001:2015 and in blue italic – the extra requirements for aerospace to AS 9100:2016, the final score and status of the audit.
- A sheet with the name of attendees
- A main section “ Questionnaire” with reference to all processes and their interaction and

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- A section for each special process , containing requirements in accordance with the standards.

Note: For Railways Projects works on site a 3P (people-parts-process) Audit checklist will be used which will cover all specific requirements for Railways , in accordance with defined Rail Safety procedures.

The score of the audit indicating the conformity level will be defined by the following fraction:

$$\% \text{ Score} = \frac{\text{Total Yes's.}}{\text{Total YES's + Total NO's}}$$

In accordance with the assessment results a corrective action plan shall be defined and actions followed until closure.

Any corrective action taken shall be verified for effectiveness and implementation.

Risks will be evaluated and reduced to acceptable level for the business and QMS.

Note: For processes assessed to AS9100 , a PEAR form shall be completed , in accordance with the level of achievement of planned activities and results.

Internal Audits for Training Academy:

Internal audits for Training Academy will be schedule as per any other audit within the WEC GROUP Organization, to the core annual planning.

The audit will be performed based on the scoring chart defined for the processes and welding section.

In addition the system for the Training Academy will be verified to the following requirements:

- the setting and monitoring of quality improvement targets
- performance management panel
- annual course/program review and evaluation results
- quality issues and management of non-conformance

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- review of all staff appraisal and professional development opportunities and training records
- regular reviewing of feedback from all stakeholders, including, student surveys and focus groups, to ascertain trends and areas for quality improvement; parent surveys; employer surveys
- customer complaints system
- Annual review of key College policies and procedures
- Equality and Diversity monitoring and review

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Andy\QA\ Work Instructions/ Process assessment work instruction-WEC-01, rev.8- 11/01/2018