



Mongolia:
Enhancing Resource
Management through
Institutional Transformation



WORKSHOP ON INTERNAL AUDIT

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CESO TA MERIT

June 2018



Date of Audit	Auditors	Standard/Regulation used for the audit
2018....	<ul style="list-style-type: none"> • xxx • xxx 	ISO 9001:2018 9.1.2 Customer satisfaction

Audited department / group / subcontractor	Activities audited
Administration Department	<ul style="list-style-type: none"> • Monitoring customer's perception.
<ul style="list-style-type: none"> • Contact: XXXX. • Head ??? • E mail 	<ul style="list-style-type: none"> •

General Comments

Thank you for the opportunity of meeting with you and your team on June 25, 2018. The openness and cooperation of your group had made this audit extremely constructive. Positive points.....

Find below observations following this audit. We ask you to provide us a written answer within 30 calendar days from the date of this report. Your cooperation is greatly appreciated.

Observations	Corrective Action #
1-No retain documented information was provided on monitoring of customers perceptions.	CA # XXX (Corrective Action)
2-	
3-	
4-	

Lead auditor: _____

Date: 2018-06-25 _____

Title: _____

Auditor: _____

Date: _____

Title: _____

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Audited department / group / subcontractor	Activities audited
Department <ul style="list-style-type: none"> • Contact: Head E mail 	<ul style="list-style-type: none"> • Monitoring customer's perception. •

General Comments

Observations	Corrective Action #
1-	
2-	
3-	
4-	

Lead auditor: _____
 Title: _____
 Auditor: _____
 Title: _____

Date: 2018-06-_____
 Date: _____

- 3 TEAMS (5 persons per team)
- IDENTIFY A LEADER (FACILITATOR), PRESENTER & SCRIBE (NOTE TO BE KEPT AND REPORTED TO M & E)
- FOLLOW INTERNAL AUDIT TRAINING SESSION.
- GROUP # 1: AUDIT THE SOCIAL DEVELOPMENT DEPARTEMENT FOR MONITORNG CUSTOMERS PERCEPTION
- GROUP # 2: AUDIT THE M & E DEPARTEMENT FOR MONITORNG CUSTOMERS PERCEPTION
- GROUP # 3: AUDIT THE ENVIRONMENTAL DEPARTEMENT FOR MONITORNG CUSTOMERS PERCEPTION

- PERFORM THE AUDIT AND COMPLETE AN INTERNAL AUDIT REPORT FOR THIS SUB-CLAUSE 9.1.2 (CUSTOMER SATISFACTION: MONITOR CUSTOMERS' PERCEPTION ON WHETHER NEEDS AND EXPECTATIONS HAVE BEEN MET.
- 30 MINUTES FOR THE PREPARATION
- 60 MINUTES TO PERFORM THE AUDIT AND REPORT
- 15 MINUTES PER TEAM FOR PRESENTATION.

QUESTION?