

ISO Audit in Anufacturing Industry: A Study (With Special Reference To AVTECH International Ltd. Pithampur)

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Abstract- Improving the efficiency of any operation in the Manufacturing sector, whether manufacturing, distribution, or support services, is much more than a one off exercise. In the current economic climate, with reduced demand from the construction, automotive and aerospace industries, added to increasing threats from overseas suppliers, and customer-led demands for cost control, it is essential to have a mechanism in place which reviews and updates processes and systems, and looks for smarter ways of working. The present study has covered three areas namely, environmental accounting, reporting, and auditing. Keeping in view the observations of the study, suggestions have been made in each of these three areas. The recommendations are for the benefit of professional accounting bodies, government, regulatory authorities, professional accountants, companies, and various stakeholders.

Keywords- QCA (Quantum-dot Cellular Automata), QCA cell, One bit BCD adder, power, area, faster.

I. INTRODUCTION

Audits are basically sampling processes as it is not possible to audit every activity of every process defined in an organizations quality management system as applied to every project and support function within an organization, however small may be the organization.

Different methods of auditing are evolved and followed by different standards. The audit processes of ISO 9001 standard are discussed in ISO 90011 where the audit goes in two phases: documentation audit and compliance audit, followed by follow-up audits and periodic audits that are done in between two fresh audits that span across the time limits prescribed for the expiration of the audit certificate (usually three years). Moreover the standards prescribe internal audits and the qualifications for a project to be eligible for external audits. There are first party audits, second party audits and third party audits

CMMI specifies “Standard CMMI Appraisal Method for Process Improvement (SCAMPI) - Method Definition Document”. Different levels of appraisal are described as class a, class B and Class C with different compliance requirements and evidences that are to be shown. Being sampling processes, finding process improvement opportunities are limited as the time limit available for auditing each function or project is limited. Apart from being a sampling process there are many hindrances for the audits to bring out the true compliance with the standards. Factors and Hindrances Affecting Effectiveness of Audits the effectiveness of audits is limited by many

hindrances and factors for the audit processes that can be said to reflect the true quality existing in an organization. The factors influencing the quality of audits to bring out the true quality of the processes as well as their compliance are listed below, and each one of them is discussed in detail.

- Management Commitment to Quality
- Frequency of audits
- Quality of Auditors
- Accountability of Certification Bodies
- Quality of SEPG Team
- Lack of Legal Status of Software Quality Audits
- How often QMS releases are made
- Audit process adopted and duration of audits
- Project/Function Selection
- Scope of the audits
- Audits in Multi-Standard QMS
- Audits for Project Executed at different locations
- Auditing projects using multiple QMSs

II. RESEARCH METHODOLOGY

- Research methodology typically involves a full breakdown of all the options that have been chosen by research in order to investigate something. This would include the procedure and techniques used to perform research; as well as any of the terminology and explanations of how these methods will be applied effectively. Research methodology is the way in which researchers specify how they are going to retrieve all-

important data and information that researcher will need to make vital decisions.

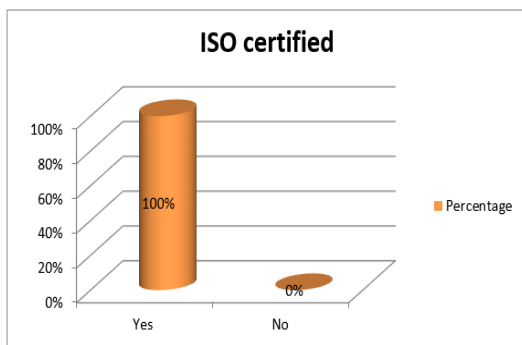
Definition

The process used to collect information and data for the purpose of making business decisions. The methodology may include publication research, interviews, surveys and other research techniques, and could include both present and historical information.

III.RESULTS AND DISCUSSION

Q1. Is the organization ISO CERTIFIED?

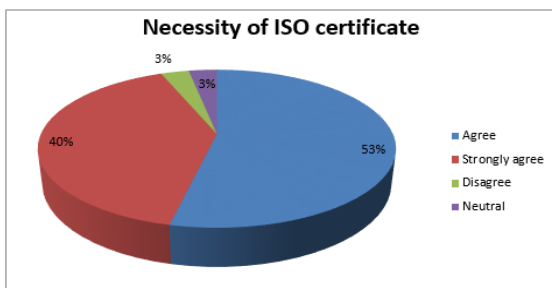
- Yes
- No



Results: From The Above Chart are show 100 % yes Responses find

Q2.Do you agree ISO certification is necessary

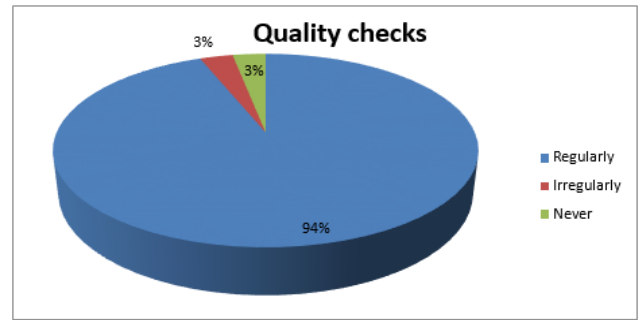
- a) Agree
- b) Strongly agree
- c) Disagree
- d) Neutral



Result: From the above chart, it is referred that majority 53 % of the respondents agree, followed by 40% strongly agree, followed by 3 % disagree, followed by 3 % neutral.

Q3.When quality check should be done

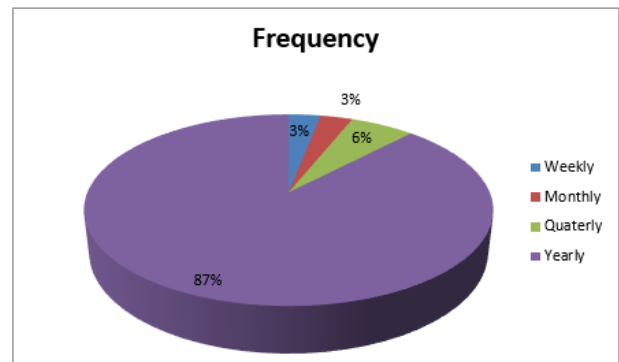
- Regularly
- Irregularly
- Never



Results : From the Above Chart it is referred that majority 94 % of the respondents are agree for Regular quality check and 3 % are followed by Irregularly And 3 % are followed by never.

Q4.How frequently quality check audit is conducted

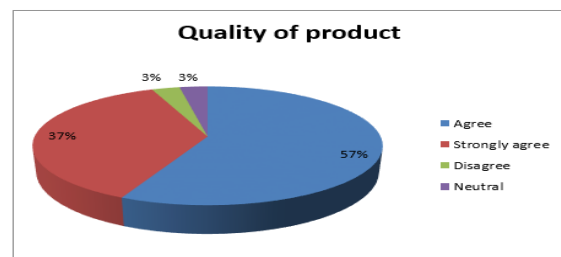
- Weekly
- Monthly
- Quarterly
- Yearly



Result: From the above table it is referred that, majority 87 % of the respondents says yearly, followed by 6% quaterly, followed by 1% monthly, and followed by 1% weekly.

Q5.Do you agree quality checks improves the quality of Manufacturing product

- Agree
- Strongly agree
- Disagree
- Neutral



Result: From the above table it is referred that, majority 57 % of the respondents agree, followed by 37 strongly agree%, followed by 3% disagree, followed by 3% neutral.

Interpretation: From the above chart it is referred that majority 57% of the respondents says quality checks improves the quality product because it standardize the process.

Q6. Do you agree process control and quality of product is related to customer satisfaction

- Yes
- No

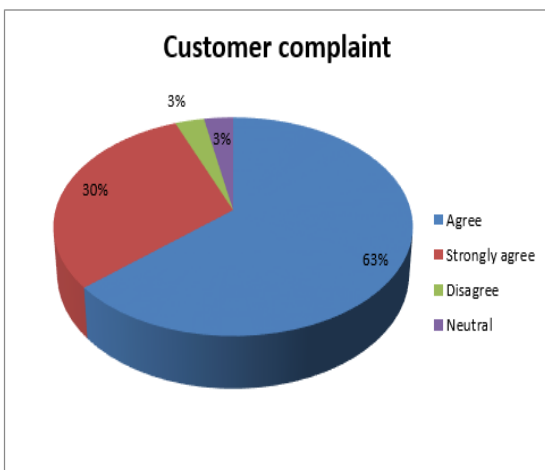


Result: From the above table it is referred that, majority 93% of the respondents say yes, followed by 7% say no.

Interpretation: From the above chart it is referred that majority 93% of the respondents says process control and quality of product is related to customer Satisfaction because unless quality will not be maintained customer retention is not possible so hypothesis has proved.

Q7. ISO standards reduces the customer complaints

- Agree
- Strongly agree
- Disagree
- Neutral

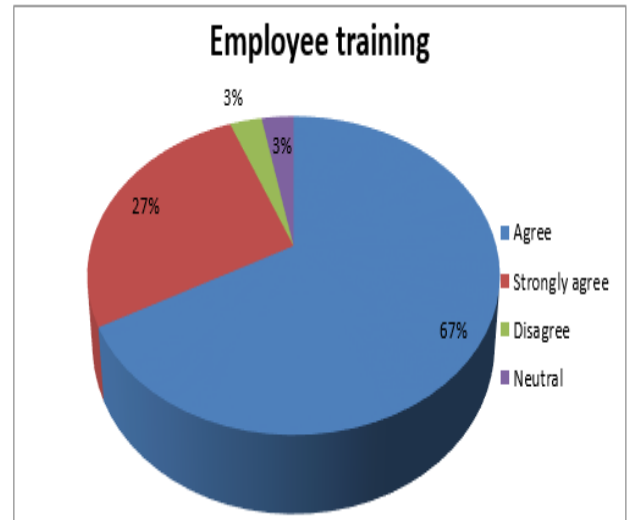


Result: From the above table it is referred that, majority 63% of the respondents agree, followed by 30% strongly agree, followed by 3% disagree, followed by 3% neutral.

Interpretation: From the above chart it is referred that majority 63% of the respondents says customer complaints reduces when norms and regulations of ISO certification is followed so hypothesis has proved.

Q8. Do you agree training employees for ISO audit is important

- Agree
- Strongly agree
- Disagree
- Neutral



Result: From the above table it is referred that, majority 67% of the respondents agree, followed by 27% strongly agree, followed by 3% disagree, followed by 3% neutral.

Interpretation- From the above chart it is referred that majority 67% of the respondents agrees that training is important for employees because it provides knowledge about the company procedures and regulations which are necessary for product.

Q9. What is a purpose of ISO standards in Manufacturing industry?

- Delivery of product
- Efficiency
- Quality
- Customer satisfaction

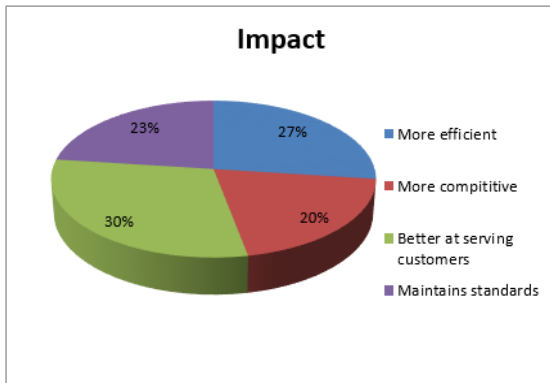


Result: From the above table it is referred that, majority 30% of the respondents says delivery of product, followed by 27% strongly says quality, followed by 23% says efficiency, followed by 20% says customer satisfaction.

Interpretation: From the above chart it is referred that majority 30% of the respondents says quality is main purpose of ISO 9001 standard because it is a main factor on which the competitiveness of the Manufacturing products stands.

Q10. What you think after ISO certification organization becomes

- More efficient
- More competitive
- Better at serving customers
- Maintain standards

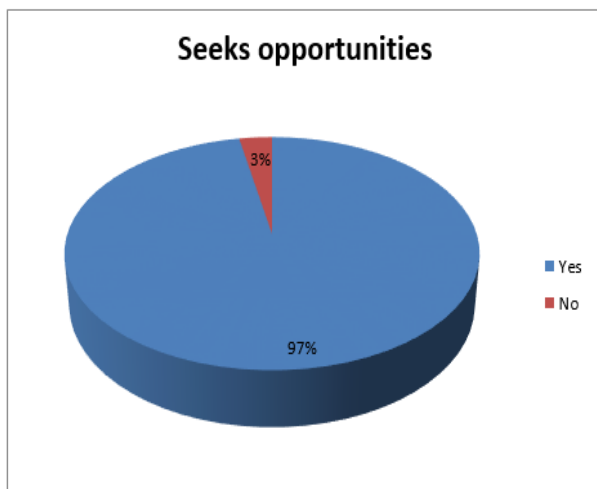


Result: From the above table it is referred that ,majority 30% of the respondents says better at serving customers, followed by 27% strongly says more efficient, followed by 23% says maintains standards, followed by 20% says more competitive.

Interpretation: From the above chart it is referred that majority 30% of the respondents says better customer service because ISO 9001 standard is for quality management system so hypothesis has proved.

Q11. Does your organisation seek opportunities to improve its processes

- Yes
- No

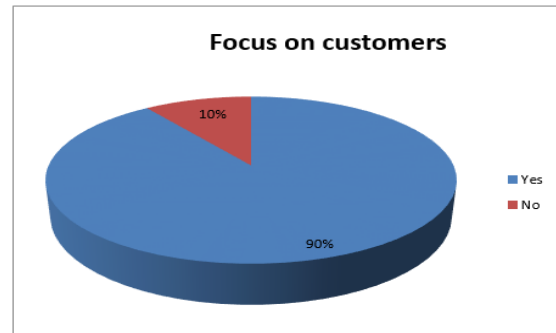


Result: From the above table it is referred that, majority 97 % of the respondents say yes seek opportunities to improve its processes, followed by 3% say no.

Interpretation: From the above chart it is referred that majority 97% of the respondents says that organization want to do continuous improvements in its processes so that it can achieve perfection.

Q12. In AVTECH the focus on enhancing customer satisfaction is maintained

- Yes
- No

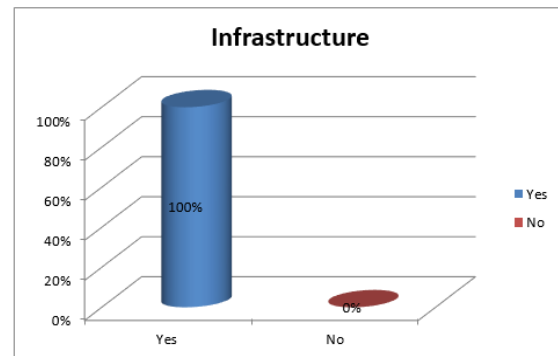


Result: From the above table it is referred that, majority 90 % of the respondents say yes focus on enhancing customer satisfaction is maintained, followed by 10% say no.

Interpretation: From the above chart it is referred that majority 90% of the respondents says they focus on customer satisfaction because when customer gets the product in desired quality then only loyalty is maintained.

Q13. Does your organization have proper infrastructure to carry out Quality management system

- Yes
- No

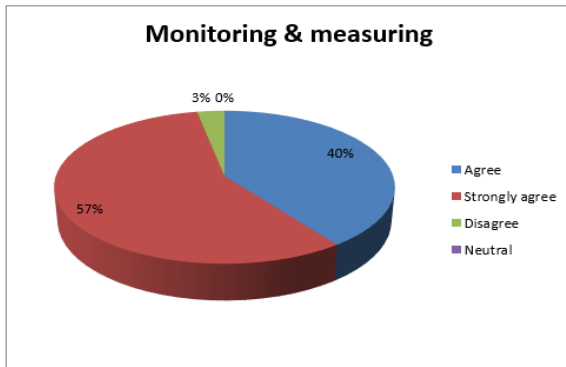


Result: From the above table it is referred that, 100 % of the respondents says yes to have proper infrastructure to carry out Quality management

Interpretation: From the above chart it is referred that 100% respondents agrees that organization have proper infrastructure.

Q14. Do you agree monitoring and measuring is important in QMS

- Agree
- Strongly agree
- Disagree
- Neutral

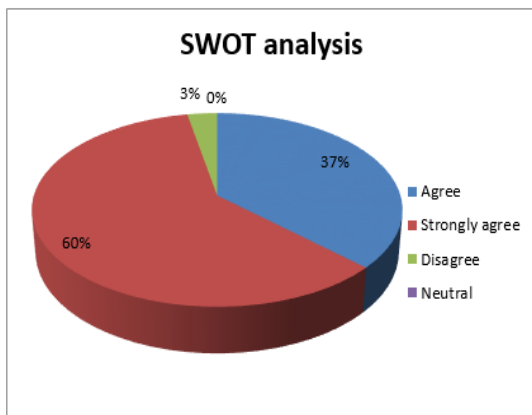


Result: From the above table it is referred that ,majority 57% of the respondents strongly agree monitoring and measuring is important in QMS, followed by 40% agree, followed by 3% disagree.

Interpretation: From the above chart it is referred that majority 57% of the respondents strongly agree that agree monitoring and measuring is important in QMS because when it is done then only proper production will take place.

Q15.Do you agree SWOT analysis is required to achieve customer satisfaction

- Agree
- Strongly agree
- Disagree
- Neutral

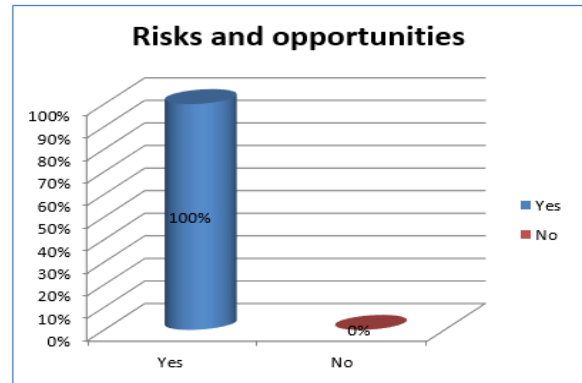


Result: From the above table it is referred that, majority 60% of the respondents strongly agree SWOT analysis is required to achieve customer satisfaction, followed by 37% agree, followed by 3% disagree.

Interpretation: From the above chart it is referred that majority 60% of the respondents strongly agree that SWOT analysis is important as it reflects strength, weakness, opportunity, threat.

Q16.Does your organisation plan, implement and evaluate actions to deal with relevant risks and opportunities

- a) Yes
- b) No



Result: From the above table it is referred that 100% of the respondents says yes to organisation plan, implement and evaluate actions to deal with relevant risks and opportunities.

Interpretation: From the above chart it is referred that 100% of the respondents says that organisation plan, implement and evaluate actions to deal with relevant risks and opportunities as this keeps on having proper flow of work.

III.CONCLUSION

The detailed research on different factors that act as hindrances to audits clearly demonstrated the changes that are needed to be brought out in the audit process. It has demonstrated through a case study of how crucial the management support is for any quality initiative in an organization. The variety of situations which is the audit process has to take into account have been discussed at length which demonstrates the versatility in the audit standards that are required. The situations in which ambiguities creep in have been discussed giving possible remedies. A detailed study of a number of quality standards and audit standards are studied in depth and a number of references have been made and the descriptions of these standards are given which will be used to compare their strengths and weaknesses and to identify the opportunities for improvement in these standards.

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