

Ethanolamines/Glycol Ethers Tier 2 Quality System Procedure

Section: QSP14
Issue No.: 3.4
Original Date: 10-10-92
Revision Date: 11-6-97
Title: Internal Audits
References: ISO 9002/94
1512 Audit Process To Completion
QAC Letter of Expectation
Quality System Manual 4.17

QSP14 Internal Audits

- 1.0 Objective:**
1.1 To provide a system for conducting internal audits of the Ethanolamines/Glycol Ethers plant quality system.
- 2.0 Responsibility:**
2.1 The Quality Assurance Coordinator is responsible for working with Appropriate Plant Personnel to schedule and/or conduct internal audits.
- 3.0 Scope:**
3.1 Internal quality audits shall cover all sections of ISO-9002/94. A complete audit of the system will be conducted at least once per year (all 20 sections defined in ISO standard).
- 4.0 Audit Timing:**
4.1 Audits will be done twice per year. Sections done at each audit are discretionary as long as a complete audit of all 20 sections occur at least annually.
- 5.0 Auditors:**
5.1 The lead auditor will be the Quality Assurance Coordinator or a qualified designee. The Quality Assurance Coordinator may schedule additional auditors to assist in the audit. Audit personnel will be independent of those having direct responsibility for the work being performed.

5.2 Auditor Qualifications:
5.2.1 Auditors will be qualified by completion of an internal audit course as a minimum. Acceptable internal auditor courses include Dow's Internal Auditor course or Assessor/Lead Assessor training course registered by the IQA International Register of Certified Auditors.

6.0 Procedure:

- 6.1 The Quality Assurance Coordinator will notify Appropriate Plant Personnel of the audit.
- 6.2 The audit team/auditor will review documentation and interview the appropriate personnel. They may also interview members of the plant staff or observe plant operations to obtain more information about the plant.
- 6.3 The audit team/auditor will review all findings with management.
- 6.4 The audit team/auditor will present in writing any findings to Appropriate Plant Personnel.

7.0 Documentation:

- 7.1 The Quality Assurance Coordinator or his designee is responsible for documenting the results of the audit, which sections were audited, and areas audited within that section.
- 7.2 If there are no findings the quality assurance coordinator will provide a report stating so.

8.0 Corrective Action Items:

- 8.1 The Document Manager, or his/her designee will assign responsibility for the necessary corrective actions that result from the findings presented by the audit team. Targeted completion dates will also be assigned.
- 8.2 Follow-up audits will be conducted each internal audit session by the ISO Coordinator or his/her designee, for items with completion dates falling since the previous audit to determine completion and/or effectiveness. Items should have been completed at least 75 days before "effectiveness" can be evaluated.
- 8.3 The ISO Coordinator will document the closing out of any action item(s), by signing "corrective action completed" and/or "corrective action effective" sections of audit form.

9.0 Auditor/Plant Disagreements:

- 9.1 Disagreements between the internal auditor and the plant, having to do with interpretation of the ISO 9002 standard, will be resolved by the Louisiana Division Quality Manager.

Revision Notes:

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| 1 | 10-2-95 | Added 4.11 Inspection, Measuring and Test Equipment to Internal Audit Schedule (lab) |
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Print Date: 4/19/98

Page 2 of 3

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| 2 | 9-29-96 | Revised timing on 4.1. Expanded documentation requirements on 7.1. Changed responsibility on 8.1 to include "designee". Summarized flow chart in section 11.0 into item 8.2. Deleted 10.0 and 11.0. |
| 3 | 06-23-97 | Revised responsibilities and titles in 8.0. |
| 4 | 11-06-97 | Deleted reference to flow chart in 6.1, Revised job titles throughout procedure |

Authorized: _____

TICA Leader

(signature required for controlled paper copies only)