

Mopilya.com

Internal Audit and Management Review SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-QMS-SOP-003	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	QMS Coordinator	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	QMS audit, performance review, and management decisions	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To define how Mopilya plans and conducts internal audits and management reviews to verify QMS conformity, process effectiveness, customer satisfaction, and continual improvement.

2. Scope

Applies to all QMS processes, SOPs, records, customer order fulfilment, supplier control, delivery, customer feedback, nonconformities, risks, objectives, and improvement actions.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 9.2 - Internal Audit	Ensures audits are planned, conducted, reported, and followed up.
Clause 9.3 - Management Review	Ensures top management reviews QMS suitability, adequacy, effectiveness, and alignment.
Clause 10 - Improvement	Ensures audit and review outputs lead to improvement actions.

4. Definitions

Term	Definition
Internal Audit	Systematic review to check whether processes conform to planned arrangements and ISO-aligned QMS requirements.
Finding	Audit result categorized as conformity, observation, opportunity for improvement, minor nonconformity, or major nonconformity.
Management Review	Top management review of QMS performance, changes, risks, resources, objectives, and improvement needs.

5. Responsibilities

Role	Main Responsibilities
QMS Coordinator	Prepares audit plan, assigns auditors, maintains records, and follows up findings.
Internal Auditor	Conducts audit objectively and reports evidence-based findings.
Process Owner	Provides records, explains process, and closes assigned actions.
General Manager	Reviews QMS performance, approves resources, and decides priorities.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Prepare annual internal audit program covering all key processes and considering risk, performance, complaints, and	QMS Coordinator	Annual Audit Program approved.

	previous findings.		
2	Select competent and independent auditors who do not audit their own work where practical.	QMS Coordinator	Auditor assignment recorded.
3	Prepare audit checklist based on ISO-aligned requirements, SOPs, records, KPIs, and process risks.	Auditor	Audit checklist ready.
4	Conduct audit using interviews, record review, observation, and sample order tracing.	Auditor	Evidence collected.
5	Report findings with objective evidence, severity, responsible owner, and due date.	Auditor / QMS Coordinator	Audit report issued.
6	Process owners analyze findings, define corrections/corrective actions, and close by due date.	Process Owner	Action status updated.
7	Verify effectiveness of corrective actions before closure.	QMS Coordinator	Verification evidence retained.
8	Conduct management review at planned intervals, at least annually.	General Manager / QMS Coordinator	Management review meeting held.
9	Review customer satisfaction, KPIs, audit results, supplier performance, NCR/CAPA, risks, objectives, changes, resources, and improvement opportunities.	Management Team	Inputs reviewed.
10	Record outputs: decisions, actions, resources, changes to QMS, objective updates, and improvement priorities.	QMS Coordinator	Management Review Minutes approved.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Annual Audit Program	QMS Coordinator	3 years	QMS audit folder
Audit Checklist	Auditor	3 years	Audit folder
Internal Audit Report	QMS Coordinator	3 years	Audit folder
Audit Finding / Action Log	QMS Coordinator	3 years	QMS action log
Management Review Minutes	QMS Coordinator	5 years	Management review folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Audit becomes paperwork only	Process-based audit using real order samples and evidence.	Review audit quality and auditor competence.
Findings not closed	Action log with owner and due date, management escalation.	Escalate overdue actions in management review.
Management review misses key inputs	Standard agenda and KPI dashboard.	Reschedule incomplete review or add follow-up meeting.

9. KPIs

KPI	Suggested Target	Review Frequency
Audit program completion	100%	Annually
Audit findings closed on time	>= 90%	Monthly
Management review actions closed on time	>= 90%	Quarterly

10. Related Documents / Forms

- MOP-QMS-FRM-008 Annual Audit Program
- MOP-QMS-FRM-009 Audit Checklist
- MOP-QMS-FRM-010 Internal Audit Report
- MOP-QMS-FRM-011 Management Review Minutes

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date