

SITE SURVEY REPORT

Internal Audit Report

Prepared for	Ferndale Distribution Ltd
Date	13 Oct 2026
Site	Unit 9, Brook Way, Coventry
Prepared by	N. Achebe

FORM

Internal Audit Report

1. Audit details

Project	Unit 9, Brook Way, Coventry: internal audit report, goods in and stock control (completed example)
Site audited	Unit 9, Brook Way, Coventry CV6
Organisation	Ferndale Distribution Ltd
Location (GPS)	52.4381, -1.4943
Audit date	13 Oct 2026
Lead auditor	N. Achebe
Audit reference	IA-EXAMPLE-2026-11
Audit programme entry	2026 programme: goods in and stock control
Type of audit	Planned audit from the programme
Main standard or criteria	ISO 9001:2015
Audit criteria	Goods-in procedure QP-07 rev 5, calibration procedure QP-11 rev 3, customer contract quality schedule (chilled lines).
Processes or areas audited	Goods in, incoming inspection, quarantine and stock location
Auditee	M. Doherty (goods-in supervisor)
Other auditors and observers	P. Lindqvist (auditor in training, observing)
Audit team independent of the work audited?	Yes
Audit objectives	Check that deliveries are received, inspected and located as QP-07 describes, and that the March corrective actions for damaged stock worked.
Scope and exclusions	Day shift goods in, Monday 13 October. Excludes the night shift and returns.
Opening meeting held?	Yes
Closing meeting held with the auditee?	Yes

This report supports a management system record. It does not certify conformity with any standard. For the checklist used during the audit, see the internal audit checklist.

ISO 9001:2015 was withdrawn on 16 September 2026 when ISO 9001:2026 was published. Quote clause numbers from the edition you audited against.

2. Audit plan coverage and evidence sampled

Audit plan 1: Receipt and inspection of deliveries (QP-07 steps 1 to 5)

Clause, process or activity in the audit plan Receipt and inspection of deliveries (QP-07 steps 1 to 5)

Covered Fully

Audit plan 2: Damaged and nonconforming stock (QP-07 step 6)

Clause, process or activity in the audit plan Damaged and nonconforming stock (QP-07 step 6)

Covered Fully

Audit plan 3: Calibration of goods-in scales and probes (QP-11)

Clause, process or activity in the audit plan Calibration of goods-in scales and probes (QP-11)

Covered Fully

Audit plan 4: Stock location and labelling

Clause, process or activity in the audit plan Stock location and labelling

Covered Partly

Why not fully covered Day shift only; the night shift does most put-away.

Audit plan 5: Supplier delivery performance reporting

Clause, process or activity in the audit plan Supplier delivery performance reporting

Covered Not covered

Why not fully covered Purchasing manager on leave. Moved to the purchasing audit in November.

Plan items 5

Fully covered 3

Coverage (%) 70

Part of the audit plan was not covered. Say so in the conclusion and plan when it will be audited.

Records and documents sampled 18

People interviewed 4

Activities observed	6
How the sample was chosen	12 chilled and 6 ambient deliveries from 1 to 10 October, picked from the goods-in log; 6 deliveries watched on the day.

3. Findings

Findings 1: Calibration

Process or area	Calibration
Clause or requirement reference	QP-11 section 4; ISO 9001:2015 clause on monitoring and measuring resources
Grade	Major nonconformity
What the requirement says	Equipment used to accept goods is calibrated before its due date, or withdrawn.
Evidence seen	Goods-in platform scale calibration label shows due 30 June 2026. The scale was used to accept 3 deliveries by weight between 1 and 10 October (log lines 41, 47, 52). No check of the effect on those deliveries.
Document, record or equipment reference	Scale GI-SC-EXAMPLE-02

Major nonconformity. Tell the audit programme manager and the auditee's manager now, and plan a follow-up to verify the correction.

Correction already made or agreed	Scale taken out of use and tagged during the audit; deliveries weighed on the despatch scale.
Who will respond	M. Doherty
Root cause and corrective action due	23 Oct 2026
Auditee agrees with the finding?	Yes

Findings 2: Damaged stock

Process or area	Damaged stock
Clause or requirement reference	QP-07 step 6
Grade	Minor nonconformity
What the requirement says	Damaged stock is labelled HOLD and moved to the quarantine bay the same shift.
Evidence seen	Pallet of crushed cartons (delivery GRN-EXAMPLE-3381) in aisle 12, no HOLD label, received on 10 October.
Document, record or equipment reference	GRN-EXAMPLE-3381

Photos of the evidence



Correction already made or agreed	Labelled HOLD and moved to the quarantine bay during the audit.
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Who will respond	M. Doherty
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Root cause and corrective action due	23 Oct 2026
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Auditee agrees with the finding?	Yes
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Findings 3: Stock location

Process or area	Stock location
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Clause or requirement reference	QP-07 step 8
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Grade	Observation
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What the requirement says	Pallets are given a location label before they leave the goods-in lane.
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Evidence seen	Pallet staged in lane 4 with no location label at 10:40 and still there at 11:30.
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Photos of the evidence



Auditee agrees with the finding?

No

Auditee's view

The pallet was waiting for the reach truck and would have been labelled at put-away.

Findings 4: Receipt of deliveries

Process or area	Receipt of deliveries
Clause or requirement reference	QP-07 step 3
Grade	Opportunity for improvement
Evidence seen	Goods-in checklist is filled in on paper and then typed into the warehouse system, about 20 minutes per shift. Scanning the delivery note barcode would remove the double entry.
Auditee agrees with the finding?	Yes

Findings 5: Incoming inspection, chilled

Process or area	Incoming inspection, chilled
Clause or requirement reference	QP-07 step 4; customer quality schedule
Grade	Conformity noted
Evidence seen	All 12 chilled deliveries sampled had a probe temperature, the probe ID and the checker's initials recorded. The March corrective action (probe ID column) is working.
Major nonconformities	1
Minor nonconformities	1

Observations	1
Opportunities for improvement	1
Conformities noted	1
Disputed by the auditee	1

4. Conclusion and follow-up

Nonconformities in total	2
What the findings show	At least one major nonconformity
Overall conclusion	Does not conform in the areas audited
Conclusion against the audit objectives	Receipt and chilled inspection work as QP-07 describes, and the March corrective action is effective. Calibration control failed for the goods-in scale, which was used for three deliveries after its due date. Damaged stock was not held as the procedure requires.
Good practice seen	Chilled delivery records complete and easy to follow.
Limits on the audit	Night shift and supplier performance reporting not seen.
Report issued on	15 Oct 2026
All responses due by	23 Oct 2026
Days the auditee has to respond	8
Follow-up audit needed?	Yes
Follow-up audit by	20 Nov 2026
Report sent to	M. Doherty, operations manager R. Barlow, audit programme manager N. Achebe

5. Corrective action follow-up and sign-off

Nonconformities raised	2
Result	Nonconformities to correct before the audit is closed

Corrective actions to verify 1: 1

Finding number	1
Action	Check the 3 deliveries accepted on the overdue scale against supplier weights, calibrate or replace the scale, and add scale due dates to the weekly goods-in check.
Priority	Major: correct now

Who will do it	M. Doherty
Due by	23 Oct 2026
Status	In progress

Corrective actions to verify 2: 2

Finding number	2
Action	Brief both shifts on QP-07 step 6 and add a quarantine check to the end-of-shift walk.
Priority	Minor: by the response date
Who will do it	M. Doherty
Due by	23 Oct 2026
Status	Open
Actions still open	2
Decision	Follow-up audit required
Date to verify the actions	20 Nov 2026

Summary for the auditee and management One major and one minor nonconformity in goods in. The major is a goods-in scale used after its calibration due date; the scale is now out of use. Responses due 23 October and a follow-up audit by 20 November.

Lead auditor name N. Achebe

Lead auditor signature
N. Achebe

Auditee name M. Doherty

Auditee signature
M. Doherty