Audit date: 01/11/2002

Audit reference: ISO 9001:2015 - Human Resources Process| Suppliers Processof AEVA’s Management System

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| **Type of Finding1** | **Supporting Evidence(s)2** | **Audit Criteria3** | **Auditor’s Notes** |
|  |  | 4 Organization Context |  |
|  |  | 4.1 Understand the organization and its context | The people interviewed during this audit showed an understanding of the organization and its context. They know the processes related to their services. |
|  |  | 4.2 Understanding stakeholder needs and expectations | The interviewees know how to identify the relevant management system stakeholders of the educational institution and which requirements are relevant for the educational institution.  It was found that there is a list of quality requirements concerning the quality of courses and the expectations of students, parents and staff of the institution under the EQAVET process. |
|  |  | 4.3 Determine the scope of the quality management system |  |
|  |  | 4.4 Quality management system and its processes |  |
| NC1 |  | 5.3 Roles, responsibilities and organizational authorities | Manual of 05.05.2021 does not describe the responsibilities and authorities of all functions actually existing in AEVA, e.g. responsible for hiring decision for all AEVA brands. |
|  |  | 7 Suport |  |
|  |  | 7.1 Resources |  |
| C |  | 7.5 Documented Information | It was found that there is a centralized system, accessible to all employees of AEVA, where all documents relating to the quality system and EQAVET are available.  It was found that the processes related to the scope of this audit are available and that the people interviewed were aware of them and their existing flows. |
| C |  | 8.4 Control of processes, products and services from external suppliers | It was found that there is a list of documents in effect, called "integrated system documents" dated 06-09-2021, where you can find which documents of the management system, who has access to them, responsible for their issue, approval, disposal and control. |
| NC2 |  | 8.4 Control of processes, products and services from external suppliers | 3 different databases for registration of suppliers, supplies and evaluation (in Excel format) – “AEVA Suppliers” dated of 03-10-2022; “Registration of supplies” dated of 21-11-2022 and “suppliers evaluation” dated of 12-06-2022 |
| NC3 |  | 8.4 Control of processes, products and services from external suppliers | The brand Parque dos talentos doesn’t evaluate the service providers. Checked the service provided by Parque dos Talentos “festa de aniversário do Mateus 2021” which hired a magician and inflatables, but the service was not evaluated |
|  |  | 9. Performance evaluation |  |
| NC4 |  | 9.1 Monitoring, measurement, analysis and evaluation | AEVA only considers the evaluation of pupils and parents when analysing the stakeholder’s satisfaction. The enterprises that work with AEVA and other stakeholders’ evaluation are not analysed at the management review (dated of 26-01-2022) |
| NC5 |  | A.8 Control of processes, products and services from external suppliers | Raquel Canha works as a volunteer in a citizens projects project and did not sign the cooperation protocol and volunteer program |
| NC6 |  | A.8 Control of processes, products and services from external suppliers | The Employee Handbook is outdated. The last version was updated in October 2019. |

(add rows as necessary)

1 SP=Strong Point; OI=Opportunity for Improvement; C=Conform; RI=Risk; NC=Nonconform

2 Indicate the number of the evidence(s) as they appear in the audit evidence(s) list

3 To be filled before the audit with the requirements of the standard or questions based on them