

**AUDIT REPORT ON THE CORTE QUALITY SYSTEM:  
CONFIRMATION OF THE CERTIFICATION (OCTOBER 2011)**

<b>Name of document</b>	Audit Report on the CORTE Quality System: confirmation of the certification (October 2011)
<b>Prepared by</b>	Rémy RUSSOTTO
<b>Date</b>	05 June May 2012
<b>Reference</b>	ADM 031 2012
<b>Revision</b>	----
<b>Disclosure</b>	Internal

## **Introduction**

It has been two years since CORTE was awarded the ISO 9001 Certification by the world leading certification body Bureau VERITAS. In compliance with the ISO Certification, an audit was performed in October 2010 to ensure the follow-up of the CORTE Quality Management System.

We are glad to announce that the last audit has confirmed that the CORTE Quality Management System has been certified again to be in accordance with the requirements set in the international Quality Standard ISO 9001:2008.

Bureau VERITAS has established that the CORTE Management System is capable of achieving the organization's objectives and respond to CORTE Members' needs. The scope of the certification awarded to CORTE covers the activities led by the organization which are to *gather and coordinate expertise on issues connected to road safety improvement and road transport enforcement at European and international level as well as to provide an exchange of good practice*. This comes as the recognition of the quality of the services provided by CORTE in ensuring the satisfaction of its Members and fulfilling the CORTE objectives.

The ISO 9001 Standard ensures that the services developed and supplied by CORTE respect a high level of quality through the implementation of a set of documented procedures and work instructions. The Standard was developed by the International Organization of Standards in Geneva. Originally the creation of the Standard arose out of production-line manufacturing. It aimed at certifying that the products respected a high level of quality. In the past few years, the Standard has evolved to cover the activities of organizations providing services, and not only products. It is however very rare for a non-profit organization such as CORTE to be awarded the ISO certification. It is even more rare to have a non-profit organization which Full Members are national authorities be certified

CORTE continuously improves its ISO System to increase the quality of services provided to its constituency. The certification further establishes CORTE as one of the major organizations in the world of Road Transport at European and international level

The audit report follows here under.



**CORTE**

**Management System Certification  
Audit Report for the Audit de suivi #2**

**BV Certification Belgium**



**Company**

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Company Name CORTE  
Address Avenue Plasky, 22  
City BRUXELLES  
Postal Code 1030  
County -  
Country Belgium  
Phone N° +32022868032

Fax N°

**Contact Information**

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Phone N° +32022868032

**Audit Information**

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Audit Standard(s) ISO 9001

N° of Employees 3

N° of Sites 1

Audit Type Audit de suivi #2

Audit Start Date 08/09/2011

Audit End Date 08/09/2011

Duration 0,5

**Auditor Information**

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Team Leader Alain MAES

Team Member

If this is a multi-site audit an Appendix listing all the relevant sites and/or remote locations has been established and attached to the audit report.

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Distribution



**Summary of Audit Findings**

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Number of Non Conformities recorded:	Major 0	Minor 0
Is a follow up audit required?	N	
Follow up audit start date		
Duration (days)	0	
Actual follow up date(s)	~	
Document Review	N	
Audit Visit	N	

**Team Leader Recommendation:**

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<b>Standard</b>	<b>Recommendation</b>
ISO 9001	Maintain Certification

Standard	Accreditation	Cert. Copies	Language
ISO 9001	BELAC	0	

**Scope of Supply (scope statement must be verified and appear in the space below)**

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Standard	Language	Scope of Supply
ISO 9001	English	Gathering and coordinating expertise on issues connected to road safety improvement and road transport enforcement at European and international level as well as providing an exchange of good practice.
ISO 9001	French	Gathering and coordinating expertise on issues connected to road safety improvement and road transport enforcement at European and international level as well as providing an exchange of good practice.
ISO 9001	Dutch	Gathering and coordinating expertise on issues connected to road safety improvement and road transport enforcement at European and international level as well as providing an exchange of good practice.



## ***Audit Summary***

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### ***Audit Objectives***

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The objectives of this audit are:

0. For an initial audit, verify the readiness of the company for a Main Audit
1. To confirm that the management system conforms with all the requirements of the audit standard;
2. To confirm that the organisation has effectively implemented its planned arrangements;
3. To confirm that the management system is capable of achieving the organisation's policies objectives.

### ***Audit Result***

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The results of the audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified.

### ***Audit Findings***

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MANDATORY REQUIREMENT REVIEW OF :

1. Management system Documentation
2. Effective implementation and maintenance
3. Improvement
4. Key performance objectives and the monitoring of these towards achievement
5. Internal Audit programme
6. Management Review
7. Corrective and preventive action

### ***Best Practices***

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Pas de remarque.

### ***General & legal compliance requirements***

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Pas de remarque.



**Audit Summary Report for Standard**

Exclusions	Department / Activity / Process												
	General Management	CMS	Service	Supporting processes	Total								
7.3 Design and development													
4.1 Exigences générales	✓	✓		✓									
4.2 Exigences relatives à la documentation		✓		✓									
5.1 Engagement de la direction	✓	✓											
5.2 Écoute client	✓	✓	✓	✓									
5.3 Politique qualité	✓	✓	✓	✓									
5.4 Planification	✓												
5.5 Responsabilité, autorité et communication	✓	✓											
5.6 Revue de direction	✓	✓											
6.1 Mise à disposition des ressources	✓	✓		✓									
6.2 Ressources humaines	✓	✓	✓	✓									
6.3 Infrastructures	✓	✓	✓	✓									
6.4 Environnement de travail	✓	✓	✓	✓									
7.1 Planification de la réalisation du produit	✓	✓		✓									
7.2 Processus relatifs aux clients			✓	✓									
7.3 Conception et développement													
7.4 Achats					✓								
7.5 Production et préparation du service			✓	✓									
7.6 Maîtrise des dispositifs de surveillance et de mesure	✓		✓	✓									
8.1 Généralités	✓	✓	✓	✓									
8.2 Surveillance et mesures	✓	✓	✓	✓									
8.3 Maîtrise du produit non conforme	✓		✓	✓									
8.4 Analyse des données	✓		✓	✓									
8.5 Amélioration	✓	✓	✓	✓									
BV Certification 1 Utilisation du logo BV Certification	✓	✓	✓	✓									
BV Certification 2 Certificate Control													
Total													

**Auditor Notes / Significant Audit Trails**

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**Auditor** Alain MAES**Date** 31/10/2011**Activity** General Management

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**Notes**

Corte a été créé à l'initiative de la société de conseil Corte qui gère le secrétariat de Corté depuis 4 ans. L'équipe comprend un plein temps en la personne de Mr Russotto et deux autres personnes à temps partiel.

C'est la tachographie qui est à l'origine de Corte: depuis lors, l'association se doit de diversifier ses activités et d'être constamment à l'écoute des évolutions du domaine du transport.

Il y a trois piliers dans les métiers de Corte: Transpor (législation sociale)t - Safety (la personne) - Security (l'infrastructure et les catastrophes).

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**Auditor** Alain MAES**Date** 31/10/2011**Activity** Service

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**Notes**

Il y a trois types de membres:

- les autorités nationales
- les associations de transport (jusqu'à l'assurance)
- les observateurs (fabricants, etc.).

Le budget de fonctionnement de l'ordre de 300.000 € provient essentiellement des cotisations et des projets européens gérés en consortium.

Le coeur d'activité est clairement défini:

- les tachigraphes et la législation sociale
- les projets européens visant à consolider les activités de Corte
- l'animation du réseau d'experts.

Les services aux membres:

- Road Transport Law: ce comité se réunit quatre fois par an, est dérogé par un membre du cabinet Squaris et vise à développer des contributions externes;
- Press Release: assure une diffusion de la législation, de la jurisprudence, des exemples et des recommandation de Corte vers son réseau;
- Groupes de travail.

Corte est reconnu pour le contrôle et a comme concurrent Tispol.

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**Auditor** Alain MAES**Date** 31/10/2011**Activity** QMS

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**Notes**

Nous avons pris connaissance de la farde qualité.

Les objectifs annuels sont fixés par le board avec des indicateurs de suivi. Nous avons vu le PV du 18 mai 2011 avec la situation à fin avril 2011.

La documentation est disponible sous format électronique et sur support papier. Dans la perspective du développement de l'association, il convient d'être attentif et, dès lors, de s'assurer que seule la version électronique fait foi et qu'une date de péremption apparaisse sur les print.

La mesure de la satisfaction des clients est assurée via les réunions de travail, les entretiens divers mais n'est pas systématique saut dans le cadre des projets ou via le board. Il convient de développer et de rendre visible la démarche.

Il convient de développer et d'assurer l'approche processus à travers l'organisation et dans ses relations avec les partenaires.

Les audits internes doivent s'adapter à l'approche processus et assurer non pas la conformité mais bien une valeur ajoutée.

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**Auditor** Alain MAES**Date** 31/10/2011**Activity** Supporting processes

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**Notes**





**Surveillance Plan**

**ISO 9001**

Company / ZIG Number :00145

Site Name	Process	Clause	Surveillance								
			1	2	3	4	5	6	7	8	9
CORTE	QMS	4.1 Exigences générales	X	X	X						

**Comment**

Prévoir la démarche de recertification.



**Visit Plan**

Lead Auditor	AMA Alain MAES	Audit Type	Audit de suivi #2
		Audit Start Date	08/09/2011
		Audit End Date	08/09/2011
		Audit to be conducted against the following standard(s) ISO 9001	

**To check the continual suitability and effectiveness of the management system under audit for the certified scope;  
Please provide a guide to work with our auditor during the audit;  
Please provide any relevant information about safety rules and regulations**

Audit plan preparation date : 15/09/2011

Date	Time	Activity	Site Name	Process	Auditor	Clause
08/09/2011	08:30	Opening meeting	CORTE		AMA	
08/09/2011	09:00	Audit	CORTE	QMS	AMA	4.1 Exigences générales 4.2 Exigences relatives à la documentation 7.6 Maîtrise des dispositifs de surveillance et de mesure 8.1 Généralités 8.2 Surveillance et mesures 8.3 Maîtrise du produit non conforme 8.4 Analyse des données 8.5 Amélioration BV Certification 1 Utilisation du logo BV Certification BV Certification 2 Certificate Control
08/09/2011	10:00	Audit	CORTE	General Management	AMA	4.1 Exigences générales 5.1 Engagement de la direction 5.2 Écoute client 5.3 Politique qualité 5.4 Planification 5.5 Responsabilité, autorité et communication 5.6 Revue de direction 6.1 Mise à disposition des ressources 6.2 Ressources humaines 6.3 Infrastructures 6.4 Environnement de travail 7.1 Planification de la réalisation du produit 7.2 Processus relatifs aux clients 8.5 Amélioration
08/09/2011	10:45	Audit	CORTE	Service	AMA	4.2 Exigences relatives à la documentation 7.5 Production et préparation du service 7.6 Maîtrise des dispositifs de surveillance et de mesure 8.2 Surveillance et mesures 8.3 Maîtrise du produit non conforme 8.5 Amélioration



Date	Time	Activity	Site Name	Process	Auditor	Clause
08/09/2011	11:30	Audit	CORTE	Supporting processes	AMA	7.4 Achats 7.5 Production et préparation du service 7.6 Maîtrise des dispositifs de surveillance et de mesure 8.2 Surveillance et mesures 8.5 Amélioration
08/09/2011	12:15	Auditor(s) preparation for closing meeting	CORTE		AMA	
08/09/2011	12:30	Closing meeting	CORTE		AMA	

### Comment

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Trois personnes sont recensées dans l'organigramme mais il y a en réalité un plein temps et deux intervenants partiels.



**Next Audit Planning**

Date	Time	Activity	Site Name	Process	Auditor	Clause
01/01/0001	00:00	Audit		QMS		
01/01/0001	00:00	Audit	CORTE	General Management	AMA	

**Comment**

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*Sites (included within the scope of the audit)*

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*Head Office*

Site Name	CORTE
Address	Avenue Plaskv. 22
City	BRUXELLES
County	-
Country	Belgium
Postal Code	1030

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