# Audit Report

## For

## Expert Company Limited

Stage 2

*Audit Date: 15/11/2025*

## Organization Details

| | |
|---|---|
| **Company:** | Expert Company Limited |
| **Address:** | Building No.: 7852, Street: King Khaled Branch Road, District: Al Salmaniyah, City: Ad Diriyah, Kingdom of Saudi Arabia – Zip Code: 13715, Additional No.: 3748 |
| **Contact Person:** | Dr. Abdelkarim Mahmoud |
| **Email:** | info@exp-sa.com |
| **Audit Criteria:** | ISO 9001:2015 |
| **EA Code:** | 33 |
| **Scope:** | Provision of Information Technology Solutions and Services, including ERP implementation, open source solutions , digital transformation consulting, software development (web and mobile applications), and technical consultancy to enhance organizational performance and operational efficiency. |

## Audit Objectives

To ensure effective implmentation for Quality managment system

## Auditors

| Auditor Name | Role |
|---|---|
| Hany Gabra | Team member |
| Dina Serry | Team member |
| Adel Belal | Team Leader |
| Dr. Ragab Refae | EGAC Observer |

## Auditee Members

| Auditee Name | Position |
|---|---|
| Dr. Abdelkarim Mohamed (Opening & Closing Meeting) | QA manager |
| Dr.Mohamed Elmasry (Opening & Closing Meeting) | CEO |
| Eng.Motaz Mohamed | Infrastructure and Public Relation |
| Abo Bakr Eltayeb | HR Manager |
| Turky Ahmed | Purchasing Manager |

| Mohamed Faieq | Sales Manager |
|---------------|---------------|
| Mostafa Gamal | Marketing Manager |

| No. of Man-Days |
|---|
| 2.0 |

## Audit Findings

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 5.3 , 7.1 , 7.2 | Human Resource | Auditee: Abo Bakr Eltayeb<br>Role: HR MGR<br>The audit covered the human resources department and included a review of processes related to recruitment, training and competency, employee record, performance evaluation and compliance with ISO 9001:2015 requirements.<br>Documents reviewed:<br>- HR Procedure.<br>- Recruitment and selection system. (Period from August to November)<br>- Job descriptions. (HR Expert)<br>- Training and competency records.<br>(Training record for: Osman Gamel employee #: 146 Request Date: 06/10/2025 Start Date :09/11/2025 Course name: Defensible Security Architecture and Engineering: Implementing Zero Trust for the Hybrid Enterprise)<br>- Employee record, employee performance evaluation and attendance and leave system.<br>(employee name: Abubaker Eltaieb File #: EXP111)<br>- Overtime pay system. (HR Procedure Clause 3.2) | OK |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 5.3,6.3 ,7.1,7.2,7.4,8.1,8.2,8.5 | project managment | Project management process start with marketing processes , then send to client application for his initial requirements ,then Expert Company introduce initial ready made Odex system , after that arrangement for discussion meetings to finalize client requirements based on the ready made application selected , this followed by preparation for technical and commercial offers with all details , then contract signed with client , after that Expert team have a preparation period for buying any required equipment or applications ..etc. then Expert exaction team install the product according to client requirements in contract On premises or cloud , after that running the application and start implementation for contract and project with training to client for different system modules , after that Expert deploy the application Go Live in test environment server or VM not in the production server , Analysis by client and Expert Team shall be made and customization according to analysis shall be done with developer team then review and test UAT shall be made , if need further modifications another deployment shall be made , but if the UAT pass successfully with no other modifications required then actual deployment in production server shall be made , and service delivery team shall have the next step for technical support.<br>Check project for client Zohair Fayz and his partners for engineering and architecture consulting<br>Check contact dated 23 dec 2021 for Zohair CR no 1010427119 and Expert CR no 1010354835<br>For developing ERP System according to commercial offer No SO689-1 dated 23/12/2021 and technical offer NoTP689-2 dated by 23/12/2021 (same date) prepared by Zohair Co.<br>Contract contain client requirements which include hosting ERP in cloud environment and use of current copy of Odex 25 , and also contain backup policy for data during | OK |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| | | technical support period.<br>Project duration for 220 working days in details for WPS<br>Project contract include communication matrix and other terms and conditions related to after sales (post-production services ).<br><br>Time table plan using Microsoft project management had been development with resources required , and show all project phases like start phase , preparation phase, collecting client requirements phase , system analysis phase , all data in Arabic language except some terminologies in English<br><br>Plan include also Expert Team involved in project with communication matrix and skills , and also corresponding team from Zohair company (client).<br>The project contain for Zohair company team each employee and his replacement and availability during the whole project and authority & responsibility too.<br>Check also all Expert tasks table for each module like HR module with Mr. Abobakar el Tayb , Commercial module with Ms. Asmaa El massry ..etc. this table assigned for analysis meeting plans with client and Expert team also.<br>Project include also Assigned Responsibility & Authority matrix for Expert team in all project phases in excel sheet<br>Project also contain project management business risk (risk register) to evaluate the risk during project running , and use criteria for matrix 5x5 with definition of risk owner , risks include delay in material supply during purchasing process in preparation phase , and also buying in compliance materials ,and sudden increase of supplier cost<br><br>Check also Acceptance checklist for project ERP-system by Zuhair Fayez Partnership which include all details agreed before in technical offer and updated development | |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| | | (customization after analysis). Check also log for Task opened and assignment for Mr. Mohamed Gad by project manager Mr. Abdelkarim Mohamed Mahmoud dated 16 March 2023. Check also Checklist for Go-Live which contain Zuhair responsibilities during the test like availability for initial data , list of users , start accounting data , list of suppliers , SSL certificate . and also responsibilities for Expert like data migration , system configuration , establish users accounts with privilege matrix and access polices Test include screenshots for all screens during test. And Port and server data NDA agreement have been signed before go-live between client Zuhair & Expert including Odex 25 Intellectual property rights. Check also technical support SLA , which not include target level for services like availability target level although it include respond time which is two hours. | |
| | | (customization after analysis). | |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 8.1,8.2,8.5,8.6,8.7 | Product Management | Auditee Name: Dr.Mohamed Elmasry<br><br>The audit covered the full workflow of product and service delivery including,<br>1. Customer Requirement Gathering<br>2. Initial Prototyping<br>3. Gap Analysis (Customization Needs)<br>4. Development Planning<br>5. UAT with Customer Feedback<br>6. Final Customer Sign-off Before Deployment<br>7. Data Migration<br>8. Go-Live (Production Release)<br>The Product Management processes are well structured and implemented.<br>Clear evidence of:<br>• Risk-based planning<br>• Customer involvement throughout lifecycle<br>• Validation & verification activities<br>• Controlled deployment and signoff<br><br>Evidence:<br>• Insan Association– Eng. Fares Obeidat (Project Manager): The procedures list and item register were reviewed. The gap description and required time estimation were also reviewed.<br>• Review of project statuses and their management: Awaed Platform Project, Abdul Mohsen Company Project, International Modern Industries, Space Technology Project.<br>• Al-Khabeer Company Project (Limited): Reviewed the approved client authorization documents. | OK |
| | Product Management | | OK |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 8.4 | Purchasing | Auditee: Turky Ahmed<br>Role: Purchasing MGR<br>The audit covered the purchasing process included supplier evaluation and selection, purchase requisitions, purchase orders, receipt and inspection in compliance with ISO 9001:2015 requirements.<br>Documents reviewed:<br>- Purchasing Procedure.<br>- Approved supplier list.<br>- Purchase Requisitions (PR 2025/09/00091).<br>- Purchase Orders (PO0217)<br>- receipt and inspection system. | OK |
| 7.1.3 , 7.1.4,8.2,8.5 | Infrastructure and Public Relations Department | Auditee Name: Eng.Motaz Mohamed<br>Process: Cloud Infrastructure<br><br>All systems are hosted on Digital Ocean.<br>• Hosting environment supports:<br>o Redundancy<br>o Backups<br>o Scalability<br>o Access control<br>• PR and communication activities are aligned with management guidance. Infrastructure environment is outsourced, stable, secure, and properly maintained. Control of hosting provider aligns with ISO 9001<br><br>Evidence:<br>Stages: Test / Pre-Production / Production. The servers were reviewed along with the GetHub software used for software management, as well as SonarQube for detecting code gaps before testing. | OK |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 8.3 | Research and development | Check with development department codes used by the developers using GitHub for controlling the team activities for development . During the audit it is observed that the tables codes for examples are using normal names which can be predicated for hackers like benefit table , with fields like sms_phone or name , and it is recommended to encrypt the tables and fields to minimize hacking risk to the application. Check also development environment used which is completely different from test or live environment Check design inputs which send to developers as output from analysis and check also the output codes which reviewed to ensure the output matches input requirements as a verification for the design , final validation of design made in UAT checklist have been reviewed for Zuhair project. | OK |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 8.2 | Sales and Marketing Department | Department: Sales<br>Auditee: Mohamed Faieq<br>Role: Sales MGR<br>The audit covered the sales process beginning from customers' requirements, communication, commercial offer, preparation of quotations, contract review, order confirmation to maintenance service after sale and customer satisfaction in compliance with ISO 9001:2015 requirements.<br>Documents reviewed:<br>- Sales procedure.<br>- CRM system Entries (Undefined – MQL – Old – Proposition – Negotiation – Not Opp. – Lost – Won).<br>- Quotation record, Customer communication records by emails, Sales Order (SO1200).<br>- KPIs (Q3)<br>Department: Marketing<br>Auditee: Mostafa Gamal<br>Role: Marketing MGR<br>The audit covered marketing activities including website management, content creation, campaigns and compliance with ISO 9001:2015 requirements.<br>Documents reviewed:<br>- Marketing presentation.<br>- Market analysis report. Date 09/11/2025<br>- Campaign reports. Date 09/11/2025<br>- Communication records by emails.<br>- Content calendar.<br>- KPIs (Weekly KPIs Last update:11/11/2025 | OK |

| Clause No. | Requirement\\Departement | Evidence | Result |
|---|---|---|---|
| 9.1 , 6.2 | Top Managment \ KPIs | Auditee Name: Dr.AbelHakim<br>Process: KPI & Performance Monitoring<br><br>Evidence: Review of KPIs for<br>• Customer satisfaction<br>• Project delivery performance<br>• Sales conversion metrics<br><br>All KPIs were reviewed and validated KPI measurement is consistent and aligned with quality objectives and Customer satisfaction monitoring is in place and functioning.<br><br>Evidence:<br>The overall indicators and related gaps for September and October 2025 were reviewed. | OK |

## Strength Point

Top management commitment
High commitment to management system implementations specially for Technical & checklist for UAT and SLA.
KPIs for projects and customers

## Area for Improvement

Consider coding for database names and fields to increase security
Add in SLAs system availability as target level
Consider KPIs for SLAs
Enhance risk management process by applying information security requirements in development

## Observation

NA

## Minor NCR

NA

## Major NCR

NA

## Team Leader Recommendations

Recommended grant certification.

## Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

**Lead Auditor Name:**
Adel Belal                                                                                          Signature