



# **Audit Report**

**For**

**Expert Company Limited**

**1st Stage**

*Audit Date: 23/10/2025*

## Organization Details

<b>Company:</b>	Expert Company Limited
<b>Address:</b>	Building No.: 7852, Street: King Khaled Branch Road, District: Al Salmaniyah, City: Ad Diriyah, Kingdom of Saudi Arabia – Zip Code: 13715, Additional No.: 3748
<b>Contact Person:</b>	Dr. Abdelkarim Mahmoud
<b>Email:</b>	info@exp-sa.com
<b>Audit Criteria:</b>	ISO 9001:2015
<b>EA Code:</b>	33
<b>Scope:</b>	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

#### Stage 1 Audit Objectives

The objectives of Stage 1 are to:

- a) Review the client's management system documented information — to verify it meets the standard's requirements.
- b) Evaluate site-specific conditions and hold discussions with personnel to determine preparedness for Stage 2.
- c) Review the client's understanding of the standard's requirements, including identification of key performance indicators, significant aspects, processes, objectives, and operation of the management system.
- d) Obtain necessary information regarding the scope of the management system, including:

The client's site(s)

Processes and equipment used

Levels of control established (especially for multisite clients)

Applicable statutory and regulatory requirements

- e) Review resource allocation for Stage 2 and agree on the audit details with the client.
- f) Provide focus for planning Stage 2 by gaining a sufficient understanding of the management system and its context.
- g) Evaluate internal audits and management reviews to verify they are planned, performed, and demonstrate readiness for Stage 2.

Note: If part of Stage 1 is conducted at the client's site, this helps achieve the above objectives more effectively.

## Auditors

Auditor Name	Role
Dr. Tarek Belal	Team leader

## Auditee Members

Auditee Name	Position
Dr. Mohamed Abdelkarim (opening)(closing)	Planning department manager (QA)
Dr. Sultan Mohamed (opening)(closing)	Financial consultant
Dr. Abou Bakr El Tiab (opening)(closing)	HR
Mr. Tourki (opening)(closing)	Purchasing department
Dr. Souha (opening)(closing)	HR manager
Mr. Mohand (opening)(closing)	purchasing department
Dr. Mohamed Yousry El Massry	CEO

## No. of Man-Days

0.5

## Audit Findings

Clause No.	Requirement\Department	Evidence	Result
4.3	The scope of the organization's quality management system shall be available and be maintained as documented information. The scope shall state the types of products and services covered, and provide justification for any requirement of this International Standard that the organization determines is not applicable to the scope of its quality management system.	The defined scope to be " 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." The scope cover single site at KSA, the exclusion was 7.1.5	OK
4.4	The organization shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.	The company has developed its organization chart as a tool for interaction between processes	OK

Clause No.	Requirement\Department	Evidence	Result
5.2	<p>Top management shall establish, implement and maintain a quality policy that:</p> <p>a) b) c) d)</p> <p>is appropriate to the purpose and context of the organization and supports its strategic direction; provides a framework for setting quality objectives; includes a commitment to satisfy applicable requirements; includes a commitment to continual improvement of the quality management system.</p> <p>The quality policy shall:</p> <p>a) be available and be maintained as documented information;</p>	<p>The policy statement has been approved by the CEO by signature the policy dated 1/1/2025</p>	OK
6.1.1	<p>When planning for the quality management system, the organization shall consider the issues referred to in il and the requirements referred to in il and determine the risks and opportunities that need to be addressed to:</p> <p>a) give assurance that the quality management system can achieve its intended result(s); b) enhance desirable effects; c) prevent, or reduce, undesired effects; d) achieve improvement.</p>	<p>The company has developed a SWOT analysis as a method defined in the ISO 31010:2017 guideline for method of defining the threats an opportunity.</p> <p>Also, the company has developed a heat-up matrix to evaluate the defined threat and opportunity. Sample of the risk assessment has been observed for the gov. software projects</p>	OK

Clause No.	Requirement\\Departement	Evidence	Result
6.2	The organization shall maintain documented information on the quality objectives.	The objectives statement has been reviewed. The defined objectives are part of the company Strategic plan for 2030. the defined objectives cover each level in the organization such as contracting with 3 new clients each year(Sales), improve the employees qualification (HR), provide proposal for big projects (Technical department & Product department), increase the number of agents and branches. (Marketing) and develop of software product that reflect the company morel.	OK
7.1.5.2	When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be: a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the b) basis used for calibration or verification shall be retained as documented information; identified in order to determine their status; c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.	The company has excluded this clause because the products of the company and its services , don't need equipment measurements to be verified , the product and solution verified by function operation.	OK
7.5	The organization's quality management system shall include: a) documented information required by this International Standard b) documented information determined by the organization as being necessary for the effectiveness of the quality management system.	The company has developed paper less system to implement its management system. Most forms can have names, without code for identification, the company has developed its opensource software which is provided to clients and used by the company to control its processes.	OK

Clause No.	Requirement\\Department	Evidence	Result
9.1.1	<p>The organization shall determine:</p> <p>a) what needs to be monitored and measured;</p> <p>b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;</p> <p>c) when the monitoring and measuring shall be performed;</p> <p>d) when the results from monitoring and measurement shall be analyzed and evaluated.</p> <p>The organization shall evaluate the performance and the effectiveness of the quality management system.</p> <p>The organization shall retain appropriate documented information as evidence of the results.</p>	during stage 1 , The KPI establishment have been checked the company has defined many KPIs such as Sales KPI, and the period of occupation of the position for HR.	OK
9.1.2	The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information.	The company has also established customer feed back form to collect and monitor customer feedback. The feedback also can be collected through regular meeting with client's top management.	OK
9.2	<p>The organization shall conduct internal audits at planned intervals to provide information on whether the quality management system:</p> <p>a) conforms to:</p> <p>1) the organization's own requirements for its quality management system;</p> <p>2) the requirements of this International Standard;</p> <p>b) is effectively implemented and maintained.</p>	The company has been exposed to different types of audits such as Final audit and product audit by external parties. however, the audits doesn't cover all the aspect of the QMS.	NC

Clause No.	Requirement\Department	Evidence	Result
9.3	<p>The management review shall be planned and carried out taking into consideration:</p> <p>a) the status of actions from previous management reviews.</p> <p>b) changes in external and internal issues that are relevant to the quality management system.</p> <p>c) information on the performance and effectiveness of the quality management system, including trends in:</p> <p>1) customer satisfaction and feedback from relevant interested parties.</p> <p>2) the extent to which quality objectives have been met.</p> <p>3) process performance and conformity of products and services.</p> <p>4) nonconformities and corrective actions.</p> <p>5) monitoring and measurement results.</p> <p>6) audit results.</p> <p>7) the performance of external providers.</p> <p>d) the adequacy of resources.</p> <p>e) the effectiveness of actions taken to address risks and</p> <p>t) opportunities for improvement.</p>	Although the company has conducted periodical management review meetings, however, the meetings don't cover all the clauses required by the standard.	NC

## Strength Point

- Top management commitment
- Strategic plan 2030
- Clear Objectives

## Area for Improvement

Establish a unified register for customer requirements- Document project execution timelines- Implement formal change logs for requirement forms- Develop a comprehensive risk register for all processes- Ensure full documentation of company procedures- Conduct regular internal audits- Define measurable quality objectives across the organization

## Observation

- Ensure 100% staff awareness of quality policy and objectives
- Deliver projects within approved timelines and scope
- No evidence of employee awareness of quality policy and objectives.

## Minor NCR

- The internal audit conducted by 3rd parties on the organization own QMS doesn't cover all QMS aspects. (9.2.2)
- The management reviews conducted in regular frequencies don't cover all clauses required by the standard. (9.3.1)

## Major NCR

NA

## Team Leader Recommendations

To ensure full alignment with ISO 9001:2015 and drive sustainable improvement, the organization should establish a unified quality framework that includes documented risks, internal audits, measurable objectives, and complete process records—implemented under the guidance of a qualified external consultant.



## Disclaimer Statement

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

**Lead Auditor Name:**

Dr. Tarek Belal

Signature