



CSQ IS A CERTIFICATION SYSTEM OF IMQ, MANAGED IN COOPERATION WITH CESI AND ISCTI

ASSESSMENT REPORT ACCORDING TO **ISO 9001:2008** N° **04**

FIRM	REGISTERED NAME MATINI HOSPITAL OF KASHAN	ADDRESS AMIR KABIR ST. , IMAM HOSSEIN SQR.,KASHAN,IRAN	PAG. 1 OF 3
	CONTACT PERSON DR. KHANDAN (HOSPITAL MANAGER)	ASSESSED UNIT COMPANY	FILE N° 19195

FIRM'S DOCUMENT USED **QUALITY MANUAL AND RELATED DOCUMENTS**

TYPE OF ASSESSMENT	CERTIFICATION	SURVEILLANCE	RE-EVALUATION	SPECIAL / Follow-up		
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	YES	NO	N.A
HAVE NON CONFORMITY BEEN FOUND DURING THE ASSESSMENT?					<input checked="" type="checkbox"/>	
NON CONFORMITY FOUND DURING PREVIOUS ACTIVITY HAS BEEN EFFECTIVELY RESOLVED?						<input checked="" type="checkbox"/>
HAVE MAJOR CHANGES OCCURED IN THE ORGANIZATION REGISTRATION DATA SINCE LAST ACTIVITY? (IF YES GIVE DETAILS ON MOD. 410)					<input checked="" type="checkbox"/>	
HAVE MAJOR CHANGES OCCURED IN THE SCOPE OF CERTIFICATE? (IF YES GIVE FURTHER DETAILS ON MOD. 410)					<input checked="" type="checkbox"/>	
HAVE BEEN EFFECTIVE MANAGEMENT OF CUSTOMER COMPLAINTS VERIFIED?				<input checked="" type="checkbox"/>		
HAVE BEEN THE USAGE OF CSQ MARKS VERIFIED?				<input checked="" type="checkbox"/>		
UPDATED MS MANUAL HAS BEEN LEFT AT THE FIRM?				<input checked="" type="checkbox"/>		
EXTERNAL ACTIVITIES HAVE BEEN ASSESSED? IF YES DETAIL TYPE AND SITE.						<input checked="" type="checkbox"/>

ASSESSMENT TEAM

	NAME	SIGNATURE	NOTE
1	MOHSEN ZANDIEH		T.L.
2	MENOG SAGHEBFAR		Auditor
3	FARZANEH POURBAVALI		Expert
4			
5			

TIME IN FACTORY

HRS

16

DATE

DEC. 11, 2012

CONTACT PERSON SIGNATURE

DR. KHANDAN (HOSPITAL MANAGER)



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STD ISO 9001:2008

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SUMMARY OF NON CONFORMITY RAISED

STANDARD CLAUSE CHECK COLUMN				ASSESSED	NON CONFORMITY NUMBER		
			✓		C	I	S
4.1	4.1	4.1	✓	✓			
4.2	4.2	4.2		✓			
4.3	4.3.1	5.1		✓			
4.4	4.3.2	5.2		✓			
4.5	4.3.3	5.3		✓			
4.6	4.4.1	5.4		✓			
4.7	4.4.2	5.5		✓			
4.8	4.4.3	5.6		✓			
4.9	4.4.4	6.1		✓			
4.10	4.4.5	6.2		✓			
4.11	4.4.6	6.3		✓			
4.12	4.4.7	6.4		✓			
4.13	4.5.1	7.1		✓			
4.14	4.5.2	7.2		✓			
4.15	4.5.3	7.3		-			
4.16	4.5.4	7.4		✓			
4.17	4.5.5	7.5		✓			
4.18	4.6	7.6		✓			
4.19		8.1		✓			
4.20		8.2		✓			
4.21		8.3		✓			
4.22		8.4		✓			
		8.5		✓			

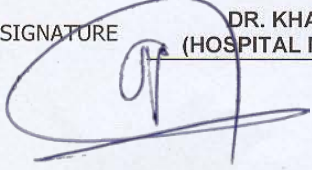
NON CONFORMITY REPORTS ATTACHED N° **None**

AUDIT FINDINGS

The Management System of the Organization is effectively applied. Non conformities eventually raised do not harms Management System integrity	✓
Non conformities raised may harms the integrity of Management System. Critical non conformity are not raised.	
Criticality or number of non conformities raised harms integrity of Management System	

Report content is confirmed if different communication is not sent within one month by CSQ

CONTACT PERSON SIGNATURE DR. KHANDAN (HOSPITAL MANAGER)



ASSESSOR MOHSEN ZANDIEH





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SUPPLEMENTARY PAGE

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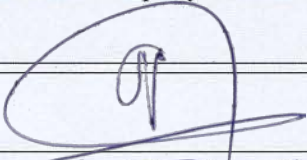
The 2nd surveillance audit of company's Quality Management System (QMS) was conducted as scheduled based on ISO 9001:2008 requirements, customer specific requirements in addition to national, internal legal and regulations, also the designed and documented Quality management system of organization. There are some Positive Points (PPs) which can be benchmarked for other activities and/or processes as follows:

- Suitable activities in strategic planning.
- Suitable activities and data analyzing in laboratory.
- Good attention to none-used area for using of them as infrastructures.

The audit team has found the following Opportunities For Improvement (OFIs) which may lead to future non-conformities and need more attention:

- To improve in determining of better and more indicators for monitoring and measurement.
- To review of quality policy based on provided strategic plan.
- More attention to competence criteria inside of PDP structure.
- More attention to infrastructures (elevator) in new building.
- To improve in service realization and related procedures. Such as procedure MA-PR-08 in Para-clinic.
- Considering more personnel as internal auditors for more and better of conducting the audits.
- More attention to data analysis and considering variable aspects of them.

Meanwhile, there is no conformity. So, the implemented **QMS IS IN COMPLIANCE** with ISO 9001:2008 requirements and the validity of issued certificate can be continued for next year. The next audit will be conducted as recertification if the company is interested in.

CONTACT PERSON DR. KHANDAN (HOSPITAL MANAGER)	SIGNATURE 
ASSESSOR MOHSEN ZANDIEH	SIGNATURE 