

P1 Report

The Finnish Institute for Enterprise Management

Management System Certification
ISO 9001:2015

Audit Start - End date	2024/05/07 - 2024/05/08
Project Number	PRJC-219337-2010-MS-C-FIN
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Introduction

This report summarizes the results and conclusions from the performed audit. The audit is performed as a formal part of the certification process with the aim to obtain or maintain certification of the management system. The key objective of a management system audit is to determine the conformity of the management system with the standard. Additionally to evaluate the effectiveness of the management system to ensure your organization is capable to achieve specified objectives and meet applicable statutory, regulatory and contractual requirements.

DNV

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As a world-leading certification body, DNV helps businesses assure the performance of their organizations, products, people, facilities and supply chains through certification, verification, assessment, and training services. Partnering with our customers, we build sustainable business performance and create stakeholder trust.

General information

Scope of certification

88169-2010-AQ-FIN-FINAS(Issued/Current) - ISO 9001:2015:

Planning and implementation of local, national and international training and consulting services to small and medium-sized businesses.

Scheme and Accredited Legal Entity

ISO 9001:2015:FINAS

DNV Business Assurance Finland Oy Ab

Keilaranta 1, 02150 Espoo, Finland

Statement of confidentiality

The contents of this report, including any notes and checklists completed during the audit will be treated in strictest confidence, and will not be disclosed to any third party without your written consent, except as required by the appropriate accreditation authorities.

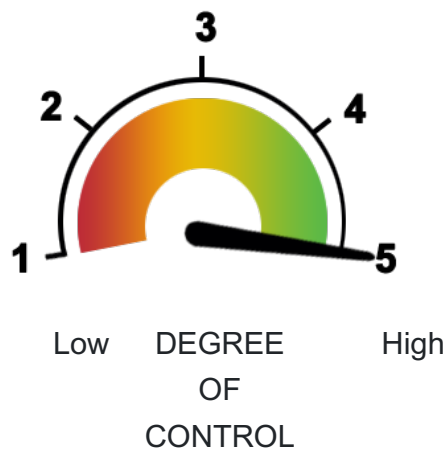
Disclaimer

A management system audit is based on verification of a sample of available information. Consequently there is an element of uncertainty reflected in the audit findings. An absence of nonconformities does not mean that they do not exist in audited and/or other areas. Prior to awarding or renewing certification this report is also subject to an independent DNV internal review which may affect the report content and conclusions. An independent DNV internal review is also executed in case of major nonconformities raised during a periodic audit which may affect the conclusion and follow-up process indicated in this report.

Focus Area results

Focus Area 1

Digikyvyykyys ja verkkoopetus (asiakstyytyväisyys ja läpimeno)



Positive indications

- Digikyvyykyys osana strategiaa ja...
- Strategia on näkyvästi läsnä organisaation käytännön tekemisessä aina henkilökohtaisiin tavoitteisiin asti
- Organisaation rakenne tukee digikehittymistä ja osaamisen jakaamista (tietohallinto integroituna matriisin kautta tekemiseen, opetustiimit vastuullisina toimeenpanijoina, monialattyöryhmiä...)
- Digiosaamisen osaamistarve kohdennettu osaamiskartoituksen kautta ja siihen on suunniteltu toistuvaa koulutusta ja tietoiskuja
- AI pilotointia tiimeissä
- Verkkokoulutuksen rakentaminen osataan opintotiimeissä, nopea tuki on saatavilla
- 75 % koulutuksesta tapahtuu verkossa, myös näytöt
- Opiskelijoiden "digituki" osaaminen on laaja - verkkosivut, opettaja/opastaja, tietohallinta/opintotoimisto

Main areas for improvement

- Strategiaa tukevien osaamisen/pätevyyksien dokumentointi

- Myytävien ad hoc ajankohtaiskoulutusten lanseeraus, esim pienyrittäjän varautuminen ALV:n muutokseen tms

Other results

Key points observed during the audit not included in the Focus Areas.

Positive indications

- Systemaattisen johatmisen toimintajärjestelmä toimii hyvin strategian toteutuksen selkärankana
- Etäjohtamisen haasteet tunnistettu, "henkilökohtaisia kohtaamismahdollisuuksia" rakennettu systemaattisesti, esim henkilöstöpäivät, tiimipalaverit, säännölliset 1-2-1, SYO chat, kk koulutukset, ym
- Etäjohtamisesta huolimatta henkilöstömittarit näyttävät positiivista trendiä, Great Place to Work sertifiointi kansallisella "bench mark" tasolla
- Asiakaslähtöisyys optimoitu kun koko opiskeluelikaari on saman tiimin vastuulla
- Joustava ja nopea palvelun kehitys, esim JOTPA, ja opintojen aloitusmahdollisuus

Main areas for improvement

- NA

Audit findings and compliance status

Number of nonconformities identified during this audit	0
Number of category 1 (major) nonconformities:	0
Number of category 2 (minor) nonconformities:	0
Number of observations identified during this audit	2
Number of opportunities for improvement identified during this audit	0
The status of corrective actions for nonconformities from previous audit was reviewed.	
Number of nonconformities still not closed from previous audits	0

Notes

1. For details of nonconformities, observations and opportunities for improvement, see List of findings
2. See definitions of findings in Annex B

Conclusions

- The audit was carried out without use of remote auditing techniques.
- The key audit objectives were achieved and the audit plan was followed without major changes.
- The general conclusions and key findings were presented, discussed and agreed at the closing meeting.
- There are no major changes affecting the management system since last audit.
- Nonconformities were not identified during the audit. The management system is considered effective and in compliance with the standard, based on the audit sample taken.
- The certificate remains valid as no nonconformities were identified during the audit.
- Although not an obligation, the Team Leader recommends that the observations are considered and responded to.
- Due to the positive result of the audit there is no need for a follow-up audit.
- The appropriateness of the certification scope (and boundaries) was evaluated by considering factors such as the organizational structure, site(s), processes and products/services. The conclusion is that the certification scope (and boundaries) is considered appropriate.
- The audit did not identify any issues that impact the periodic audit programme for the current certification cycle.
- Based on consideration of the status of relevant factors such as number of personnel, geographical locations, processes and products, and complexity level of the organization, the conclusion is that there is no need to review the audit time.

Next audit

Audit start date 2025/04/06

Annex A - Auditor statements

Verified elements of the standard	Objective evidence and result
Effectiveness of processes for management review	The minutes from the management review 20.2.2024 and associated documentation were assessed. The process is considered to be effective and no nonconformities towards the requirements of the standard were identified.
Effectiveness of processes for internal audits	The programme for internal audits for the period 2021-23 and records from performed audits were assessed. The process is considered effective and no nonconformities towards the requirements of the standard were identified. The following records were assessed as basis for the conclusion: reports from internal audits 2021-23.
Effectiveness of processes for handling of nonconformities (including incidents and customer and/or stakeholder complaints)	Records of nonconformities including related corrections, cause analysis and corrective actions were assessed. The process is considered to be effective and no nonconformities towards the requirements of the standard were identified. The following records were assessed as basis for the conclusion: Customer feedback measurements, Zeffi record tool
Effectiveness of process for determining and addressing risks and opportunities relevant for the management system	The process is considered to be effective and no nonconformities towards the requirements of the standard were identified. The conclusion is based on interviews with relevant managers and verification of the

<p>Effectiveness of the processes to establish objectives, planning of actions and evaluation of progress and results</p>	<p>following activities and records: Review of strategy process and related files.</p> <p>The process is considered to be effective and no nonconformities towards the requirements of the standard were identified. The conclusion is based on interviews with relevant managers and verification of the following records: Strategy process files, management review, power BI dash boards.</p>
<p>Effectiveness of the management system to ensure the organization is capable to meet applicable legal and contractual requirements</p>	<p>The processes established to ensure fulfilment of requirements is considered effective and no nonconformities towards the requirements of the standard were identified. The conclusion is based on interviews with relevant personnel, and verification of the following activities and records: Not specifically included in this audit, but all educational work is strictly regulated.</p>
<p>Effective control of the use of certification marks and reference to certification</p>	<p>The customer currently makes no use of certification marks.</p>

Annex B - Handling of findings

Definition of findings

Major nonconformity (Category 1)

A nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements
- a number of minor nonconformities associated with the same requirement or issue that demonstrates a systemic failure and thus constitute a major nonconformity

Minor nonconformity (Category 2)

A nonconformity that does not affect the capability of the management system to achieve the intended results

Observation

An observation is not a non-conformance, but something that could lead to a non-conformance, if allowed to continue uncorrected; or an existing condition without adequate supporting evidence to verify that it constitutes a non-conformance.

Opportunity for improvement

Opportunities for improvement relates to areas and/or processes of the organization which may meet the minimum requirement of the standard, but which could be improved.

Conditions for handling of nonconformities

The standard deadline to respond to nonconformities is maximum 90 days. Within this timeframe the following is expected to be performed by the organization:

- Immediate action(s) to eliminate the non-conforming situation (if relevant for the nonconformity).
- Root cause analysis to identify corrective actions to prevent recurrence of the nonconformity.
- Implement corrective actions and verify the effectiveness of action(s).

- Fill in the pertinent part of the “List of Findings” and submit to DNV’s team leader with relevant supporting documentation as evidence (when applicable).

Within the maximum timeframe and as a prerequisite before a certificate can be issued the following conditions apply:

- Major nonconformities: Evidence of root cause analysis and effectively implemented corrections and corrective actions shall be provided.
- Minor nonconformities: Preferred and normal status is the same as for major nonconformities. However, DNV’s team leader may also accept a plan for implementing identified corrective actions. The implementation of planned actions will at latest be verified during next audit.

There is no obligation to investigate or respond formally to an observations or opportunity for improvement. However, to support an effective certification process DNV recommends that observations are also considered and responded to by the organization.

DNV will normally perform an on-site follow-up when major nonconformities are issued. For minor nonconformities follow-up is normally performed as a desk review based on received documentation.

Insufficient response to nonconformities or lack of corrective actions may result in suspension or withdrawal of a certificate.

Response deadline for re-certification

Where the certificate expires within the 90 day period a shorter deadline will be set to ensure proper follow-up and renewal of the certificate within the expiry date. This is to provide for the continual validity of certification. If the expiry date is exceeded without the process being finalised, the current certificate is not allowed to be extended and will in effect be suspended until renewal of the certificate.

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DNV is one of the world's leading certification, assurance and risk management providers. Whether certifying a company's management system or products, providing training, or assessing supply chains, and digital assets, we enable customers and stakeholders to make critical decisions with confidence. We are committed to support our customers to transition and realize their long-term strategic goals sustainably, collectively contributing to the UN Sustainable Development Goals.

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