

DVA Retains ISO 9001:2008 Accreditation

The Testing Division of the Driver & Vehicle Agency has retained the ISO 9001:2008 accreditation for another three years until March 2014. This announcement followed a programme of extensive and rigorous audits undertaken by our external audit partner. This is a significant achievement for the Agency and recognises the commitment and dedication of all staff and managers involved both at test centres and in support functions. The accreditation also acknowledges the high standards of training delivered to our staff and the high levels of service delivered to our customers across all fifteen testing sites.

The scope of the accreditation covers:-

'The administration, supervision and delivery of Practical Driving Tests and Vehicle Inspection activities for Private Cars and Goods Vehicles conducted in accordance with statutory requirements.'

Commenting in the final report our external audit partner stated,

"The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the system" and "the organisation has demonstrated effective implementation and maintenance/improvement of its management system".

Summary of Findings

Major non-conformances 0

Minor non-conformances 3

General Observations and opportunities for improvement 19

Although this accreditation applies only to **DVA (Testing)** we are proud of the fact that many other areas of the DVA business now apply the ISO principles and adopt best practice elements such as management reviews, document control/review etc. The full report has now been received and we are currently working our way through the findings;

If anyone would like to find out more, contact DVA's Customer Services Team on dva.customerservices@doeni.gov.uk