

This work is licensed under a [Creative Commons Attribution 4.0 International License](http://creativecommons.org/licenses/by/4.0/). (https://creativecommons.org/licenses/by/4.0/legalcode).

Under the terms of this licence, this work may be copied, redistributed and adapted for non-commercial purposes, provided that the work is appropriately cited. In any use of this work, there should be no suggestion that Fleet Forum endorses any specific organization, products or services. The use of the Fleet Forum logo is not permitted. If the work is adapted, then it must be licensed under the same or equivalent Creative Commons licence. If a translation of this work is created, it must include the following disclaimer along with the required citation: “This translation was not created by Fleet Forum. Fleet Forum is not responsible for the content or accuracy of this translation. The original [Language] edition shall be the authoritative edition.”

Any mediation relating to disputes arising under the licence shall be conducted in accordance with the mediation rules of the World Intellectual Property Organization (<https://www.wipo.int/amc/en/mediation/rules>).

**Internal Fleet Management Audits**

Internal audits are **inspections or assessments conducted within an organisation** to determine how well or reliably its operational processes and procedures are working.

In contrast to an external audit (conducted by impartial, independent auditors from outside your organization), internal audits are **performed by someone employed within your own organisation**.

Fleet Management processes should be internally audited at least once a year. Why might you ask? Here is a list of benefits:

Firstly, internal audits give you an opportunity to improve your fleet management processes. Additional quality control inspections provide you with a fresh perspective on how to make improvements, either operationally or strategically. Benefits could include smoother processes, higher productivity, increased safety, reduced environmental impact or lower costs.

Internal audits also generate greater transparency and help reduce the likelihood of serious situations arising, which in turn boost your organisations image and reputation. Stakeholders will trust your organisation more when they see you’re constantly inspecting and improving your fleet management processes and quality standards.

Periodic internal audits also help create a structured verification mechanism, as they keep you focused on your compliance with current legislation and regulations, operational efficiency, and cost effectiveness.

**Planning an audit step by step**

Although every internal audit is different, you’ll discover most follow a number of pre-determined steps. Let’s take a closer look at the steps common to most internal audits, the 5 Ps: plan, prepare, perform, publish, pursue.

**1. Plan**

Solid planning is vital to getting the most out of your internal audits. When, what, and how will we conduct audits over time? And which parts of our organization will we be auditing? What’s more, planning and spreading audits over several years will give you more room and flexibility to conduct higher-quality and more meaningful audits.

**2. Prepare**

After planning comes preparation. This involves structuring the day’s tasks. Which units, departments, and/or quality systems will you inspect and when? Another important consideration involves examining the results of your previous audits.

**3. Perform**

Once you’ve finished your preparations, it’s time to perform the audit. This involves investigating whether your organisation meets specific fleet management standards or requirements for certification (such as ISO9001) or other purposes. Auditors look for evidence and gather information from a range of sources, for example documentation, registration forms, personal observations, and co-worker interviews. To help you, we have listed a number of questions that can address and find evidence for. [link to question list]

Once they’ve compiled a dossier, they start their inspection, assessment, and evaluation. Does the information tally with what co-workers are telling them? Does the information pinpoint anything that’s not going so well within their organisation?

**4. Publish**

Once the internal auditors have completed their audit, they publish all the information and their findings in a report. This report details the issues discussed and focuses on important areas for attention or improvement. They then discuss the report’s conclusions with key managers within your organisation.

**5. Pursue**

The final phase involves pursuing the measures recommended by the auditors. Have we implemented the measures, and are they having the effects we envisaged? You can do this in writing or as part of a repeat audit.