

SELF ASSESSMENT QUESTIONNAIRE

Audit Type

Date of Assessment

1-0 BROADCASTER IDENTIFICATION

Broadcaster's Number	<input type="text"/>
Broadcaster's Name	<input type="text"/>
Address	<input type="text"/>
Zip Code	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
Management's Representative	<input type="text"/>
Position	<input type="text"/>
Telephone	<input type="text"/>
Fax	<input type="text"/>
EMail	<input type="text"/>

2-0 ASSESSMENT CHARACTERISTICS

Assessment Perimeter	<input type="text"/>
Norm of Reference	ISAS BC 9001:2003
Manual Version and Date	<input type="text"/>
EAC Codes	<input type="text"/>
UN CPC Codes	<input type="text"/>
ISIC Codes	<input type="text"/>
Domain of Activity	<input type="text"/>
Are any exclusions to requirements of ISAS BC 9001? Limited to section 7 of the norm?	<input type="checkbox"/>
Which One(s)?	<input type="text"/>
Defined and justified in the Quality Manual?	<input type="checkbox"/>

4- QUALITY MANAGEMENT SYSTEM	0	1	2	3	4
4-1- General Requirements					
4-1-a How far does the management of the broadcaster apply the process approach?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-2-b How are the processes understood by the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-2- Documentation Requirements					
4-2-a How are procedures and records used to support effective and efficient operation of the processes of the broadcaster?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-2-b How are procedures of the broadcaster applied by the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-2-c Is there a Quality Manual in place which follows the structure of ISAS BC 9001?			<input type="checkbox"/>		
4-2-d Is there a Code of Ethics in place and how is it applied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-2-e Is there a Code of Programs in place and how is it applied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-2-f Is there a Code of Advertising in place and how is it applied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-3- Evidences to be checked					
4-3-a Management System diagram				<input type="checkbox"/>	
4-3-b Process diagram				<input type="checkbox"/>	
4-3-c Quality Manual				<input type="checkbox"/>	
4-3-d Code of Ethics				<input type="checkbox"/>	
4-3-e Code of Programs				<input type="checkbox"/>	
4-3-f Code of Advertising				<input type="checkbox"/>	
4-3-g Procedures				<input type="checkbox"/>	
4-3-h Quality Records				<input type="checkbox"/>	
4-4- Comments					

5- MANAGEMENT RESPONSIBILITY	0	1	2	3	4
5-1- Management commitment					
5-1-a How does top management demonstrate its leadership and involvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-1-b How does top management demonstrate its commitment to well-defined core-values?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-2- Stakeholder focus					
5-2-a How does the broadcaster identify audience' needs and expectations on a continual basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-2-b How does the broadcaster identify advertisers/sponsors' needs and expectations on a continual basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-2-c How does the broadcaster identify people's need for recognition, work satisfaction, competence and personal development?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-2-d How does the broadcaster consider the potential benefits of establishing partnerships with its suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-2-e How does the broadcaster identify other interested parties' needs and expectations that can result in setting objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-2-f How does the broadcaster ensure that statutory and regulatory requirements have been considered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-3- Quality policy					
5-3-a How does the quality policy ensure that the needs and expectations of all stakeholders are understood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-3-b How does the quality policy leads to visible and expected improvements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-3-c How does the quality policy consider the broadcaster's vision of the future?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-3-d Is the quality policy yearly reviewed and eventually updated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-3-e How far is it known and understood by the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-4- Planning					
5-4-a How do the objectives translate the quality policy into measurable goals for quality of information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-4-b How do the objectives translate the quality policy into measurable goals for quality of programs contents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-4-c How do the objectives translate the quality policy into measurable goals for innovation and creation in programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-4-d How are the objectives deployed to each management level to assure individual contribution to achievement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-4-e How does management ensure the availability of resources needed to meet the objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5- Responsibility, authority and communication					
5-5-a How does top management ensure that responsibilities are established and communicated to people?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5-b How clearly defined are the relationship between the top management and the political power in terms of rights ,duties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5-c Are there periodic meetings between the management and the personnel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5-d Is there a Quality Committee in place and how efficient is it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5-e Is there a Quality Manager in place who reports to the CEO?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5-f Is there an "Ombudsman" in place separate from the Quality Manager?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-5-g How transparent are the rules of recruitment and professional evolution of these two executives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-6- Management review					
5-6-a How does top management ensure valid input information as per requirement 5-6-2 of the norm is available for the management review?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-6-b How does the management review activity and evaluate information to improve the effectiveness and efficiency of the processes of the broadcaster?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5-7- Corporate social investment

- 5-7-a How far does broadcaster participate in off air corporate social investment?
- 5-7-b Is the company sponsoring cultural, social and/or humanitarian causes projects?

5-8- Evidences to be checked

- 5-8-a Mission _Vision of the Broadcaster
- 5-8-b Core values statement
- 5-8-c Main events over last year with stakeholders
- 5-8-d Quality policy statement
- 5-8-e Quality objectives up to operational level
- 5-8-f Hierarchical organigram
- 5-8-g Job description for the Quality Manager
- 5-8-h Job description for the Ombudsman
- 5-8-i Internal newsletter / intranet related to quality
- 5-8-j Standardized agenda for the Management Review Meetings
- 5-8-k Minutes of the Management Review Meetings

5-9- Comments

6- RESOURCE MANAGEMENT	0	1	2	3	4
6-1- Provision of resources					
6-1-a How does top management plan for resources to be available in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-1-b How does top management guarantee the best possible geographical accessibility to the media?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-2- People					
6-2-a How transparent are the rules of recruitment and professional evolution of the staff, particularly for journalists, presenters and producers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-2-b Are there job descriptions in place in the company?			<input type="checkbox"/>		
6-2-c Are they regularly updated?			<input type="checkbox"/>		
6-2-d Is there a system in place for the yearly evaluation of the personnel?			<input type="checkbox"/>		
6-2-e Are the evaluation criteria in direct relationship with operational objectives?			<input type="checkbox"/>		
6-2-f Is it easy to deduct from the yearly evaluation the necessary complementary training courses?			<input type="checkbox"/>		
6-2-g Are the evaluation criteria in direct relationship with operational objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-2-h Is it easy to deduct from the yearly evaluation the necessary complementary training courses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-3- Infrastructure					
6-3-a How does management ensure that the infrastructure is appropriate for the achievement of the objectives of the broadcaster?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-3-b How does management consider labor safety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-3-c How does management guarantee technical quality of broadcast programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-3-d How efficient is the information system of the broadcaster?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-4- Work environment					
6-4-a How does management ensure that the work environment promotes motivation, satisfaction, development and performance of people of the broadcaster?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-4-b Are the premises of the broadcaster well adapted to a good internal communication?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-5- Evidences to be checked					
6-5-a Map showing the geographical coverage of the media			<input type="checkbox"/>		
6-5-b Job description			<input type="checkbox"/>		
6-5-c Training records			<input type="checkbox"/>		
6-5-d Evaluation records			<input type="checkbox"/>		
6-5-e Legal work contracts for journalists, presenters and producers			<input type="checkbox"/>		
6-5-f Safety policy statement			<input type="checkbox"/>		
6-5-g Quality equipment dash-board (with measurement of availability)			<input type="checkbox"/>		
6-6- Comments					

7-	PRODUCT REALIZATION	0	1	2	3	4
	7-1- Planning of product realization					
	7-1-a Are there standardized documents in place to facilitate production planning and operations?			<input type="checkbox"/>		
	7-1-b How far are the sub-contractors informed and implied in the planning of new productions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-1-c Is the production planning well respected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2- Customer related processes					
	7-2-a How has management defined audience-related processes to ensure consideration of their needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-b How has management defined advertiser/sponsor-related processes to ensure consideration of their needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-c How has management defined other interested-party-related processes to ensure consideration of their needs and expectations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-d Is there a Programs Committee in place and how efficient is it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-e If the broadcaster is in trouble to respect a contract is there an adequate communication with the client?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-f How far does the broadcaster measure audience numbers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-g How far does the broadcaster measure customer satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-2-h How far does the broadcaster measure customer complaints?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-3- Design and development					
	7-3-a How are new programs designed to ensure they satisfy customers and other interested parties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-3-b How are design and development processes managed in practice, including the management of sub-c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-3-c How are activities such as design review, verification, validation considered in the design of new programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4- Purchasing					
	7-4-a How has top management defined purchasing processes that ensure purchased products satisfy the broadcaster's needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-b How does the broadcaster ensure conformity of purchased products from specification through to acceptance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-c Are the orders to the suppliers adequately documented and explicit, especially with regard to quality requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-d Is the broadcaster using formalized criteria and/or tenders when a new supplier is selected and how are they applied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-e Is the broadcaster giving a specific advantage to a supplier already ISO 9001 certified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-f Is the broadcaster evaluating once a year its suppliers and how efficient is the process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-g Is the broadcaster systematically evaluating audience satisfaction and numbers for each new production bought from the market?			<input type="checkbox"/>		
	7-4-h How does management promote partnership arrangements with suppliers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-i How does the broadcaster check if its suppliers and partners are respectful to the labor laws and of equality between men and women?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-j When these suppliers are in foreign countries, how does the broadcaster check if they are respectful to the Human and Children Rights Convention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-4-k How does the broadcaster validate the chain of rights in the purchasing process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5- Production and service operations					
	7-5-a How are realization processes managed from inputs to outputs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-b How are activities such as verification and validation considered in realization processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-c Are quality criteria to be reached in production well defined and formalized in quality dash-boards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-d How close are they from the list of requirements of section 7-5-1 of ISAS BC 9001:2003 norm?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-e Based on these criteria, does the broadcaster measure the quality of programs before delivery?			<input type="checkbox"/>		
	7-5-f Based on the same criteria, does the broadcaster measure the quality of programs after delivery?			<input type="checkbox"/>		
	7-5-g Has the broadcaster a traceability system in place which ensures to source the cause of problems and how efficient is it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-h How efficient is the evaluation of advertisement contents prior to broadcast, particularly with regard to the Code of Advertising?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-i How does the broadcaster ensure audience participation in programs, in terms of non-discrimination, respect of social rules and personal image?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	7-5-j How does the broadcaster ensure the safe long-term storage of programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7-6- Control of measuring and monitoring devices

- 7-6-a- How does management control the measuring and monitoring devices to ensure that correct data are being obtained and used?
- 7-6-b How does management control the measuring of audience number and satisfaction and ensure a good balance between quantitative and qualitative results?

7-7- Evidences to be checked

- 7-7-a Pre-production plan including sub-contractors
- 7-7-b Production plan including sub-contractors
- 7-7-c Audience qualitative surveys
- 7-7-d Audience numbers
- 7-7-e Audience complaints
- 7-7-f Other satisfaction or similar surveys
- 7-7-g Recommendations report made by the National Regulation Authority
- 7-7-h Programs committee mission and composition
- 7-7-i Programs committee minutes
- 7-7-j Benchmarking surveys
- 7-7-k Minutes of pre-production meetings
- 7-7-l Quality dash board specific to new programs
- 7-7-m Satisfaction surveys on new programs bought outside
- 7-7-n Records of all rights
- 7-7-o Purchasing/Licensing procedure
- 7-7-p Sub-contractors records (evaluation, non-conformities)
- 7-7-q Production performance dash-boards
- 7-7-r Records of archives
- 7-7-s Evaluation records of advertisements prior to their broadcast
- 7-7-t Review of audience measurement methods

7-8- Comments

8-	Measurement, Analysis and Improvement	0	1	2	3	4
	8-1- General					
	8-1-a How does management promote the importance of monitoring activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-2- Monitoring and measurement					
	8-2-a How does management ensure collection of audience numbers and satisfaction-related data for analysis, in order to obtain information for improvements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-2-b How does management ensure collection of advertisers/sponsors satisfaction-related data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-2-c How does management ensure the collection of data from other interested parties ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-2-d How effective is the internal quality audit system in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-2-e How does the broadcaster use self-assessment techniques of the quality management system ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-2-f Is there a global quality dash-board in place and how efficient is it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-3- Control of non-conforming product					
	8-3-a How does the broadcaster control process and product nonconformity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-3-b How does the broadcaster analyze nonconformity for lessons learned and process and product improvement? Is there a formalized system in place for the management of non-conformities which ensures the recording, the traceability and the consolidation of:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-3-c Clients complaints			<input type="checkbox"/>		
	8-3-d Supplier non-conformities			<input type="checkbox"/>		
	8-3-e Internal non-conformities			<input type="checkbox"/>		
	8-4- Analysis of data					
	8-4-a How does the broadcaster analyze data to assess its performance and identify areas for improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-4-b Are quality indicators in place, ensuring in particular a reliable measurement of non-quality costs?			<input type="checkbox"/>		
	8-5- Improvement					
	8-5-a Is there a global dash-board summarizing corrective actions taken and improvement projects and how efficient is it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-5-b How does management use corrective action for evaluating and eliminating recorded problems affecting its performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-5-c How does management use preventive action for loss prevention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-5-d How does the management ensure the use of systematic improvement methods and tools to improve the broadcaster's performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	8-6- Evidences to be checked					
	8-6-a Internal quality audit reports			<input type="checkbox"/>		
	8-6-b Self-assessment questionnaire (if any)			<input type="checkbox"/>		
	8-6-c Corrective action and improvement projects dash board			<input type="checkbox"/>		
	8-6-d Surveys and reports (audience numbers, audience satisfaction, advertisers and sponsors, reports from the National Regulation Authority, others)			<input type="checkbox"/>		
	8-6-e Quality/Performance dash-boards for programs and processes			<input type="checkbox"/>		
	8-7- Comments					