



QUALITY MANAGEMENT INTERNATIONAL, INC.
www.aworldofquality.com

WHAT SHOULD AN AUDITOR LEARN?

Significant differences exist between training organizations including competence of instructors, professionalism of course materials, alumni services, and management system and audit philosophy. Consequently, significant differences exist between trained auditors.

Our instructors teach three basic principles:

1. audits should benefit both parties (the auditee gains valuable information and the auditor receives either information or fees),
2. audits focus on process and system effectiveness (beyond mere conformity) with respect to agreed audit criteria, and
3. auditors should use the process approach to audit both documented and undocumented processes to determine system effectiveness.

Additionally and more specifically, we teach:

- Never to audit unless the objective is agreed with the audit client.
- How to analyze processes for identifying resources and critical control points.
- How to plan around the auditee's core process instead of around the standard.
- Never to lose independence by offering advice during the audit.
- Reporting so clearly that corrective action teams really understand the problem.
- Not to impose personal wishes but to respect what the audit criteria actually say.
- Never to impose an interpretation but to listen to the auditee's interpretation.
- Never to proffer advice disguised as potential nonconformities (do not confuse the role of an auditor with the role of a manager).
- How to audit undocumented systems.
- How to audit without reference to the auditee's documented procedures.
- How to audit with regard for contractual requirements.
- How to avoid waste by repeating internal audits.
- How to allay the fears of auditees: systems are audited, not individuals (auditors are not policemen!).

Call 800 666 9001, fax 800 329 9004 or email info@aworldofquality.com for making the necessary arrangements so your company can also benefit from this greatly valued service.

As independent consultants and certified trainers, we specialize in helping companies to obtain value from their management systems and from their registrars.