



## KEEP YOUR AUDITORS INDEPENDENT

And enhance the strength of your system and the value of your certificate. We have learned the value of *independent* audit. ANAB rules that audits of your system are to be fully independent (different owners) from the advice and training you may need. This means that your registrar should not train your system developers, managers and auditors!

It is reasonable for your customers to expect your certificate to signify system conformity without dependency on any training or advice from your registrar.

Maintaining a healthy relationship with your registrar is important, but do not allow your registrar to jeopardize the credibility of your certificate. As a fully independent consulting and training company, we deliver advice and training in areas a registrar should not and cannot.

Here are some examples of what we teach and the benefits to your organization:

	<b>Some Registrars ...</b>	<b>While we teach &amp; advise ...</b>	<b>To deliver these benefits:</b>
1	Rely only on documented systems	How to audit undocumented systems and processes	You will be able to audit suppliers' and other "natural" systems
2	Are focused mainly on conformity to ISO system standards	Also how to develop effective systems for improving your business	Earned top management respect, commitment and employee buy-in
3	Are focused on standardizing systems (easier to audit)	How to develop a system around how you run your business	Your system works better for the benefit of users from day one
4	Impose uniform interpretations of the standard to reduce variation	All auditors to listen and verify the auditees' interpretation of the standard	Creative interpretations that exactly fit your business needs
5	Sell mainly to your competitors and not to your customers	How to select a registrar based upon objective marketing criteria	A real boost to your marketing for new and existing customers
6	Pay consultants a commission to recommend them	All consultants to sell independence and to refuse all attempts to ruin it	Consultants serving only their clients (without double payments!)
7	Provide advice instead of auditing the corrective action process	All auditors how to add value to audit without giving advice	No confusion, top managers stay committed to the real requirements
8	Describe conformity options from what they have seen work elsewhere	All auditors to avoid stealing the intellectual property of earlier auditees	Your proprietary processes are not benefiting your competitors!
9	Undermine value of their certificates as they provide non-audit services	Students how to avoid registrars that devalue their certificates	Criteria for selecting the most respected independent registrars
10	Advise and train to strengthen auditee system and processes	All auditors how to avoid making the auditee systems depend on them	A self-sufficient, strong system that doesn't depend on registrar advice

Often we hear the plea, "I cannot afford to upset my registrar!" Bring mutual respect to your relationship with your registrar. You paid for audit so do not accept advice instead of audit. You are the experts in what you do. Registrars weaken corrective action processes and the strength of top management commitment by advising instead of auditing. Insist on independence to avoid devaluing your certificate in the eyes and minds of your customers.

Call 800 666 9001, fax 800 329 9004 or visit our website ([www.aworldofquality.com](http://www.aworldofquality.com)) today for more information on the benefits of independent training and consulting.

