

## Process-based Auditing: A one day seminar

This seminar is designed for managers and professional staff already familiar with basic quality auditing concepts, such as described in Arter's *Quality Audits for Improved Performance*. The instruction is applicable to any quality management system (ISO 9001, FDA, automotive, etc). Those faced with assessing the process approach of ISO 9001:2000 will find the seminar to be especially valuable. Small group breakout sessions allow participants to develop plans specific to their organization's needs. All aspects of the audit (planning, performing, reporting, and correcting) are covered.

### **Presentation outline**

1. Introductions
2. Lecture: Product, process, and system relationships
3. Workshop: Flowchart the business, using your own firm or prepared scenarios
4. Lecture: Process models (simple four-box, six universal affecters, and turtle diagram)
5. Workshop: Do the turtle on a process defined in 3 above
6. Lecture: Audit preparation and the importance of data
7. Workshop: Prepare checklist questions from the completed turtle diagram
8. Lunch break
9. Lecture: Audit report and the need to address system findings
10. Workshop: Write a finding from make-believe field observations
11. Lecture: Remedial and corrective actions
12. Workshop: Complete a corrective action response on another table's finding
13. Summary and conclusions

### **Your instructor**



Dennis Arter, CQA, is known as the Auditguy. He instructs large and small firms in the basics of quality auditing for improved organizational performance. Approximately 9,000 people, from all business sectors, have attended his classes.

Dennis is a Fellow in the American Society for Quality and completed a term on the Board of Directors. He continues to be active in many ASQ boards, committees, and Divisions.

Mr. Arter's books on auditing and ISO 9001 have been best sellers for the ASQ Quality Press. He has contributed several articles for professional magazines and conferences. Dennis was co-chair for the 2004 quality conference in Shanghai. He lives in eastern Washington State with his wife of 40 years.

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