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# Quality Audit Training

*Quality Audits for Improved Performance*—Three-Day Course

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*Quality Audits for Improved Performance* starts with a two-day class designed for management, professional and technical personnel who want to achieve maximum benefits from internal or supplier audits. No previous knowledge of auditing is required (or assumed). The instruction is applicable to any management system (ISO 9001, FDA, military, automotive, etc.). Because of the hands-on workshop approach, a maximum of 24 people may attend.

The process of an effective quality audit is described step by step. The lecture portions are followed by team workshops, so participants can practice the techniques just presented. The highlight of the class is a simulated internal audit of a small chemical company on the morning of the second day. Upon completion of the class, participants will understand the difference between inspection, compliance audit, and performance (value-added) audit. This course goes beyond typical third-party registration auditing to emphasize the benefits to the organization.

The third day is spent conducting an actual practice audit at your plant site. The process is flowcharted and checklist questions are developed from several sources. Approximately an hour is spent in the field gathering data. After lunch, a report is prepared and orally presented to the area supervisor. All participate in a hands-on manner. The interactive nature of the practice audit limits attendance to 12 participants unless an additional facilitator from your company is available.

Two-day version offered (at same price)  
Additional on-site consulting offered  
Expenses reimbursable at cost



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DENNIS R. ARTER is an independent consultant and trainer. His primary service is instruction in the field of quality auditing for a wide variety of clients, including government, manufacturing, chemicals, software, aerospace, and food processing. He is a Fellow in the American Society for Quality.

In 1988, Mr. Arter was selected by the ASQ to present his auditing instruction nationwide on behalf of the society. His book, entitled *Quality*

*Audits for Improved Performance*, was first published in 1989 and last revised in 2002.

Prior to the fall of 1984, Mr. Arter worked for Westinghouse, Virginia Power, and the United States Navy. He has a degree in Biochemistry from the University of Illinois. Dennis is an ASQ-Certified Quality Auditor and a licensed mechanical engineer. He is married and has one grown child.

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## Class Schedule

–First Day–

### Introduction

Logistics  
Audit Defined  
Audit Boss

### Preparation Phase

Purpose  
Scope  
Team  
Authority  
Audit Criteria  
Audit Plan  
Notification

### Doc Review Workshop

### Lunch

### Preparation, cont.

Checklists

### Performance Phase

Opening Meeting  
Tracing  
Interview Methods  
Perceptions  
Team Meetings  
Daily Briefings

–Second Day–

### Case-study Audit

### Lunch

### Report

Definitions  
Data analysis  
Findings

### Workshop on Finding

Exit Meeting  
Recommendations  
Written Report  
Report Distribution

### Closure Phase

Remedial Action  
Corrective Action  
Tracking and closure  
Audit Records

### Summary

### End of Class

# Logistics

About a month prior to the presentation, I will send the master pages for the audit class workbook (about 100 pages). You are responsible for providing participants with a copy for their own personal use. I have found that three-ring binders with five tabs work well. Front/back printing is not recommended, as this makes for difficult writing on the back.



I encourage you to provide each of the participants with a copy of my book, *Quality Audits for Improved Performance*. The book is available through Quality Press in Milwaukee.

You should hold the training off-site, to minimize disruptions from telephones and colleagues. I will expect you to provide meeting facilities of at least 500 sq. feet, a data projector for my laptop, a screen, an easel stand and pad, and any refreshments provided before and during the class.

The class starts at 8:00 a.m. It finishes at 4:00 p.m. on the first day and 3:30 p.m. on the second. I allow 45 minutes for lunch. These times can be adjusted to suit your local practice. I will provide course completion certificates after I return to my office.

The third day practice audit must be coordinated with the supervisor of the area being audited. Try to pick a process area directly involved with the product, such as fabrication or assembly. The testing lab is a possibility. Emphasize that the audit will be fun for the participants and the technicians, operators, and supervisors being audited.

The participants (maximum of 12, or 24 with additional facilitator) will need a conference room with tables. I will need a flip chart or dry-erase board. We will first flow-chart the activity, using the assistance of someone from that area if necessary. The participants will then develop some checklist questions, using turtle diagrams. The fieldwork (data gathering) normally takes place between 11:00 and Noon. An oral report to the area manager (shift supervisor) takes place about 2:30.