

## Quality Audits for Improved Supplier Performance

A one-day seminar designed for management, professional and technical personnel who want to improve supplier relations. It is a **basic course**, and no previous knowledge of auditing or quality systems is required (or assumed). The instruction applies to any management system. Buyers and purchasing agents will find the information quite beneficial. Those preparing for the CQA exam will enjoy the review.

The seminar begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. Upon completion of the seminar, you will understand the difference between inspection and audit. This seminar emphasizes supplier partnerships and improved performance by both parties.

<p><b>Supplier Quality Management</b></p> <ul style="list-style-type: none"><li>• Graded approach and schedules</li></ul> <p><b>Purchasing Controls</b></p> <ul style="list-style-type: none"><li>• Define your requirements</li><li>• Select a supplier</li><li>• Award the contract</li><li>• Monitor their performance</li></ul> <p><b>Your Audit System</b></p> <ul style="list-style-type: none"><li>• Authority to audit</li><li>• The audit boss</li></ul> <p><b>Preparing for the Audit</b></p> <ul style="list-style-type: none"><li>• Purpose and scope</li><li>• The audit team and resources</li><li>• The requirements and processes</li><li>• Audit plans</li><li>• Document reviews</li><li>• Work papers</li></ul>	<p><b>Fieldwork</b></p> <ul style="list-style-type: none"><li>• Opening meeting</li><li>• Gathering information</li><li>• Communication considerations</li></ul> <p><b>Reporting the Results</b></p> <ul style="list-style-type: none"><li>• Definitions</li><li>• Analyzing data</li><li>• Writing Findings</li><li>• The conclusions</li><li>• Closing meeting</li><li>• Formal report</li></ul> <p><b>Follow-up</b></p> <ul style="list-style-type: none"><li>• Remedial and corrective action</li><li>• Response evaluation</li></ul> <p><b>Summary</b></p> <ul style="list-style-type: none"><li>• Define and communicate</li><li>• Emphasize business relationships</li></ul>
--	---

### The 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. He has been auditing since 1975. Dennis Arter has presented his course on quality auditing to over 9,000 people since 1980. He is the author of the book *Quality Audits for Improved Performance* and *ISO 9001 Lesson Guide*, both ASQ Quality Press best-selling publications. Dennis is an ASQ Fellow and former member of the Board of Directors. He is active in the ASQ Customer-Supplier Division. Arter has a degree in biochemistry from the University of Illinois and is a licensed mechanical engineer. He was on the team that developed the ASQ Certified Quality Auditor program and holds a CQA charter certificate. He has traveled extensively throughout the USA, Mexico, and Canada, as well as the United Kingdom, Ireland, Saudi Arabia, Bahrain, Peoples Republic of China, Croatia, Turkey, and Norway. He resides in eastern Washington State.