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QUALITY MANAGEMENT

***“Quality audits and
maintaining certification”***

Lecture 4

LIUC - Castellanza

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QUALITY AUDITS AND MAINTAINING CERTIFICATION

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THE QUALITY AUDIT

THE QUALITY AUDIT IS GENERALLY

CARRIED OUT BY

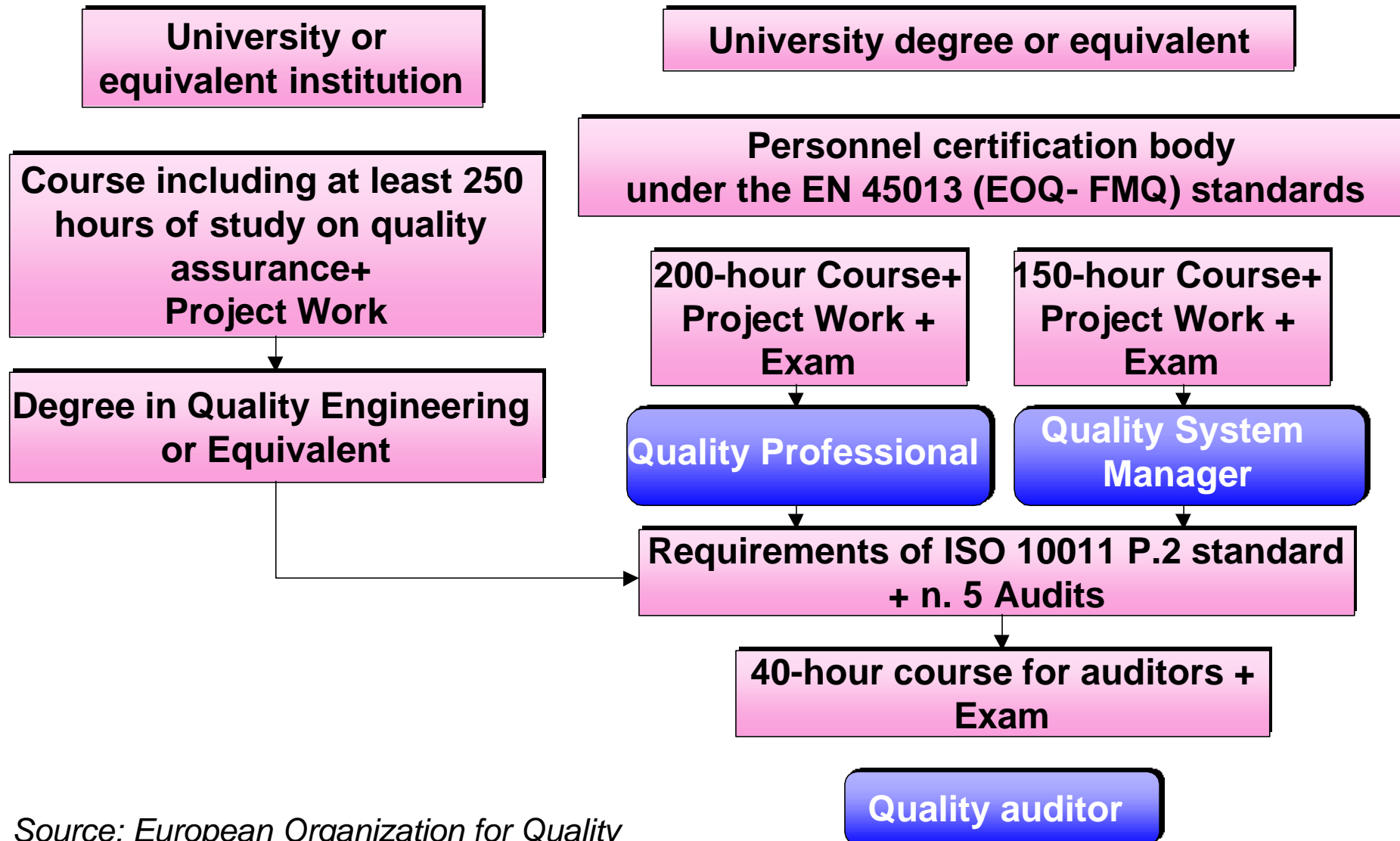
INTERVIEWING

THE PEOPLE WHO CARRY OUT THE ACTIVITIES

THE INTERVIEW PROCESS

- **Introduction to the auditee, and to the people present, in order to establish a rapport with the auditee**
- **Explain the scope of the audit and how the audit will be carried out**
- **Bring the process into focus and establish what the auditee does**
- **Analyse the evidence collected**
- **Draw a preliminary conclusion**
- **Explain the next step**

EOQ SCHEME FOR QUALIFICATION OF Quality Professionals, Quality System Managers and Quality Auditors



Source: European Organization for Quality

MANAGERIAL ABILITIES OF THE AUDITOR

**WHEN PERFORMING AN AUDIT, MUST BE ABLE TO
OBTAIN THE NECESSARY INFORMATION WHILE
MAINTAINING CONTROL OF THE SITUATION**

ATTRIBUTES AND ETHICS OF AUDITORS

PERSONAL ATTRIBUTES

- Able to understand complex situations
- Integrity of judgement
- Tenacious in defending his position
- Unafraid of being unpopular
- Realistic grasp of situations
- Inquisitiveness, looks beneath the surface
- Open mindedness and judgement
- Resistance to fatigue
- Observant and a good listener
- Free of prejudices
- Logical reasoning and analysis
- Ability to govern the audit
- Diplomatic and tactful in dealings with people

ATTRIBUTES AND ETHICS OF AUDITORS

(continued)

ACQUIRED ATTRIBUTES

- Knowledge of quality audit methods and techniques
- Knowledge of the standards
- Experience in preparing and performing audits
- Knowledge of the issues connected with quality audits
- Correct evaluation of objective evidence

ATTRIBUTES AND ETHICS OF AUDITORS ***(continued)***

ETHICS

- Build up a relationship of trust through self-esteem and regard toward the auditee
- Do not register surprise if the auditee reveals information that is damaging to the organisation, but show understanding
- Maintain an objective stance

UPDATING THE AUDITOR'S MISSION

The auditor must be updated on the basis of the new requirements:

- Defined processes and appropriately documented procedures
- Processes implemented and realised as documented
- Effective and efficient processes for producing results
- Level of maturity of the processes

UPDATING THE AUDITOR'S MISSION ***(continued)***

Outcome of the audit:

Approach: methods which the company uses to comply with the requirements

Implementation: degree of application of the approach to all the relevant areas and activities within the organisation

Results: what the organisation has achieved and what it is achieving