

CONDUCTING A QUALITY AUDIT ASSIGNMENT

 **Dates and duration to be agreed upon**

 **Location to be agreed**

Please contact us for a personalised quote



OBJECTIVES

- Specify the role and ethics of the quality auditor.
- Prepare and perform an internal quality audit assignment within your organisation.
- Know how to present the results and position the quality audit in the structure's continuous improvement approach.



THE BENEFITS OF YOUR TRAINING

- The training session may be adapted in accordance with the public or private structure, the approach and the reference material set up within the organisation.



TARGET AUDIENCE

- Quality auditors;
- Managers.



GOOD TO KNOW

Exemple de programme réalisable en 5 jours



EDUCATIONAL PROGRAMME

Module 1

Preparing the quality audit

- The standard's requirements and the principles of continuous improvement.
- The audit in the quality management system.
- Key points of the audit process.
- Role and ethics of the auditor, relationship between those auditing and those being audited.
- Preparing the audit: objectives, reference material and scope of the audit;
- preliminary documentary analysis (quality policy, quality dashboard, continuous improvement chart);
- developing the audit plan.



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Module 2

Performing the quality audit assignment

- Opening meeting: forming a relationship of trust.
- Structure of the interview: developing an attitude of active listening.
- Observations and collecting data.
- Detecting dysfunctions and highlighting discrepancies.



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Module 3

Drawing up the audit report and bringing the assignment to a close

- Summarising and formalising discrepancies.
- Preparing and facilitating the closing meeting.
- The quality audit report.
- Evaluating the relevance of the corrective actions proposed by those being audited.
- Following the application of the action plan and measuring progress.



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Prerequisites : Have held or currently hold a position related to the training theme