

PROCESS AUDIT ISO 9001:2008

Process auditing has been promoted by the ISO 9001 Standard since the 2000 version with continued emphasis in the 2008 version. However, very few companies have applied the principles and techniques to take advantage of its many merits.

Internal audits being performed by companies can become routine when typically involved with verifying that personnel are following their documented procedures and work instructions. When this occurs, they largely become “non-value added” activities, but are done to “meet the requirements”, as perceived by companies. Little may be gained from them and management is getting less and less benefit. They may become a turn-off for the entire quality management system.

This course is ideal for Top Managers, Quality Managers, Company Quality Representatives and previously trained Internal Auditors.

Course Outline

Process audits are described in depth, discussing the concepts of first identifying, then evaluating company processes for efficiency and effectiveness.

Following the presentation, as exercises, the participants review their company’s organizational functions and major activities, as well as how to flowchart them for interactions. From these, key measurements are reviewed or recommended to provide feedback for evaluating process performance. A valuable decision tree is also provided to aid Internal Auditors in performing these audits along with worksheets for documenting results.

Outcomes

Participants will learn:

- How to establish an effective process audit
- To make internal auditing a valuable source of process reviews
- To identify areas of opportunity and improved process control
- To make real, value-adding recommendations to management for continuous improvement