ADVANCED QUALITY AUDITING - AQuA™ - 16 hours

According to the American Society for Quality (ASQ) the three pillars of auditing are compliance, continuous improvement and risk management. In practice, most audit programs are geared much more towards compliance than they are continuous improvement or risk management. For a truly robust audit program to exist, there must be a balance between the three pillars and this workshop will teach auditors the continuous improvement and risk management skills needed to help their organizations achieve that goal.

In short, this workshop will show students how to transform an audit program from one that is compliance based and backward facing, to one that is risk managing, continuous improvement driving and forward seeking. It will teach auditors the skills that they need to effectively contribute to such a program. Lecture, case studies and exercises will be used to teach the material. Each module will contain review questions to ensure retention of key points and the course will conclude with an exam to further cement learning.

Module 1: Lean Auditing for Business Improvement
Attendees take a Lean journey down the audit trail

For optimal effectiveness a Lean program must be incorporated into every aspect of a company's business. In this module, students will learn to integrate Lean tools into current audit methodology in order to develop a more robust, value added, and continuous improvement driving internal audit program. Accomplishing this integration will allow – (1) the audit function to act as a lens for the Lean program, thereby improving results and (2) Lean tools to give auditors the ability to drill deeper and wider in looking for weaknesses in business systems or noncompliance to the QMS. This workshop will teach students to learn how to progress both their Lean and internal audit programs through this natural evolution

Key Takeaways

- How audit data can help focus Lean efforts
- How to integrate Lean tools into the audit program
- How auditing skills can enhance Lean efforts
- How Lean tools can improve the internal audit function

Module 2: Risk Based Quality Auditing

Risk Elimination. Risk Management. Risk Mitigation. This is the language of upper management, that we as auditors from any industry must learn, if we truly want to effect positive change throughout our environment.

During this module, the various phases of the audit process will be viewed through the lens of risk management.   Attendees will learn how to define, recognize, assess and manage risk through their audit program. Case studies will be reviewed, as we discuss how to incorporate risk management thought, language and techniques into our internal audit process.

Key Takeaways

- What is risk management
- How do auditors help manage risk
- Integrating risk management with the audit program
- Pros and cons of risk based quality auditing

Module 3: Root Cause Analysis and Corrective Action

Root cause is the fundamental underlying reason for a problem, without which the problem would not have occurred. This module teaches students how to identify, understand, and categorize root cause, then eliminate it by implementing robust corrective action. The nature and purpose of corrective actions will be studied as well as, the steps to go through to achieve successful corrective action. Also, root cause analysis and corrective action will be discussed jointly for their role in organizational continuous improvement.

Key Takeaways

- How to accomplish successful root cause analysis (RCA)
- RCA tools
- Coding
- What are the steps of the corrective action process
- How and when to close a corrective action
- What is the difference between corrective and preventive action

Module 4: Data Analysis and Audit Reporting

"The goal is to transform data into information, and information into insight"
    Carly Fiorina, former President of Hewlett Packard

Too often we make an art form out of collecting data, while the "business" of analyzing it is neglected. Auditors will be taught what process data to look for during an audit, what other data to look for between audits, why this data is important, and how to interpret it.

A well crafted report is clear, concise, and appropriately distributed; equally important, it prevents misunderstanding and distraction. Students will learn how to craft well written audit reports while avoiding pitfalls that are all too common.

Key Takeaways

- Statistical and data analysis tools
- How to analyze data effectively
- Report writing etiquette
- What should included in audit reports – by type
- The different types of audit reports

Who should take this course?

- Auditors
- Audit program managers
- Quality managers
- Operations managers
- Front line productions supervisors