



AFOES CONSULTANTS

Management System Consultants & Educators

Continual Improvement Audit

Course No: 99215035

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"No, you're not here for an audit."

Are your people tired of the same old audit
process?

*Invigorate your quality system
internal audit process!*

Introduction

After registration, external and internal audits often lose momentum. Audits are supposed to add value, but many auditors are not sure how. Give your auditors training in an innovative approach to using audits for improving all aspects of the business. Auditors receive a fresh approach on how to make their job something organizations will appreciate as a tool they can use to improve all aspects of the business. Auditees become active and willing participants in the audit planning and audit processes

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"Go tell the workers that I'm serious about this quality crap."

Business Benefits of CI Audit Approach

- Invigorate a mature audit process and quality system
- Get process owners excited and buying into the audit process
- Conduct audits that don't feel like audits, but have great results
- Apply to service and manufacturing departments and organizations
- Understand how to use quality audits to complement and enhance your quality, lean, environmental, safety, health, financial, and other activities and audits as appropriate
- Reduce the overall number of audits and their drain on people and resources
- Involve process owners/team members and internal customers/suppliers in the audit
- Improve relationships and joint understanding of processes
- Excite managers and work areas about requesting and participating in audits

Who Should Attend

- **Senior Managers**
- **Quality Professionals**
- **Process Owners**
- **Senior Managers**
- **Process Designers and Re-engineers**
- **Internal Auditors**

Course structure



Delegates should be able to demonstrate competence in:

- Integrating the CI audit with ISO 9001: 2000
- Understanding the A-C-D-P Principle
- Developing belief and commitment
- Team Exercise
- Facilitating the planning process
- SIPOC analysis
- Input –Output analysis
- Process analysis and RACI chart
- Facilitating meetings with customers and suppliers
- Using cause and effect diagrams for focus on efficiency, effectiveness, and flexibility
- Planning for the audit



Approach

With the emphasis on practical application, the sessions will run with delegates working in rolling teams on tasks and discussions, followed by syndicates of 2/3 analyzing and discussing the techniques in review and how/when/where they could be applied

Lecturer

The lecturing team is comprised of professionals who have been especially selected for their recognized knowledge and experience in the field of Business Process Improvement, Business Process Re-engineering & Auditing.



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