

Internal Quality Management System Audit Role Play

Scenario Baker setting up for production - Auditor enters to audit the Quality Management System for processes in area/department.

Class Instructions

Listen. What areas of the Quality Management System are touched on? Any likely Quality Management System problems or issues? Where would you “pull the thread?”

Audit Q & A (**Auditor = A, Baker = B**)

A: Good Morning/Afternoon. I'm (Use own name) from Industrial Engineering. I'm helping with a Quality System audit in your department this morning. I just have a few questions for you, if you have a few minutes?

B: Sure!

A: Would you please explain what you're doing?

B: Setting up for baking a customer's cake

A: Where does your process start and stop?

B: It starts with a Job Order from my supervisor, and ends with an unbaked cake in a pan ready for the oven.

A: How do you know what to do in your job?

B: Well, I guess through a combination of experience and training.

A: Tell me more about that.

B: My Job Description and Skills List define what I'm responsible for and the skills I need. Some of these skills I met through experience, some through training. I think my supervisor can show you my training file if you'd like.

A: Maybe later, thank you!

Do you have any instructions available to refer to?

B: Sure — I have this batch sheet which tells me about this specific job and I have operating instructions, if I need them, over there in the computer terminal.

A: Fine, I'd like you to show me how your computer system works, but first, what kind of problems do you have and how do you handle them?

B: Things run pretty smooth, but every once in a while the oil I pour into this cup looks a little dark — so, I dump it into one of these containers.

A: Hmm, I'm a little confused. How do you know what “too dark” is and how do you make sure the oil isn't used again?

B: We're all pretty experienced back here — you just know bad oil when you see it. We usually set it back in that corner.

A: I see. We'll need to mention that in the audit report for follow up. The description of what makes oil "bad" probably needs to be clearer. Let's move on.

By the way, do you track your "bad" oil?

B: I usually write it down in my notebook. It's here for anyone to look at if they want to. I even have a chart over there — I get a lot of compliments on that!

A: Nice! —I was also wondering how you know if your measuring cup is accurate?

B: Oh — it's gotta be! I'm only allowed to use it if it's calibrated. See this label? It was checked last week and is good until next December.

A: One more thing — how do you know what this oil is?

B: Well, my recipe states the kind of oil to use, so I go back to the storage area and fill up my container when it gets low. I don't need to label it here — I know it came from the drum marked vegetable oil — I got it myself last week!

A: OK — that's all the questions I have. Thanks for your cooperation. Do you have any questions for me?

B: Nope, thanks!