



Basic Compliance Auditing for AVS Personnel

Welcome Package Information

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Basic Compliance Auditing for AVS Personnel Training

This three-day duration workshop teaches basic auditing skills and techniques. No prior knowledge of auditing is required. On completion of this course, participants will understand and be able to describe in their own words:

- ❖ The purpose of auditing
- ❖ How to plan an audit
- ❖ The preparation for an audit
- ❖ The elements of an efficient and effective audit
- ❖ Three quality management systems commonly found in aerospace organizations
 - **Audit methods**
 - **Audit tools and techniques**
 - **Audit documentation**
- ❖ Auditor roles and responsibilities
- ❖ Audit reports
- ❖ Post audit activities
- ❖ Follow up and verification of audit corrective action

Note: Approximately 75% of the allotted time for this training course will be dedicated to the three outcomes in bold above.

Day 1 - Morning

Introduction

- ❖ Workshop Agenda
- ❖ Workshop Introduction

Introduction to Auditing

- ❖ What is a Quality System Audit?
- ❖ Audit Purposes
- ❖ Types of Audits
- ❖ Guidelines for Auditing Quality Systems
- ❖ The “Triangle” of Commitment An Audit Exercise

Developing an Audit Program

- ❖ Management of Audit Programs
- ❖ Auditing “Must Do” Requirements
- ❖ Implementing an Audit Program
- ❖ Sample Audit Plan
- ❖ Tracking Audit Results
- ❖ Successful Audit Programs
- ❖ Communication
- ❖ Quality Systems

Quality Systems

- ❖ Process and System Model
- ❖ Conceptual Framework of Quality Management Systems
- ❖ Overview of Quality Management Systems found in Aerospace ISO 9001:2000, ISO 9001:1994, AS9100
- ❖ ISO 9001:2015 Intent Assignment

Auditor Characteristics, Roles & Responsibilities

- ❖ Auditor Qualifications
- ❖ Realities of Auditing
- ❖ Auditor Characteristics
- ❖ Roles
- ❖ Audit Team Leader:
- ❖ Auditor

The Four Phases of an Audit

- ❖ The Basic Audit Process
- ❖ What Auditors look for
- ❖ Four Phases of an Audit

Phase 1: Planning & Preparation

- ❖ Planning Steps
- ❖ Purpose & Scope
- ❖ Individual Auditor Preparation
- ❖ The Evaluation Process
- ❖ Documentation Audit Exercise
- ❖ Auditing Directions
- ❖ Product Audits
- ❖ Process Audits
- ❖ Systems Audits
- ❖ Audit Styles
- ❖ Preparing a Process Audit Guidelist
- ❖ Guidelist Exercise
- ❖ Checking the Audit Plan

Phase 2: Conducting the Audit

- ❖ Beginning the Audit – “Opening Meeting”
- ❖ Gathering Evidence
- ❖ Collecting Information
- ❖ The Performance Phase
- ❖ Perform “Systems” Audits
- ❖ Human Relations in Auditing
- ❖ 12 Golden Rules of Audits
- ❖ Audit Role Play Exercise

Day 2 - Morning

- ❖ Interview Techniques
- ❖ Types of Questions A Questioning Sequence
- ❖ Listening Skills
- ❖ Case Study Exercise
- ❖ Note Taking Audit Notes Form Notes on Flowchart
- ❖ Mental Cues Interviewing Exercise

Day 2 - Afternoon

- ❖ Interviewing Practice
- ❖ Nonconformity - Definition
- ❖ Levels of Issues Effective Audit = Objective Evidence
- ❖ The Decision Process
- ❖ Objective Evidence Exercise
- ❖ Perception of “Facts”
- ❖ Perception Exercise
- ❖ Types of Audit Bias
- ❖ Case Study Exercise

Day 3 Morning

Phase 3: Closing the Audit

- ❖ Closing Meeting
- ❖ Processing Nonconformity Findings
- ❖ Model for N/C Write-up
- ❖ Writing Tips
- ❖ Problem Statements
- ❖ Reviewing N/C Statements
- ❖ Audit Reporting Options
- ❖ Nonconformity Review
- ❖ Nonconformity Exercise
- ❖ Finishing the Audit
- ❖ Audit Summary Reports

Day 3 Afternoon

- ❖ Closing Meeting

Phase 4: Post Audit Follow-up

- ❖ Post-Audit Follow-up Activities
- ❖ 2 Stages and 5 Steps of Corrective Action
- ❖ Evaluating Corrective Action
- ❖ Corrective Action Evaluation Checklist
- ❖ Corrective Action Review Exercise
- ❖ Management Review
- ❖ Things to Remember

Training Course Wrap-up

- ❖ Key Lessons
- ❖ Appendix
- ❖ Audit Plan Sample
- ❖ More Listening Techniques
- ❖ Audit Summary Report Sample

Training Facility Address, Map, Directions and Class Times

The Basic Auditing for AVS Personnel training program will be held at the Green River Community College, located in the Kent Business Campus Building. This three-day duration program will be scheduled on Tuesdays, Wednesdays and Thursdays. All classes will commence at 8:00am and conclude at 5:00pm. Lunch will be scheduled each day from 11:30am thru 12:30pm. Additional short breaks will be provided during the training class.

Training Facility Address	On- Site Contact	Parking
Green River Community College 417 Ramsay Way Suite 112 Kent, WA 98032 253-856-9595	Mitchell Schwandt Tel: 253-856-9595	Ample free parking is available next to the Kent Campus Building.

Map and Directions

Southbound

1. From Highway 167, take the Willis Street exit.
 2. Take a left onto Willis Street.
 3. Heading east on Willis Street, turn left(north) on 4th Avenue N.
 4. Turn right on Ramsay Way.
 5. Take the first right into a parking lot.
- Green River Community College is at the far corner of the parking lot.

Northbound

1. From Highway 167, take the Willis Street exit.
2. Take a right onto Willis Street.
3. Heading east on Willis Street, turn left(north) on 4th Avenue N.
4. Turn right on Ramsay Way.
5. Take the first right into a parking lot.
6. Green River Community College is at the far corner of the parking lot.



Welcome to the PNW

You will be flying into SeaTac Airport, which is 8 miles from the training facility, 15 miles from downtown Seattle and 55 miles from Mount Ranier National Park. There are plenty of great restaurants, hotels, places to visit and activities to do while you are here. A great resource for information is the *VISIT Seattle* website: [VISIT SEATTLE](#).

We recommend renting a car or using a car service to get from your hotel to the training facility. Our traffic can get very congested during rush hour, so please keep that in mind when planning your drive time.

Hotels Near Your Training Facility

Hotel Name	Comfort Inn - Kent
Street Address	22311 84th Ave. S, Kent, WA, 98032
Airport Shuttle	YES
Telephone #	253-648-6943
Website	WEBSITE
Distance to training	1.19 Miles
Government Daily Rate	YES

Hotel Name	Best Western Plus Plaza
Street Address	24415 Russell Road, Kent, WA, 98032
Airport Shuttle	YES
Telephone #	253-854-8767
Website	WEBSITE
Distance to training	1.23miles
Government Daily Rate	YES

Hotel Name	Hampton Inn & Suites
Street Address	21109 66th Ave S, Kent, WA, 98032
Airport Shuttle	YES
Telephone #	253-872-8811
Website	WEBSITE
Distance to training	2.11 MILES
Government Daily Rate	YES

Hotel Name	Sleep Inn – SeaTac Airport
Street Address	21109 66th Ave S, Kent, WA, 98032
Airport Shuttle	YES
Telephone #	206-878-3600
Website	WEBSITE
Distance to training	3.69 miles
Government Daily Rate	YES

Hotel Name	Best Western Seattle Airport Hotel
Street Address	20717 Intl Blvd, SeaTac, WA, 98198
Airport Shuttle	YES
Telephone #	206-878-3300
Website	WEBSITE
Distance to training	3.61 miles
Government Daily Rate	YES

Hotel Name	Country Inn & Suites by Radisson
Street Address	3100 S. 192 nd Street, SeaTac, WA, 98188
Airport Shuttle	YES
Telephone #	206-752-7286
Website	WEBSITE
Distance to training	4.21 miles
Government Daily Rate	YES

Dining Near Your Training Facility

Restaurant	Banyan Tree
Street Address	504 Ramsay Way Suite 105,Kent, WA,98032
Cuisine	Thai
Telephone #	253-981-6333
Ink to Website	WEBSITE

Restaurant	Ram Restaurant & Brewery
Street Address	512 Ramsay Way suite 4-103, Kent, WA, 98032
Cuisine	American
Telephone #	253-520-3881
Website	WEBSITE

Restaurant	Duke's Seafood Kent Station
Street Address	240 W. Kent Station St., Kent, WA 98032
Cuisine	Seafood
Telephone #	253-850-6333
Website	WEBSITE

Restaurant	Agave Cocina & Cantina
Street Address	504 Ramsay Way Suite 107,Kent, WA,98032
Cuisine	Mexican
Telephone #	253-277-2053
Website	WEBSITE

Restaurant	Mod Pizza
Street Address	417 Ramsay Way, Kent, WA,98032
Cuisine	Pizza
Telephone #	253-872-8811
Website	WEBSITE

Restaurant	JOEY Southcenter
Street Address	758 Southcenter Mall, Tukwilla, WA, 98188
Cuisine	Asian Fusion
Telephone #	206-853-6391
Website	WEBSITE

Instructor Biography

Clayton M. Kuehl

Senior Consultant, ETI Group

Clayton M. Kuehl has 30 years of experience in Quality Management and Improvement, specializing in implementing, auditing, and improving Quality Management Systems based on the ISO 9001 and AS9100 Standards. His clients include A-dec, Color Craft, Columbia Helicopters, Erickson Air-Crane, Fatigue Technology, Hewlett Packard, Micropump, Oregon Induction and Primus International (Thailand). Prior to joining ETI Group, Clayton was a Lead Assessor for an internationally known Registrar and before that a Project Manager for Freightliner Corporation responsible for implementing Quality Management Systems in three North American manufacturing sites. He has a BS in Physical Science and is a Certified Lead Auditor.

Education

- BS, Physical Science, Oregon State University, 1987

Certifications

- Registered ISO 9000 Lead Assessor, IRCA, 1997
- ISO 9000, British Standards Institute, Lead Assessor Examination, 1992
- SPC, Transformation of American Industry, 1988

Affiliations

American Society for Quality

Experience

- Heavy Duty Truck Manufacturing
- Contract Manufacturing (electronics)
- Aluminum Smelting/Ingot Casting
- Saw Chain Manufacturing
- Machine Shop/Fabrication
 - Brake Presses
 - CNC
 - Laser Cutting
 - ScREW Machines
 - Lathes
 - Punch Presses
 - Welding and Brazing
 - Soldering
 - Powder Coating
- Coil Spring Manufacturing
- Plating Industry
- Circuit Board Manufacturing
- Hi-Tech Instrument Manufacturing
- Medical Device Manufacturing
- Plumbing Products Manufacturing
- Heat Treating Industry
- Fastener Distribution Center
- Plastics Industry
- Injection Molding
- Polyurethane Manufacturing
- Extrusion Processes

- Has led hundreds of registration audits for a leading international registrar.
- Assisted more than 200 organizations through the complete ISO 9001/AS9100 implementation process...from start to registration — all passed their registration audits on the first attempt.
- Skilled in a variety of software applications including the programming of various database products for managing quality systems.



ETI GROUP USA

Established in 1981, ETI Group is a leading training and consulting firm specializing in Process Management and Improvement. With specific regard to prior auditing experience, the firm has:

- ✓ *Provided ISO 9000, AS9100, TS16949, NQA-1, TL 9000 and ISO 13485 training and support services for more than 1,000 organizations.*
- ✓ *Trained 100,000 people in the tools and methods of quality management/improvement, including 40,000 people in the skills and techniques of compliance auditing.*
- ✓ *Guided 450 companies through the compete ISO 9000 / AS 9100 implementation process— all passed their certification audits at the first attempt.*
- ✓ *Conducted more than 1,200 ISO 9000 / AS 9100 / QS 9000 compliance audits.*
- ✓ *Been recognized by many organizations as a primary resource for Process Management System planning, training, implementation, and auditing support.*

For more information on ETI Group please visit the [ABOUT US](#) page on our website. We look forward to working with you!