



Basic Compliance Auditing for AVS Personnel

Welcome Package Information

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 underlined and in bold above.

Training Course Content

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

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 9001:2000 Intent Assignment

Auditor Characteristics, Roles & Responsibilities

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

Day 1 - Afternoon

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

Case Study Exercise
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

A partial client list is provided below:



ETI Group Client List

Accel Plastics • Alcoa • Achilles USA • Adec • Advanced Silicon Materials • Aero Plastics • Agilent Technologies • Airborne Express • Aiphone • Alcan Aluminum Corporation • Allied Signal • Alliant TechSystems • Alstom Esca • Altheon (formerly Boeing Flight Safety) • Anderson Quality Spring • Applied Microsystems • ARCO • Artex Aircraft Supplies • Aviation Partners Boeing • Avocent • AT & T Wireless • Barnes Machine • B/E Aerospace • BBA Non Wovens • Bemis Company • Bio Diagnostic Sciences • Boston Scientific • Boart Longyear • BF Goodrich • Boeing Airplane Company • Boise Cascade • Borden Chemicals • Bowman Manufacturing • Boyd Corporation • Bumstead Manufacturing • C.H. Perrot, Inc. • Cablecraft • Cascade General • Cascade Corporation • Carlton Company • Capital Industries • Certainteed • City of Lacy • City of Seattle • Circuit Services • Continental Mills • Data i/o • Datacom Technologies • Delta Computer Systems • Department of The Air Force • Department of The Navy • DHL Express • Digital Microwave Corporation • Dynacraft • Dynic USA Corporation • EFP/Meggitt • EFTC • Edmo Distributors • Electro Scientific Industries • Eldec Corporation • Enoch Manufacturing • Epson • Fatigue Technology • Federal Aviation Administration • Flow International • FLIR • Freightliner Corporation • Flextronic Structures • FlightSafety International • Flight Structures • Fujitsu of America • Gage Industries • General Dynamics • Georgia Pacific • GM Nameplate • Grakon • GT Development • Hansen Machine • Hatch & Kirk • Hercules Chemical Corporation • Hexel Corporation • Hewlett Packard • Honeywell • Holaday Parks • Hunter Douglas • Hughes Aircraft • HydroSabre • Ingersoll-Rand • IDD Aerospace • Index Sensors • Integrex • InFocus Systems • Intracel Corporation • Intel • Intermec Technologies Corporation • JAE Oregon • JAMCO America • Jefferson General Hospital • JD Ott • J I Haas • Johnson Controls • Jorgensen Forge Corporation • Kaiser Aluminum • Kaiser Permante • Kaso Plastics • Kelly Moore • Kenworth Truck Company • Kimball International • Kim Hotstart • Korry Electronics • Kyocera Industrial Ceramics • Landa Incorporated • Leupold & Stevens • Leviton Telcom • Logic General • Lucent Technologies • Magic Metals • Matsushita Electronic Materials • Matsushita Kotobuki America • Mechanical Products • Medallion Foods • Medtronics Physio Control • Micro Encoder • Microsoft • Micron • Microvision • Moore Electronics • Multnomah County • North American Coal Corporation NMHG • Naval Undersea Warfare Center • NEC Corporation • Onboard Systems • Oregon Catholic Press • Panasonic Industrial Company • Pascal Company • P & A MetalFab • Pacific Circuits • Parkes Medical Electronics • Pac-Services • PECO Manufacturing • Phillips Oral Healthcare • Phillips Medical • PGE • Power Conversions • Precision Aviation Products Company • Precision Interconnect • Premier Packaging • Primus International • Prototron Circuits • Printing Press • Quinton Instrument Co. • Renton Coil Spring • Ropak Corp. • Ryan Instruments • SAS Fluid Power • SEH America • Shimadzu USA • Siemens Medical Systems • Silicon 2000 • Sonosite • St. Gobain • Talgo America • Temco • Tensolite • The Gearworks • Todd Pacific Shipyards • Tye Aircraft • United Defense • Vanguard-EMS • Vaupell Industrial Plastics • Wafertech • Warn Industries • Washington Mutual • White's Boots •