



ETI

G R O U P

Performing Your Internal Audits...

... Just got a lot easier!

Internal audits are a key function of every Management System but performing them effectively is a challenge for many organizations.

Effective internal audits not only ensure your organization is compliant with all applicable requirements, they also push your organization to improve performance.

ETI Group Internal Auditing Support Services offer the perfect solution for your company to have effective Internal Audits performed to ISO 9001, AS9100, IATF 16949, ISO 13485 and ISO 14001 Standards. An experienced ETI Group auditor can provide some or all of the following tasks:

- ✓ Perform your company's internal audits
- ✓ Identify system nonconformances and the associated risks
- ✓ Identify opportunities to improve your company's Management System and your Operational Performance
- ✓ Provide recommendations for taking action on audit findings and for improving your Management System and Operational Performance
- ✓ Prepare a documented report for your company to maintain as a record and as input to Management Review
- ✓ Assist process owners to take appropriate action on audit findings and closing out audit findings
- ✓ Assist in planning and preparing for Management Review meetings
- ✓ Assist in implementing your Management System improvements



**Performing
Internal Audits
and Improving
Performance**



For more information, please contact

ETI Group: 360-681-2188 or 503-484-5979 or info@etigroupusa.com



Seven Reasons to Outsource Your Internal Audits

- 1. Experienced Auditors** — You get the services of an experienced auditor who performs audits on a regular basis. Our audits are highly objective, impartial, and give you the confidence that your Management System meets all requirements of the applicable standard(s).
- 2. Identify Improvement Opportunities** — In-house auditors tend to focus on compliance to requirements. An effective internal audit requires that your Management System is critically examined to identify opportunities to improve both the system and the organization's performance.
- 3. Expert Opinion** — Standards are open to wide variation in interpretation, the experience of ETI Group's auditors provides you with the confidence that good decisions are made regarding what issues are truly nonconformities and what the severity of the issues might be.
- 4. Unbiased and Objective Viewpoint** — Using an outside perspective, practices that are typically accepted as "*the way we do things around here*" are examined and brought to the attention of management.
- 5. Best Use of Resources** — In most companies, internal auditing is a part-time job that '*interferes*' with people's regular work. As such, audits are typically performed quickly to "*get them over with*". Using an external resource allows your company to focus on what it does best — designing, producing and delivering products and services without redirecting resources to perform audits.
- 6. Outsourcing Internal Audits Saves Money** — Internal resources usually take twice as long to complete the same audit activities that a good outsourced auditor will take. There is also a missed work cost for using internal resources to perform internal audits.
- 7. Sharing of Lessons-Learned** — ETI Group's team of auditors have extensive practical experience documenting, implementing, managing and auditing Management Systems. They will provide information on the latest trends in Management System tools, methods, and practices.

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Who is ETI Group?

Based in the Pacific Northwest, ETI Group helps organizations get better at what they do. To date, our staff members:

- Trained more than 350,000 people in the tools and methods of Quality Management and Performance Improvement.
- Guided 650 companies through the complete Quality and Environmental Management System implementation process — all passed their certification audits at the first attempt.
- Conducted more than 1,000 Management System audits and assessments
- Currently provide Internal Auditing support services for 30 companies. Some client comments are provided below:

ETI Group's Internal Auditing support program provides a "common sense" approach that has helped ISO 9001 be very effective for our company.

Peter Fordyce, Boart Longyear

We have been using ETI Group Internal Auditing Services for over 5 years. They have been very instrumental in improving our Quality System and a great help in passing registrar audits with fewer findings. I would recommend ETI to anyone looking for external help to meet their internal auditing needs.

Peter Hayden, Systima Technologies

ETI Group's auditing support program has improved the effectiveness of our Quality Management System and its impact on our business results.

Jack Vilendre, C.H. Perrott, Inc.

We have been working with ETI Group for almost two decades and have found their services a vital addition to our business. They have provided the external input to help us stay current with ever-changing requirements and to continually improve our QMS. We have also saved time and money by having ETI Group perform our internal audits. I would recommend them as a resource to perform your internal audits and to help continually improve performance of your QMS.

Jamie Sprague, A-1 Precision, Inc.

To see how we can improve your company's internal audits, please contact:

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