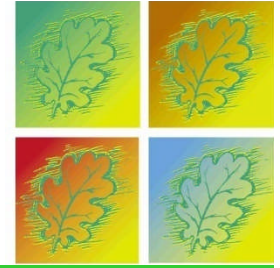


Value of ISO and Meaningful Audits

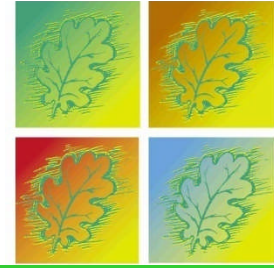
Cavendish Scott, Inc.

What Value can ISO bring to your organization?



- Formal Quality Management System
- To assure the quality of products and services meet customer requirements
- Training
- Improve products, services and processes
- To meet and continually improve the objectives of the business
- Enhance customer satisfaction
- Marketing Tool (Competitive Edge)

Process

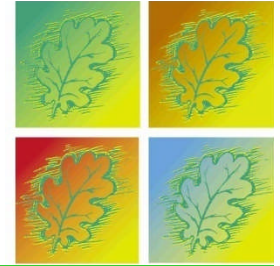


Inputs

Activities

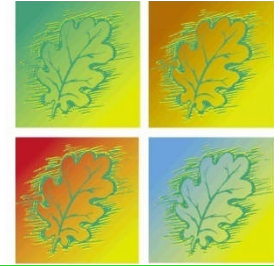
Outputs

Process Success



- Controls applied to inputs produce desired outputs
- Controlled processes can typically be measured
- If there are measures then objectives can be set
- If there are objectives they can be improved upon

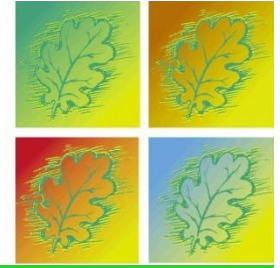
ISO and Profitability



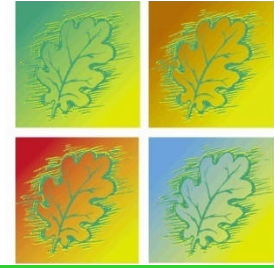
- Defining objectives and requiring continual improvement
- Improving Process efficiency
- Consistently applied controls ensure process outputs are correct the first time
- Time saved = money saved



Why Audit?

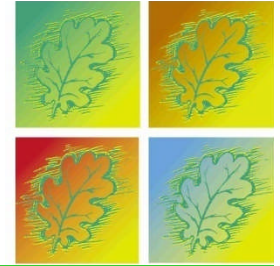


- **Conformance** to the requirements of the documented procedure and standards
- **Effectiveness** of the processes – are they meeting their objectives
- **Improvement** – what measures are in place to improve the processes and the business



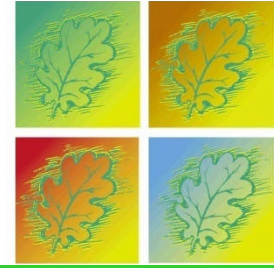
What makes a good auditor?

Qualities



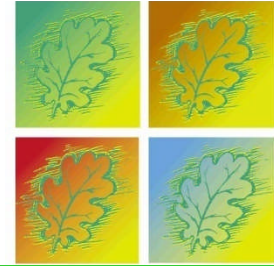
- Integrity
- Ethical
- Fair
- Nice!

Skills



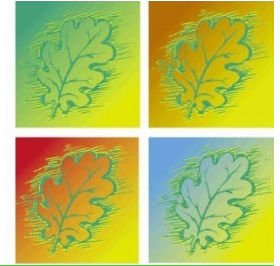
- Communicate well
- Reading comprehension
- Writing ability
- Listening skills
- Time management

Experience



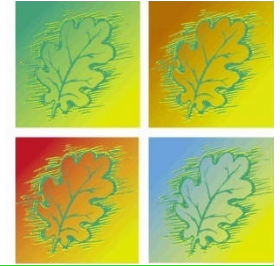
- ISO knowledge
- Confidence
- Knowing what to look for

Independence



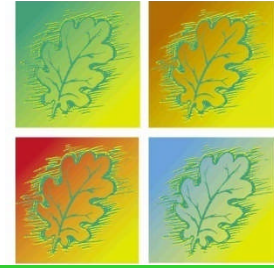
- Maintains objectivity
- Unbiased
- Is NOT afraid!

Audit Team Tips



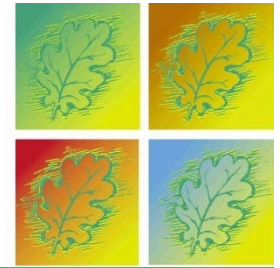
- Internal auditors are trainers and mentors
- An internal audit should be a learning experience for employees
- Allow the audit team some “team time”
- Involve Top Management

Auditing Tools



- Develop new checklists from documented procedures each time to ensure questions are different
- Ensure your ISO audit covers all of the requirements of the standard each year
- Get management involvement - what areas would they like more focus on
- Mix up the schedule

Auditing the Manufacturing Process



design

Dielines

Copy

Customer Review/Approval

Printing

gluing

folding

FINISHING

S

H

I

P

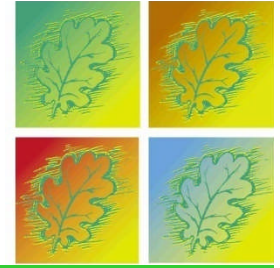
P

I

N

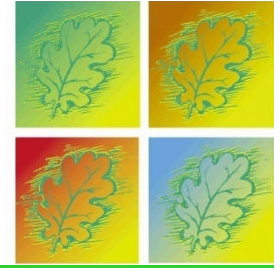
G

Process Audits vs. Product Audits

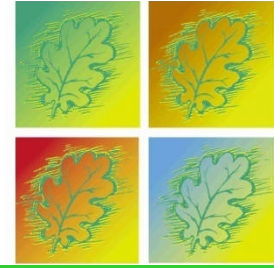


- An Audit is an Audit is an Audit!!!
- Product audit may include performance/functional testing...still pulling a representative sample and reviewing against requirements
- Product audit can include material flow, failures to communicate from one operation/department to the next, delivery, nonconforming material
- Process audit – focus is on inputs/outputs/controls and the flow of the process (actual working practice vs documented procedure)

What *you* should expect as an auditee?



- Expect to be interviewed, show records, demonstrate the process
- Impartial & Objective assessment of the process
- No surprise findings
- Findings written so they can be understood with objective evidence cited
- Advice from internal auditors on how to improve
- Receive copy or have access to final report
- Implement Corrective Action in a timely manner when necessary



Questions ?