



9 Keys to Successful Audits

By Denise Robitaille

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Auditing is one of the elements that makes your quality management system complete. It fits snugly into the check component of your plan-do-check-act cycle. Auditing isn't a haphazard or optional occurrence that you tolerate to maintain certification. It's an invaluable assessment tool that provides a reliable indicator of the integrity of your organization's system and processes. This book presents nine keys that will help your organization reap benefits from its auditing (internal or external) program: * Plan and prepare. * Drive fear out of the audit program. * Ensure adequate training. * Create effective checklists. * Hone your interviewing skills. * Manage the audit team. * Write an informative audit report. * Take action on audit findings. * Report back to top management.

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Editorial Review

About the Author

Denise Robitaille is the author of numerous books on various quality topics. She is an internationally recognized speaker who brings years of experience in business and industry to her work in the quality profession. Denise is an active member of the U.S. TAG to ISO/TC 176, the committee responsible for updating the ISO 9000 family of standards. She is also an Exemplar Global-certified lead assessor, an ASQ Certified Quality Auditor, and a fellow of ASQ.

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