

Process-Based Internal Auditing for ISO/TS 16949:2009



Internal Auditor Training: *Section 3*

Course Overview



- **Three primary Chapter Reviews (4 hrs, 40 min)**
 - Intro to Quality Audits
 - What are Processes?
 - What to Audit- How to use Audit Trails
- **Three Team Breakout (3@ 20 min=60 min)**
 - Audit Trails
- **One Quiz (30 min)**
- **Two Breaks (2@15 min=30 min)**

Total Course Time: 6 hrs, 40 min

Chapter Objectives



Intro to Process-based Auditing

- *Chapter 1* – **Intro to Quality Audits** ←
- *Chapter 2* – What are Processes?
- *Chapter 3* – What to Audit?- how to use Audit Trails

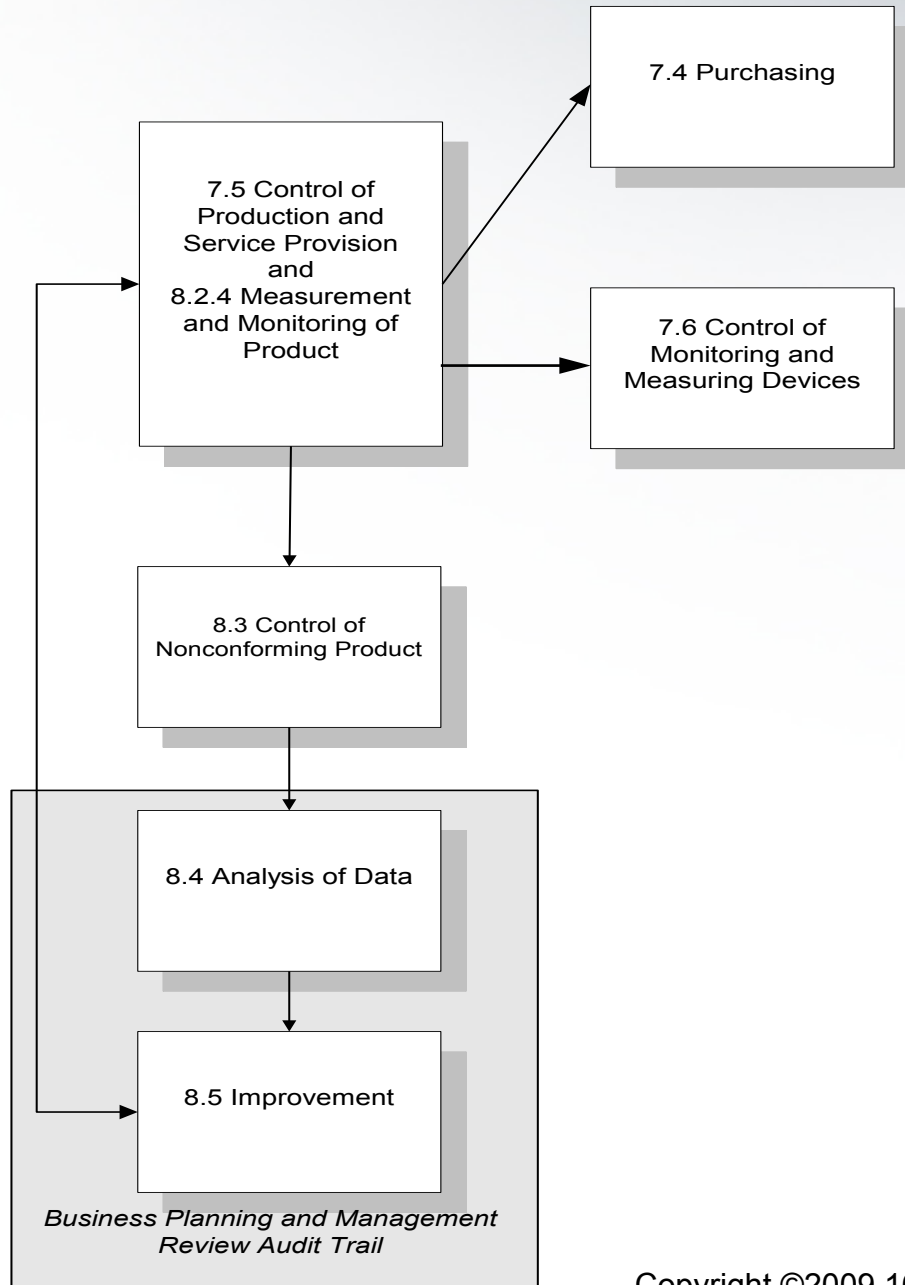
Chapter Objectives:

- Understand the types of audits and who initiates and performs them
- Understand the roles and responsibilities in an audit

Provision Audit Trail



Operations Audit Trail



Covers all of the **activities necessary to produce and deliver products and services** to the customer

Starts with **Production and Service Provision (7.5)** and then tracks through all of the other processes in operation. **Nonconforming products** are **segregated** and **evaluated** for disposition. Finally, the **performance of the process** is **analyzed** and projects are chosen for improvement. Sample: *vital few* product families

Production and Service Provision

Audit Trails



What to Audit

- Organization has to put in place a lot of activities and mechanisms out on the “floor”:
 - Ask for plant layout. Map flow of product around plant. Evaluate layout efficiency
 - Ask about appropriate (facility) metrics monitored, e.g. throughput or OEE
 - Check overall efficiency during plant walk-through
 - Ask for a production schedule
 - Sample departments (part numbers) to audit —representative sample (include final inspection and packaging)
 - Ask for a process flow and control plan
 - Sample processes to audit

The intent of this audit trail is that an organization shall have effective control over its production and service operations