

Janet Bautista Smith ONE DAY TUTORIAL WEDNESDAY OCT 6TH \$595.00
8:00 AM – 5:00 PM
TUT3

Lean Auditing

This course focuses on the application of basic lean tools to enhance the effectiveness of internal auditing and transform the internal audit program into a measurable continuous improvement initiative.

Expected Lesson Learned from this course:

This course targets auditors seeking enhanced methodology in achieving partnership status within the system rather than a 'police officer' role. This course will also elevate the auditing function from "necessary evil" to an added value activity through the incorporation of basic lean concepts to identify measurable improvement opportunities.

Actual case studies and templates will be provided covering:

- *Introduction of lean internal auditing – how to gain 'buy in' from management and grass root level*
- *Problem identification using basic lean tools such as SIPOC, DMAIC, etc.*
- *Reporting format to highlight the vital few instead of the 'noise'*
- *Simple project charter as a tool to translate findings into continuous improvement initiative*
- *Basic performance measurement before and after the improvement projects triggered by internal audits.*
- *Effective follow up and verification strategies to close audit activities.*

Denis Devos One-day Tutorial Wednesday Oct 6th \$595.00
8:00 AM – 5:00 PM
TUT6

Risk is the Compass™ - A New Auditing Model Using Risks And Controls

Back by popular demand! Following on the success of last year's offering, we are pleased to offer this one-day course to professional third-party auditors and internal auditors alike. Texts and training sessions always talk about considering risks during an audit, but stop short of offering a template to assist in audit planning and preparation. Our session will introduce auditors to a new auditing tool which includes Process risks along with their corresponding enablers, or process controls. Many auditors find themselves unable to perform a QMS audit beyond written procedures and checklists. Hands-on workshops will teach simple techniques to help auditors see that Risk is the Compass for charting their course through a challenging audit.

Jon Morris One-Day Tutorial Wednesday Oct 6th \$595.00
8:00 AM – 5:00 PM
TUT7

"Appreciative Internal Audit Hands-On Training: A Strength-Based Approach to Quality System Auditing"

Traditional internal audits fulfill an important need for companies with fresh ISO 9001 Quality Management System implementations, but for companies with mature systems, those registered for more than five years, an innovative approach to auditing called "Appreciative Internal Quality Audit" can take them beyond compliance to excellence. Building on Appreciative Inquiry, a discovery method that includes asking questions that strengthen a system's capacity to amplify positive potential, an Appreciative Audit helps reveal and enhance what's right and correct or discard what's not. At this seminar you will discover the power of the innovative and proven Appreciative Internal Audit approach to enhance a core "continual improvement" business process – the Internal Audit System.

Upon completion, of this participants will be able to:

- Add more value to their internal audit systems by improving company quality management, employee morale and strategic business planning.
- Use Appreciative Internal Audits to build on existing traditional, and often broken, internal audit systems.
- Craft Appreciative Audit questions that reveal best practices and encourage genuine enthusiasm in the audit process.
- Interview auditees using Appreciative Inquiry techniques that leave the auditee actually looking forward to their next audit experience.
- Use affinity analysis to organize both the negative and abundant positive audit findings.
- Prepare attention grabbing Appreciative Internal Audit reports for top management.
- Make their QMS lean without jeopardizing the company's 3rd party registration status.

Seminar participants will also receive the new JUMP! Start™ Appreciative Question Bank For ISO 9001 Auditors, a data bank of carefully crafted appreciative questions organized by the requirements of the ISO9001:2008 International QMS Standard.

<u>Mike Micklewright</u> 8:00 AM – 5:00 PM TUT10	One-Day Tutorial	<u>Wednesday Oct 6th</u>	\$595.00
--	-------------------------	---------------------------------	-----------------

“Creating a Leaner Quality Management System”

Many Quality Management Systems grow to the point of being un-user-friendly, overly complex, cumbersome, and lengthy. By applying the tools and concepts behind Value Stream Mapping, 5S, and Quick Changeover, with the knowledge of waste types, case studies will show how to transform a company's documentation system into one that is much more Lean.

In many cases, the length of documentation systems has decreased by 50 - 80% while still maintaining all important content. What results is a Lean Quality System, including a two-page Quality Manual. What is eliminated is the junk, or the wasteful content that does not add value to the system, including the abundance of redundancies. By using 5S, Red Tags, Quick Changeover, and Value Streams, we will show how the QMS can be more effective and efficient.

Hands-on exercises will be included in this workshop as we Red Tag those parts of typical procedures that do not add value. The relationship between identifying Lean opportunities, preventive actions, and the Internal Audit System will also be addressed.

Specific learning objectives: Transform your QMS into one that is much more Lean and user-friendly, Enact important Lean rules of documentation like, "never repeat a requirement more than once." , Identify waste (preventive action opportunities) during internal auditing. Speed up the document approval process.

<u>Mike Micklewright</u> 8:00 AM – 5:00 PM TUT11	One-day tutorial	<u>Tuesday Oct 5th</u>	\$595.00
--	-------------------------	--	-----------------

“Root Cause Analysis and Lean”

Root Cause Analysis is the most important process of improving any Quality Management System. It is also the most important process in any improvement activity whether it's Lean, Six Sigma, or otherwise. Yet, so few people either know how to do it right or do not wish to find out how to do it right. This hands-on tutorial will cover: ISO 9001 Relationship, Why Root Cause Analysis is So Important, Why Root Cause Analysis Sucks in the United States, Corrective – vs - Preventive Actions, Relationship Between Lean and Preventive Actions, The Inputs (Requirements, Evidence, and History), Root Cause and the Five Whys, Interim, Permanent, and Preventive Actions, Examples, Seven Basic Quality Tools, The Output – Verification of Effectiveness.

Specific learning objectives: Learn how to identify waste and why this is an initiator of preventive actions, Learn of the relationship between the Five Whys and levels of different action, Learn how the Seven Basic Quality Tools can improve the effectiveness of Root Cause Analysis.

Certified Quality Auditor Refresher Training Two-Day Tutorial

Tuesday Oct 5th & Wednesday Oct 6th

\$695.00

8:00 AM – 5:00 PM

#3601

This refresher training, developed and delivered by CQA's from ASQ's Audit Division is a two-day course designed and taught to help experienced auditors become better prepared for the CQA exam. Through discussion, review and practice, attendees become thoroughly familiar with the complete body of knowledge of the CQA exam and offer attendees a better understanding of the basic principles and applications that will appear on the exam. This presentation and discussion will provide an overview of the CQA Body of Knowledge (BoK). Participants will leave with an understanding of how the CQA certification will enhance their performance as auditors. The basis for the exam is the CQA BoK and the course text. The ASQ Auditing Handbook, Third Edition, which will sent to participants prior to the course start date.

MARY CHRIS EASTERLY

ONE-DAY TUTORIAL

Wednesday Oct 6th

8:00 AM – 5:00 PM

\$595.00

TUT16

WRITING EXCEPTIONAL AUDIT REPORTS

A clear, well-written audit report is crucial to the success of an audit, whether an auditor performs internal audits, supplier audits, Good Manufacturing Practice audits, ISO audits, quality audits, financial audits, or safety audits. An exceptional audit report summarizes the processes and systems reviewed and it accurately describes gaps in compliance with requirements so that these gaps can be addressed. We will discuss crucial elements of an audit report and evaluate examples of audit observations to help you write exceptional audit reports.