

After the Audit – Benefitting from the Audit Process

Description: This one-day virtual course teaches methods and techniques that can be used to optimize audit program benefits for your organization. The course will take you through the after-the-audit process for improving audit reports, analyzing financial impact of findings, determining effectiveness of corrective actions, and aligning the audit program with organization goals. Identify potential causes of ineffective corrective actions that came out of an audit—and learn how to eliminate them. Organizations looking to improve will benefit from effective corrective actions. Class enrollment includes the book, *After the Audit: Closing the Loop on the Audit Process*.

Note: Experience conducting at least three audits is recommended.

Goals:

- Identify reasons for ineffective corrective action from audits and determine their solution.
- Identify important system/process problems from audits.
- Create more effective audit reports.
- Link findings and dollars.
- Write finding statements that are relevant to business objectives.
- Learn audit program management techniques to improve program effectiveness and to continually improve the organization.
- Develop an action plan to take back to your organization.

Audience: Any organization interested in learning how to benefit from the audit process.

Course Outline:

1. Introduction: Course schedule, logistics, course overview
2. Corrective/preventive action
3.
 1. Corrective/preventive action explained
 2. Interactive exercise: Compare corrective and preventive actions
 3. Systems thinking for improvement
4. Reporting problems
5.
 1. Value-added audit reporting
 2. Reporting workshop
 3. Problem reason/pain matrix (assessing significance)
 4. Reason/pain workshop
 5. Management thinking: Exploring common goals
 6. Workshop: Business terminology — Solve puzzle, connecting reason/pain matrix items to income statements and balance sheet results

7. The final step: Understanding the issue is not quality vs. cost, but understanding quality and wealth
6. Determining the effectiveness of corrective actions
7.
 1. Verifying effectiveness and monitoring results
 2. Workshop: Analyze corrective actions
8. Audit function management
9.
 1. Basic and modern audit program management (including planning)
 2. Workshop: Report to management
 3. Further causes of ineffective corrective action programs based on research and class input
10. Conclusion
11. Develop action plans (action items) for implementing what was learned

Trainer Information:

J.P. Russell, CQA, CSQE

J.P. Russell has had 25 years of experience with Fortune 500 companies. His publications include *After the Quality Audit*, and *ISO Lesson Guide 2000*. He edited ASQ's *The Quality Audit Handbook* and is a columnist for *Quality Progress* magazine, an ASQ CQA and Fellow. Russell's awards include the ASQ QAD's 1997 Quality Auditor of the Year Award, the ISO/TC176's Outstanding Professional Achievement Award, and an ASQ's Testimonial Award in 2000.