



THE AUDITOR'S PERSPECTIVES

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"...PEEK INTO AUDITOR'S (2ND & 3RD PARTY) MIND AND UNDERSTAND WHAT WOULD THEY ASK YOU DURING AUDIT SESSION"

ABOUT THIS PROGRAM

AN OVERVIEW

Often time we noticed that auditors **did not** really go into great detail on areas that **we thought** they might be interested in. It left us wondering what exactly needs **to be prepared** as evidence. The truth is, the auditor's area of interest is always depending on what you presented to them **in the first place**. In this course, we will learn how did auditors flow their questions to unveil potential NC in your QMS. Let us be better prepared in providing the needed objective evidence that auditors are looking for.

CHECK OUT OUR TRAINING MODULES

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OBJECTIVES

At the end of the session, participants shall be able to:-

1. Understand what is the area of interest from the auditor's perspective for each clause.
2. Know would be the auditor's approach in assessing each area within automotive QMS?
3. Well prepared with the necessary evidence for the auditing session.
4. Prioritize audit preparation effectively by focusing on the auditor's actual area of interest

PROGRAM SUMMARY

This training consist of six (6) modules that are dedicated to **unveiling** the auditor's approach in auditing all the clauses within ISO9001 and IATF 16949. Those six (6) modules are designed to look into the following areas:-

- 1.COTO & Leadership
- 2.Support
- 3.Planning
- 4.Operation
- 5.Performance evaluation
- 6.Improvement

COTO AND LEADERSHIP AREAS

MODULE 1

We have a tendency to think the auditor's interest is always about quality in the production line. However, Leadership is one of the areas that can get us caught unexpectedly. Keep in mind that LEADERSHIP is one of the new clauses introduced in IATF16949. We will go through how auditors maneuver their questions to find all **linkages** that are expected to be established between leaders and the overall QMS as well as their roles and responsibility for the effectiveness of the QMS.



PLANNING AREA

MODULE 2

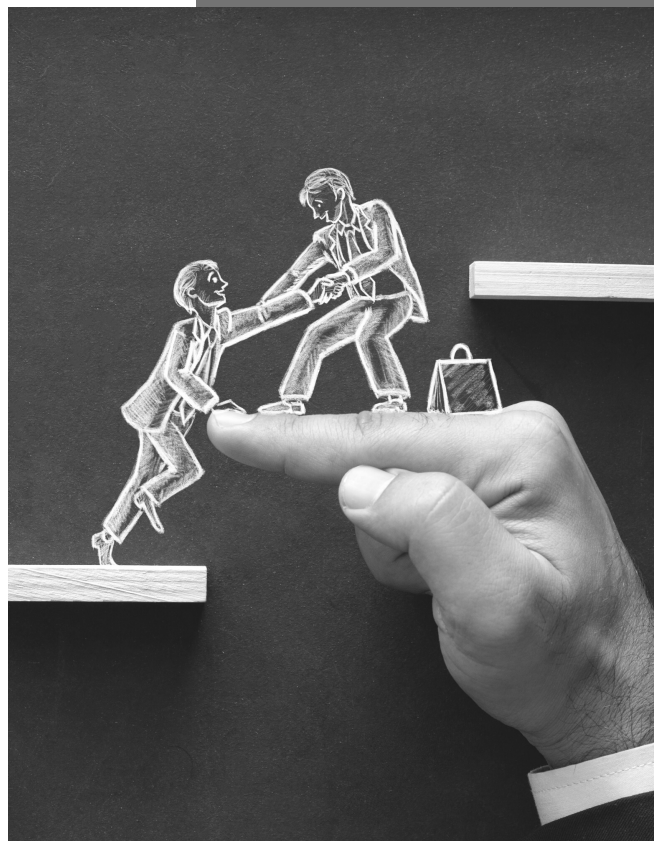
The automotive industry has a long history of risk-based thinking and for robust planning to prevent quality problems in production. In this module, we will refine the auditor's approach as they try to **uncover how you address risk and opportunities**. It is not just about preventive action and contingency plans. Not to forget that we need to explain how we develop the quality objectives and evidence that we have plans in place to achieve those objectives.



SUPPORT AREA

MODULE 3

This is the area where auditors will drill further to look at how you fulfill additional requirements such as plant and facilities requirements for effective QMS implementation, people and their competency, monitoring and measuring resources (including **MSA** and laboratory accreditation) as well as engineering specifications. We will learn how these areas are being connected to the entire audit program.



OPERATION

MODULE 4

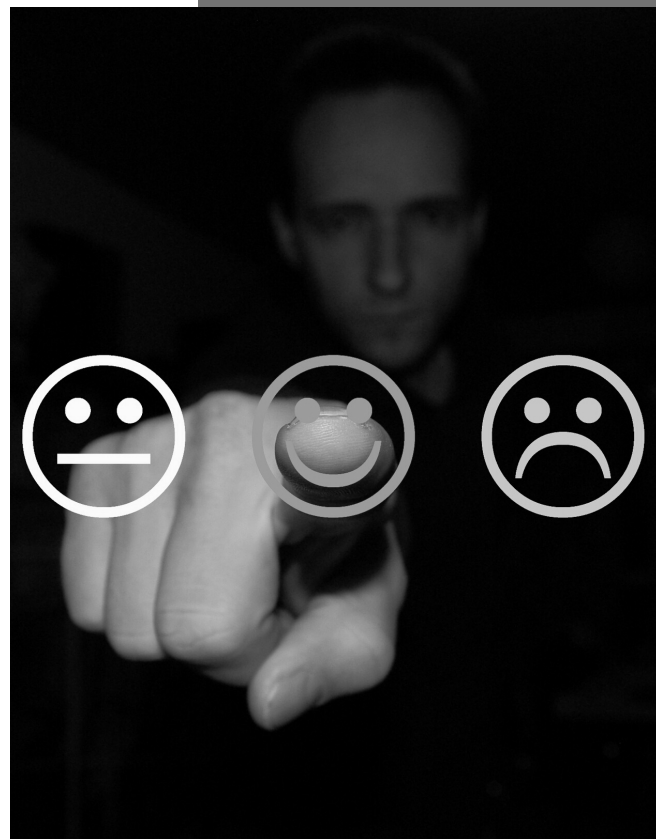
Here is where some call it "auditor's playground". In this area also, the automotive process approach audit will be at its highest level of execution. In this course, we will be going through all aspects of the auditor's questions, **the lessons learned from ALMA BRAINY'S clients** (company name will not be revealed), best practices to handle auditors interrogation session, how to avoid minor and major NCs, as well as learning multiple probing questions that auditors normally use in finding any hidden non-compliances in our QMS.



PERFORMANCE EVALUATION AREA

MODULE 5

The enforcement of statistical approach, process studies such as **SPC**, and the need for **FMEA** happen in this area. Auditors will look into further specific requirements for customer satisfaction, internal audit, and management review and how all those related to your evaluation process in determining the effectiveness of the QMS structure.



IMPROVEMENT

MODULE 6

The area that most people think may not be the auditor's favorite spot can become a real nightmare to some organizations. We will pay attention to how auditors will **analyze the effectiveness** of your QMS system by looking deep into problem-solving activities, error proofing implementation, warranty management, and investigation of field failures. Some of these are considered new addition in IATF 16949.



CONTENT

DAY 1

Module 1:

Learn how auditors will audit areas related to **COTO & Leadership.**

- Top management accountability in QMS effectiveness.
- How QMS to be a part of organizational strategic planning.
- Risk and opportunity are a part of customer focus.
- The quality policy is acknowledged by the interested party.

Module 2:

Learn how auditors will audit areas related to **Planning.**

- How are risk and opportunity identified and the way they are addressed.
- Overall contingency planning process.
- Change management execution.

Module 3:

Learn how auditors will audit areas related to **Support.**

- Evidence for the fitness of the measurement system (Calibration and MSA)
- Competency of workers from auditor's point of view.
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DAY 2

Module 4:

Learn how auditors will audit areas related to **Operation.**

- Demonstrate that organization able to meet design requirements.
- How does quality control applied to externally provided process, product and services.
- Supplier management.
- Internal audit processes.
- Overall shop-floor management, control, reaction plan and effectiveness.
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- Supplier management.
- Internal audit processes.
- Overall shop-floor management, control, reaction plan and effectiveness.

Module 5:

Learn how auditors will audit areas related to **Performance Evaluation.**

- How monitoring of the QMS are done.
- Execution of internal audit process.
- Effectiveness of Management Review.

Module 6:

Learn how auditors will audit areas related to **Improvement.**

- Emphasis on how improvements are done and its horizontal replication.
- Inclusion of warranty management.

To enrol, drop email to info@albrainy.com or Whatsapp to +6018.667.2110

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AT A GLANCE

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Incorporated in July 2009 as a free lancer in technical laboratory set-up consultant. The company has evolved into a technical development and soft skills training consultant. Today we serve as trainers, facilitators and consultant for automotive related discipline for multinationals, government sectors, government-linked companies, local small and medium industries.

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