

Audit quality processes and risks



AOC-19 3 Days (21 Hours)

Description

This practical internship allows you to acquire a method for carrying out effective and efficient process audits at all levels of the company. The objective is to perfect your questioning practice, master your objectivity and develop a more global and educational approach to auditing.

Who is this training for ?

For whom

Quality manager, process manager, internal auditor, quality auditor.

Prerequisites

Auditing experience required.

Training objectives

- Understand the principles of quality management Prepare for the process audit in a comprehensive and educational manner Carry out an audit of your company's processes Identify and rate process risks

Training program

Finalité des huit principes de management de la qualité

- Remember the principles of a quality management system.
- Understand the purpose of the ISO 9001 chapters.
- Integrate the quality audit in continuous improvement.
- Deploy the PDCA approach (DEMING wheel).
- Review the purpose and direction of the ISO 19011 standard.

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Intérêt et compréhension de l'approche processus

- Identify the challenges of management through processes.
- Analyze the process map.
- Introduce a systemic vision.
- Understand planning implementation.
- Analyze the level of control of process activities.
- Identify the level of process maturity.
- Define the involvement of stakeholders and process interactions.
- Understand the measurement system and analyze performance.
- Practical work In subgroups, putting the process audit into practice, preparation, interviews based on role plays, restitution, behavior analysis.

Notion et classification de risques (démarche AMDEC Processus)

- Understand the concept of failure mode analysis.
- Analyze their effects and process criticality (FMEA).
- Determine the typology of process risks.
- Identify failure modes and causes.
- Apply the rules of the three "C": observation, consequences, causes.
- Define the methodology classification of process risks.
- Associate process risk analysis with quality audit.
- Practical work Identification and rating of risks on a typical process.
- Restitution.

Réussir ses interviews d'audit

- Plan and organize company process audits.
- Choose auditors, determine their skills and profiles.
- Prepare the audit interview and its framework.
- Define your common thread.
- Work on your communication to facilitate exchange: listening, reformulation, relaunching, refocusing.
- Establish a constructive relationship with the auditee.
- Practical work Simulation of process audits and restitution of role plays: analysis of the progress and behavior.