

## **New Auditing Standard Released**

ISO has released their new auditing standard ISO 19011 Guidelines for Quality and/or Environmental Management Systems Auditing. This Standard replaces ISO 10011-1, ISO 10011-2, ISO 10011-3, ISO 14010, ISO 14011 and ISO 14012. There are 5 major areas of changes/improvements:

1. **Audit Results** - Auditors must spend more time analyzing the audit results to identify the underlying issues that cause nonconformances in the system. Their purpose is to focus the organization on issues that are important to increasing the overall effectiveness of the company, and not on nit-picking procedural or documentation irregularities.

2. **Auditing Process** - The focus of the audit is to be on processes, not elements as in the past. The auditors must map the process and identify the critical control points in the process

3. **Auditor Competence** - Auditors must become more competent in quality/environmental management tools and their application. In quality, this would include tools such as Statistical Process Control, Failure Mode Effects Analysis, Process Capability, etc. In environment, tools such as environmental aspect/impact evaluation, life cycle assessment, environmental performance evaluation, etc would need to be understood.

4. **Auditor Evaluation** - Auditors must be evaluated on a regular basis for the following:

- Performance of the audit
- Personal attributes and communication skills
- Understanding of quality and/or environmental management tools & their application

5. **Integrated Audits** - The new standard provides a common process to manage audits for either a quality management system, an environmental management system, or a combined (joint) audit.

### ***So, what's the impact on you?***

Most companies will have to make the following changes:

1. **Revise the Audit Process** - to address the "process approach to auditing, incorporate an auditor evaluation, and, where appropriate, establish joint audits.

2. **Train/Retrain Auditors** to be able to perform audits using

## **SIX SIGMA GREEN BELT TRAINING**

PQA's next Green Belt Public Training Program will start in late October (targeting Thursday October 30, 2003, but day of week may change to accommodate trainees' schedules) and run one day per week for the next 5 weeks (ending on Thursday, November 27, 2003)

### **Process Quality Associates offers a dynamic approach to Green Belt training.**

- Our specialized program consists of five in-class sessions of 1 day each for 5 weeks.
- To get the maximum benefits from this training program, candidates are strongly encouraged to run actual "real world" projects inside their organizations applying the concepts they have learned at the in-class session during the application periods, with full support from one of our Black Belts.
- Our unique approach to training will equip the candidate with the necessary tools and knowledge transfer for successful participation on 6 Sigma teams in your organization.
- If you choose to run a project in conjunction with the training program, the optional support days available from a PQA Black Belt will ensure the success of the project.
- This public course can be customized to suit your in-house training needs. Call Don Whitred at (519) 667-1720 to discuss your situation.

### **Pricing**

- 5 Days In-Class Training \$2,500 + GST /person
- PQA Black Belt Support for Project: \$1,250 + GST per day

### **Quotable Quote:**

"I have noticed that the people who are late are often so much jollier than the people who have to wait for them." - E. V. Lucas