Auditor attributes

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Auditor attributes

Introductions

• 30 years experience in Quality Industry
• QMS, Automotive, Medical Devices and Food Safety Lead Auditor
• Business unit director
• QMS Lead Auditor Trainer
Now this is what I call “Corrective Action”? 
Auditor attributes

Case study

• Would Clint Eastwood would a good auditor?
Auditor attributes

The good

• Understands customer requirements
• Independent
• Trained (he is a detective)
• Would keep records of event (if any one lives)
• Follows up with corrective action
• Looks at the big quality picture
• Talks to witnesses and evaluates answers
• Keeps his cool
• Not handcuffed by authority
• Wants to get to the truth
• Expresses ideas clearly both verbally and in writing
Auditor attributes

the bad

• Not observant
• No audit plan
• Self centered
• Not independent (owns Smith and Wesson shares)
• Does not follow procedures
• Is not through.
• Shoots first and asks questions later
• Paints the town red
• Doesn’t control emotions
Auditor attributes
the ugly

• Kills everybody
• Doesn’t help the supplier improve
• Misses opportunity to point out safety issue during audit
• Doesn’t dig through the dirt to find the gold
• Loses his cool
• Is not objective
• Makes incorrect assumptions
• Does not lead by example
Auditors

- **Auditors should:**
  - be open-minded and mature
  - possess sound judgment
  - have analytical skills and tenacity
  - have the ability to perceive situations in a realistic way
  - understand complex operations from a broad perspective
  - understand the role of individual department or employees within the overall organization

- **Auditors should show:**
  - Tactfulness
  - Flexibility
  - Persistence
  - Objectivity
  - Integrity
  - Discretion
Auditing

• Auditing is:
  – a systematic review of a system or process
  – an objective investigation into the effectiveness of a system or process
  – a catalyst for improving an organization
  – Check of meeting customer requirements
  – Validation of process performance

• Auditing is not:
  – an inspection of products
  – an Interrogation Task Force
  – a disciplinary system
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Auditors

• Auditors should not be:
  – Inquisitors
  – Fault Finders
  – Rock Throwers
  – Avenging Angels (Biased For or Against)
  – Dishonest
  – Overactive
Auditors

• Auditors should be:
  – Investigators
  – Reporters
  – Rock turners
  – Un Biased but educated in customer requirements
  – Honest and objective
  – Nice?
  – Source of industry good practices and benchmarks
Things to remember

• Plan for success
• Plan you audit
• Equip yourself with the right tools and information
• Understand the risks of poor performance (i.e. Safety, performance, cost of ownership, impact on customers customer)
• Report all finding and issues (fixes on the run are not corrective and preventative action focused at the route cause of the issue)
• Validate processes with objective evidence
• Interview the process owners
• Validate finish product meets customer requirements
• No Jelly Donut audits
• No soft finding
Why do we audit

• Saves lives
• In this case the engineer was able to bring the train safely and quickly to a halt, all systems worked correctly, shame we can’t say the same for the young drivers skill?

When we don’t report finding

• We could be setting up a disaster

Responsibility