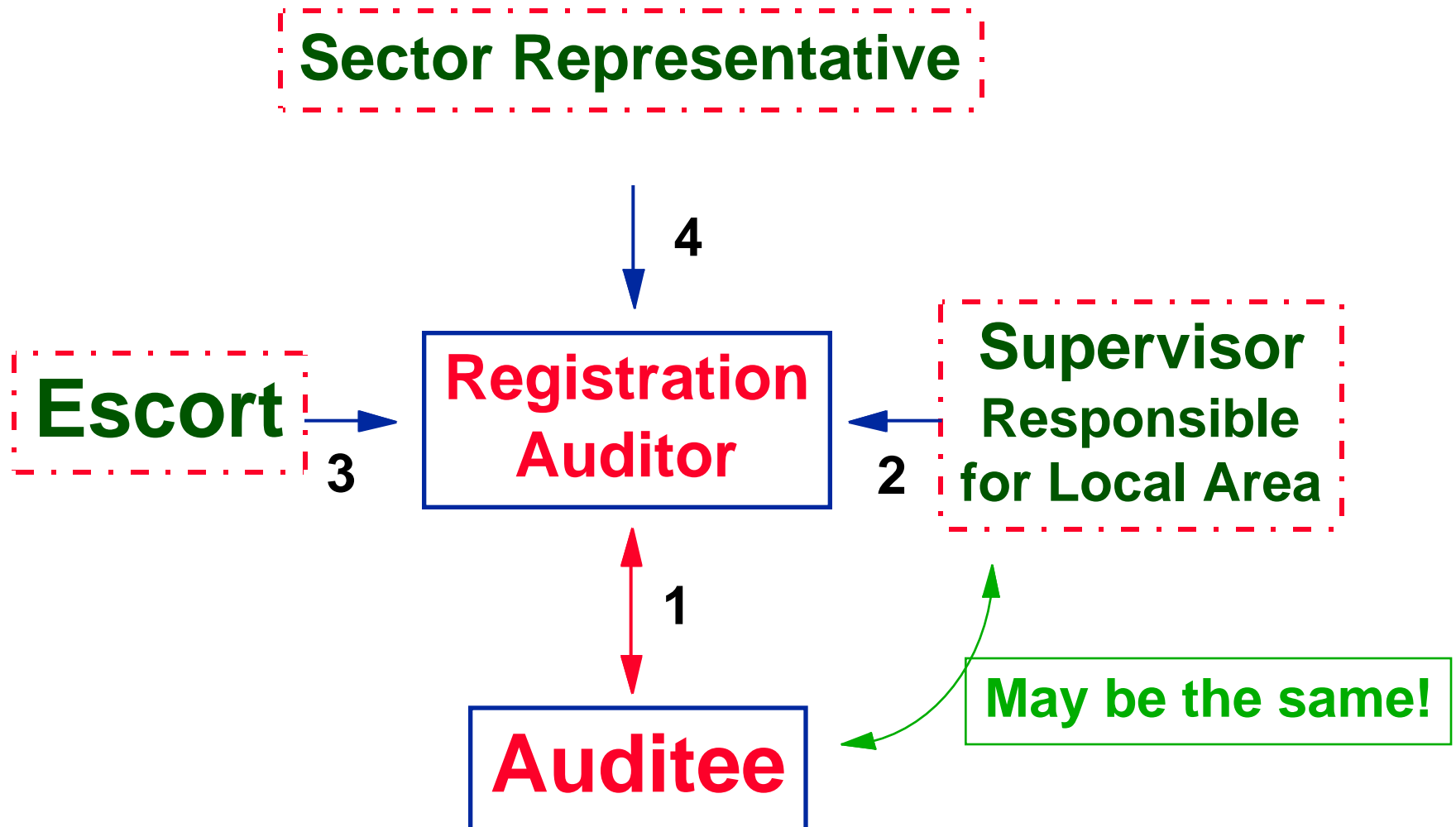


# QS 9000 Escort & Managers Information

# The Audit Team

- At the very minimum, there will be:
  - The Auditor
  - A Company Escort - This will be someone from within Company X GDL who knows the area and the specification well. The escort will try to provide structure to the audit and will try to help out when he/she can.
  - The Area Supervisor - The area supervisor or other person directly responsible for the area will be present.
  - The Company Sector Representative - Mr. X \*may\* be in the group. Since there are 3 Auditors, Mr. X cannot be with each group.

# The Audit Group



# Escort Responsibilities

- Lead the way through the area.
- Keep 'Auditor Log'  
(include at front of Document Binder)
- Monitor questions asked
- Direct Auditor when question is beyond the scope of the Auditee's responsibility
- Arrange to have ready, as appropriate:
  - Protective equipment
  - 'Clean Room' clothing
  - ESD equipment (eg: Heel straps)

# Supervisors

- Make sure Process Engineers know the schedule. They may be necessary for explanations, including SPC.
- Inform the Auditor about people with 'Problems'.
- Remind everyone that they know how to do their jobs because they were **TRAINED**.

# Documents

## The Auditor Binder Contents

- Question / Problem Log
- Audit Schedule
- Document Matrix
- Organizational charts
- QS 9000 and Appropriate Supplement
- QS 9000 Interpretations
- Printout of each Tier 2

We will make these up the week prior to the audit.

# What Will The Auditors Do?

- The auditors will look at written procedures and policies (verification).
- The auditors will then look at how people do things. They will look to make sure each person is following written procedures and policies (validation).
- They will look at records to ensure everyone is properly completing paperwork (an example would be SPC charts).
- They will look to make sure everyone is properly trained to do their job.

# Auditee Information

- When the Auditor comes, Auditee should stop work and face the Auditor.
- Supervisor should provide someone to 'fill in' for the Auditee.
- If asked how s/he knows how to do his/her job, tell the Auditor s/he was \*trained\* to do the job.



# You Should Expect

- The Auditor will be visiting areas based upon a schedule. However, as with Internal Auditing, schedules are guides. The nature of auditing makes a schedule hard to keep.
- The Auditor will ask questions which are not appropriate.
- The Auditor will 'guess' about how some things are done.

# What Will Happen If...

If an auditor finds a problem, s/he will let the person being audited (and the escort and other 'reps') know **immediately** that a possible problem may exist. In NO case will the auditor 'find a problem' and not discuss it with the auditee 'on the spot'. They **always** tell the auditee the suspected problem and they will ask the auditee (or other company official present) to sign a **statement of fact** of what was found (**statement of objective evidence**). The auditee should know that signing the statement is **NOT an admission** of a problem. It is an **agreement of facts found**. Whether or not it is a problem is discussed during end-of-day and final review meetings.

# What If Nothing Is said?

If an auditor leaves the area and says nothing about a possible problem, you can be sure no problem(s) were found. Auditors do NOT report findings to management without discussing it with the **personnel involved FIRST**. **There are no tricks**. Nothing is 'hidden' until later.

# Odds and Ends

- Make sure a 'crowd' does not form. There should only be the Auditor, the Escort (you), the supervisor (or local responsible person), and the Auditee.
- Verify the nonconformance. For example, if a form is not signed, look at it yourself to make sure. And ask yourself (and maybe the local supervisor), 'Is it supposed to be signed?'

# Do \*Not\*

- Do NOT Leave the Auditor alone.

With or without an Auditee

- Do NOT Argue or be disruptive.
- Do NOT Answer questions for Auditees.

The Auditor expects answers to be from the person s/he is speaking with. Try to be patient. If it is obvious the person does not know the answer, use 'Best Judgment'.

- If the Auditor asks an 'inappropriate' question, consider your options. You may want to 'help' the Auditor.

# Do \*Not\*

- Expect the Auditor to know and understand how things are done at GDL. Auditors visit many, many companies. Each company does things their own special way.
- Answer questions you don't know the answer to.
  - Get the right person who knows the answer
- Leave the Auditor alone.
  - With or without an Auditee
- Argue or be disruptive.

# Questions to Expect

- What is your job
- What is the quality policy?
- What does the quality policy mean to you?
- What documentation do you follow? Where is it?
- How do you know you are using the most recent documentation?
- Who is the QS Management Representative?
- How do you know what to do? Tell me about your job and your duties.
- Do you ever have problems come up? How do you handle them?
- When you find nonconforming product, what do you do?
- What are your quality responsibilities?
- If your documentation says you should do something a specific way and someone else tells you to do it differently, what do you do?

**If you do not know the answer to any of these questions, talk to your supervisor SOON! DO NOT WAIT!**

# Things to Know

- Know what documentation affects YOU!
  - You must know what documentation applies to your job. This should have been told to you when you were trained to do the job. If you are not sure what documentation applies to you, ASK YOUR SUPERVISOR **before** the audit.
- You must **follow all documentation** that applies to you. If it says you do something a certain way, you must do it that way.
- You must **complete all forms**. If you are supposed to initial and date when you do something, the auditors will check to ensure you complete the form the way you are supposed to.
- **Know what training you have had**. If you do not know, ASK YOUR SUPERVISOR **NOW! Don't wait until the audit!**



# Things to Do

- **Listen closely** before answering any question(s). If you are not sure you **understand** the question, ask the auditor to repeat it. If you still do not understand the question, tell the auditor you do not understand it. The auditor will try to better explain him/herself. **Never answer a question you do not understand!**
- **Never say “Sometimes I....”**. When you do something differently because of different circumstances, explain that “When ----- happens, I...., and when +++++ happens, I ....”. **Be specific.**
- Always **tell the Truth**. Don't ever try to hide something. You may think you are helping someone - you are not. One lie can destroy confidence. Just like in a marriage, if one spouse lies to the other and the other finds out, the relationship may be in real danger. One lie could ruin the entire audit.
- Be patient. Wait for the audit to ask a question.

# Things NOT to Do

- If you do not know the answer to a question, tell the auditor that you do not know the answer. Don't attempt to 'fake it'. If the auditor tries to explain again and you still do not understand the question, tell him/her again that you do not understand the question. The Escort will attempt to help if this happens.
- Do NOT try to hide from the auditor. All the auditor wants is to ask you about your job and how to do it. You know your job. You can tell the auditor about as easily as you can tell anyone else.
- Do NOT try to answer a question for another person. If the question is not about the job you are doing and you know who does that job, tell the auditor who they should ask if you know.
- Do NOT try to answer a question about another job. The only question an auditor is supposed to ask is about YOUR job. If the auditor asks you a question about someone else's job, you should answer "That is not my job." The GDL escort or the other GDL person with the auditor must take the lead from this point.

# General Things To Know and Do

- Auditors are NOT trying to test your memory. If you have to look something up in your documentation, tell the auditor. The auditor will then tell you whether to look up the information or not.
- Only answer the auditor's question. Do NOT volunteer information. Do NOT try to 'help' the auditor with additional information.
- Answer with the shortest, simplest answer you can think of. If you can answer with a Yes or No, that's all you should do.
- Don't try to explain things. The auditor will ask questions to help him/her understand. Your job is to only answer questions asked.
- Do not tell stories or speculate what 'may' happen.
- If there is any documentation which you are using that you think or know is not correct, contact your supervisor immediately!

# Last Things to Think About

- **Employee Training**
  - Do You Know the Training Requirements Of Each Job Position?
  - Is Each Employee Trained?
  - Where Are Training Records Kept?
  - Are Training Records Up To Date?
- **SPC**
  - Are People Keeping SPC Charts Trained in SPC?
  - Are SPC Charts Current and Being Utilized?
  - Are Trends Identified and is Corrective Action Taken?
- **Work Areas**
  - Are Work Areas Clean and Orderly?
- **Baskets, Boxes, Racks, Shelves & Other Containers**
  - Is Each Properly Labeled (Identified)?
  - Are They Where They Are Supposed To Be?