Process Auditing

- Identification of Processes
- Turtle Diagrams
- Approach
Process Auditing

- Identification of Processes
  - Customer Oriented Processes (COPS)
  - Customer Identified Processes
Process Auditing

- Identification of Processes
  - Customer Oriented Processes (COPS)
    - Market Analysis / Customer Requirements
    - Bid/Tender (RFQ and Quote)
    - Order/Request (Customer Order)
  - Product Design
  - Process Design
  - Product Verification / Validation
  - Process Verification / Validation
  - Product Production
  - Delivery
  - Payment
  - Warranty / Service
  - Post Sales / Customer Feedback
Process Auditing

- Identification of Processes
  - Customer Oriented Processes (COPS)
  - Customer Identified Processes
Process Auditing

- Identification of Processes
  - Customer Oriented Processes (COPS)
  - Customer Identified Processes

- Six Process Characteristics
  - Has on owner
  - Is defined
  - Is documented
  - Linkages are established
  - Is monitored
  - Has records maintained
Process Auditing

- Turtle Diagram – Key Questions About a Process

- With WHAT? (Equipment, Materials) 3
- With WHO? (Training, Knowledge, Skills) 4
- HOW MANY? (Performance Indicators) 6
- HOW? (Instructions, Procedures, Methods) 5

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## Process Auditing

### Turtle Diagram

<table>
<thead>
<tr>
<th>Sect #</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 PROCESS</td>
<td>Enter Process name. A process has an owner, is defined, is documented, linkages are established, is monitored, has records maintained.</td>
</tr>
<tr>
<td>2 OUTPUT</td>
<td>Enter details of the actual output. This may be a product, document, and should be to actual measure of effectiveness.</td>
</tr>
<tr>
<td>3 WITH WHAT?</td>
<td>Enter details of the machine, materials (including test equipment), computer systems, software used in the process</td>
</tr>
<tr>
<td>4 WITH WHO?</td>
<td>Enter resource requirements, pay particular attention to required skills and competence criteria, safety equipment, etc.</td>
</tr>
<tr>
<td>5 HOW?</td>
<td>Enter details of linked process controls, support process, procedures, methods, etc.</td>
</tr>
<tr>
<td>6 HOW MANY?</td>
<td>Enter the measures of process effectiveness</td>
</tr>
<tr>
<td>7 INPUTS</td>
<td>Enter details of the actual input. This may be a document, materials, tooling, schedule, etc.</td>
</tr>
</tbody>
</table>
Process Audit Approach – Example

Support processes:
- Measurement, Analysis & Improvement 8
- Resource Management 6
- Control of Documents 4.2.3
- Control of Records 4.2.4

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Process Audit Approach – Example

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Process Audit Approach – Example

Customer Focus 5.2

Customer Satisfaction 8.2.1

Continual Improvement 8.5.1

Internal Audits 8.2.2

Corrective Action 8.5.2

Preventive Action 8.5.3

Management Commitment and Responsibility 5.1, 5.6

Quality Manual 4.2.2

Quality Policy 5.3

Quality Objectives 5.4.1

Internal Communications 5.5.3

Monitoring and Measuring 8.2

Resources 6.1

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Support processes:
Control of Documents 4.2.3
Control of Records 4.2.4

Quality Management System 4