



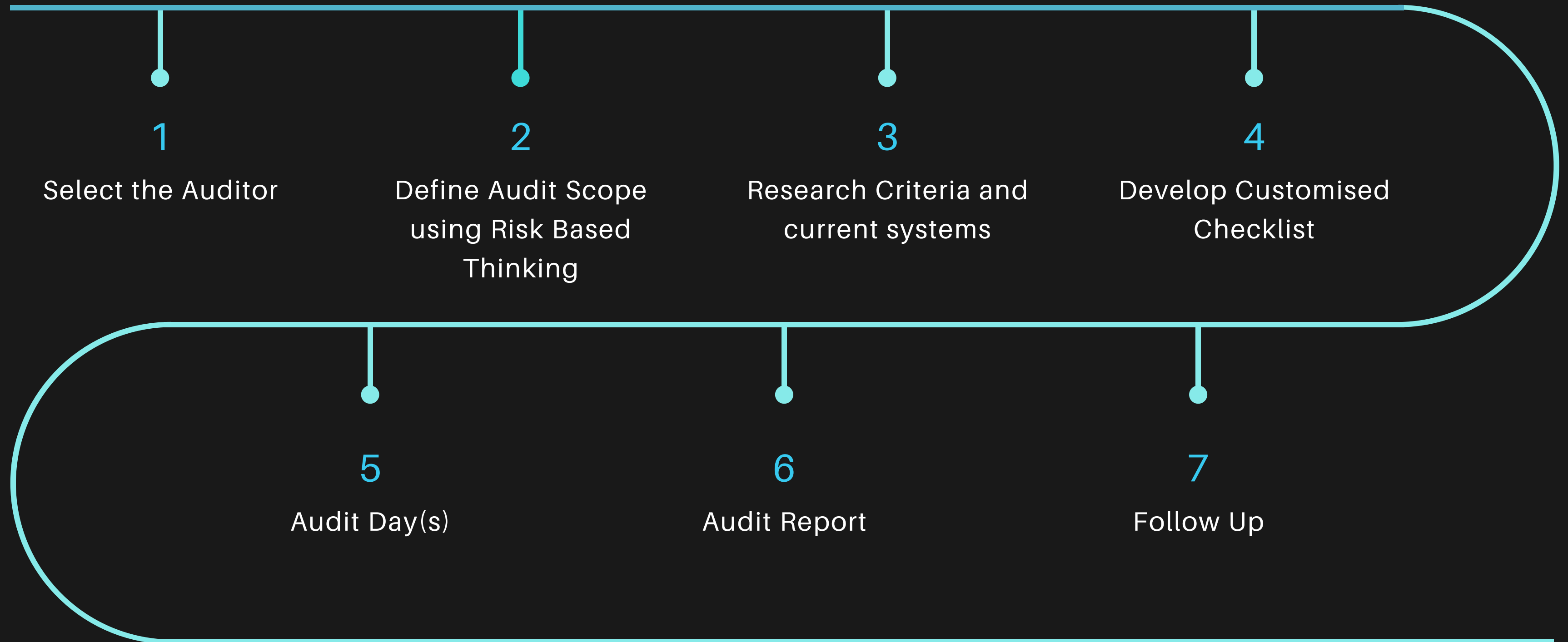
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The Power of Auditing

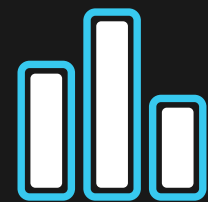
HOW TO GET THE MOST OUT OF YOUR AUDITS

Project Management of an Audit

New Project Timeline



HOW TO SELECT YOUR AUDITOR



INDEPENDANCE

A fresh set of eyes won't be led astray by assumptions or swayed by commercial conflicts



PROFESSIONAL

Select someone who does this as their profession, not as an add-on to a different job...just like you wouldn't have brain surgery by a surgeon that dabbles a few times a year.



CERTIFIED

There's a big difference between a qualified and a certified auditor. Certification takes effort, money and serious commitment to perfect the dark art of auditing.



KNOWLEDGEABLE

You **NEED** to trust your auditor to understand your organisational context. Your auditor should have tertiary skills or experience within your business context.

Audit Scope Defined: Risk Based Thinking

"Do a quality audit" they said.

"Ok, which part?" I replied. They looked at me with a blank stare and then slowly responded with "I don't understand the question"

Taking a deep breath and posting a smile I said "What keeps you awake at night? I could check to see if the policy is stuck to the wall....OR....I could check to find out which process keeps resulting in that persistent customer complaint every month"

AUDIT WHAT MATTERS MOST



RESEARCH YOUR CRITERIA

RESEARCH THE CURRENT MANAGEMENT SYSTEM



1
Gather knowledge



2
Identify Key Risks



3
Understand the context

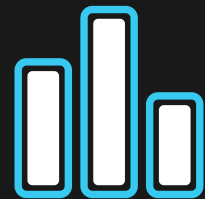


4
Determine the best sampling methods



5
Understand the desired outputs

Developing effective audit checklists



CUSTOMISED

Just how you should never implement an off-the-shelf management system, auditors should never use generic checklists



EVIDENCE BASED

Think about the evidence you need to determine conformity or detect non-conformity



OPEN ENDED

If you can answer a question with a "yes" or a "no", this is NOT an audit, this is an inspection.



AGILE

The checklist should permit the auditor to adapt to any changing needs based on the sampling available at the time of the audit

Embrace Audit Day

Audits are to help, not hinder

Your auditor is there to help you measure the system effectiveness in achieving success. Here's what some of our clients say:

"Thank you for the constructive and friendly audit, as well as the advice in regards to root cause analysis techniques.

We will implement ALL of your recommendations as soon as we can"

"Thank you for all your guidance and advice during the audit. It was a great day for me, which I had thought it perhaps would not of been"



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Audit Reporting

The Do's and Do Not's of reporting



Be clear about the criteria and context



Use simple language



Use images to detail observations



Talk about the positives



Introduce opinions



Be emotional



Naming and Shaming

Follow Up

Someone paid money for the Report.....**READ IT!**

This might be stating the obvious but you would be shocked at how many times we have completed a follow up only to find that no one has read the audit report.

That's like buying an ice-cream only to watch it melt onto the floor instead of eating it.

That report is your personal guide leading you to success. Don't waste it.



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PRACTICE