

the power of quality auditing

the basic business principles

for managers, quality managers and senior staff

description	Any company registered – or seeking registration – to ISO 9000 must have trained internal quality auditors. This one day programme addresses a vital topic that is often overlooked – the education of management and senior staff on how to provide an environment in which the audits become a powerful force for business improvement.
who should attend	Anybody (especially managers and supervisors) wishing to understand the role that internal quality auditing plays in business improvement. Knowledge of ISO 9000 is not assumed.
features	<ul style="list-style-type: none"> • what does auditing actually mean? • how to motivate auditors • the relation between auditing and business objectives • why ‘non-conformities’ are often good news • how audits generate management information • why auditors must listen.
format	<ul style="list-style-type: none"> • one day programme • highly interactive • related to each delegate’s own business.
benefits	<ul style="list-style-type: none"> • a supportive management environment in which internal quality auditors can contribute fully to meeting the organisation’s business objectives • improved ability to sell the business rationale of quality auditing to management, colleagues and staff.

power of quality auditing

For more details of our consultancy and training support

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