



# **ISO 9000**

## **Lesson 7 ISO Auditing Process**

**Prepared for NASA  
by OPM and BDM Federal, Inc.**

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# Auditing



- **Purpose**
- **Preparation**
- **Internal Auditing**
- **External Auditing**
  - **Second Party Audits**
  - **Third Party Audits**



## Audit: Definition

- **“A quality audit is a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.”**



# Preparation for Audit

- **Prepare Employees**
  - **Audit Process**
  - **Information Needed**
  - **How to Interact with the Auditor - Suggested Behavior**
  
- **What the Auditor Looks for**
  - **Standards - Documents - Say What You Do**
  - **Ongoing Operations - Do What You Say**
  - **Quality Records - Measure What is Done and Fix the Problems**



# Audit Issues

- **Review the System, Not the People**
- **Have Necessary Documentation Readily Available**
- **Respond Honestly and Concisely**
- **Do Not Volunteer Extra Information**
- **If Not Your Responsibility, Say So and Refer to Proper Area**
- **If You Don't Understand, Ask for Clarification**
- **Don't Worry if Auditor Takes Notes**

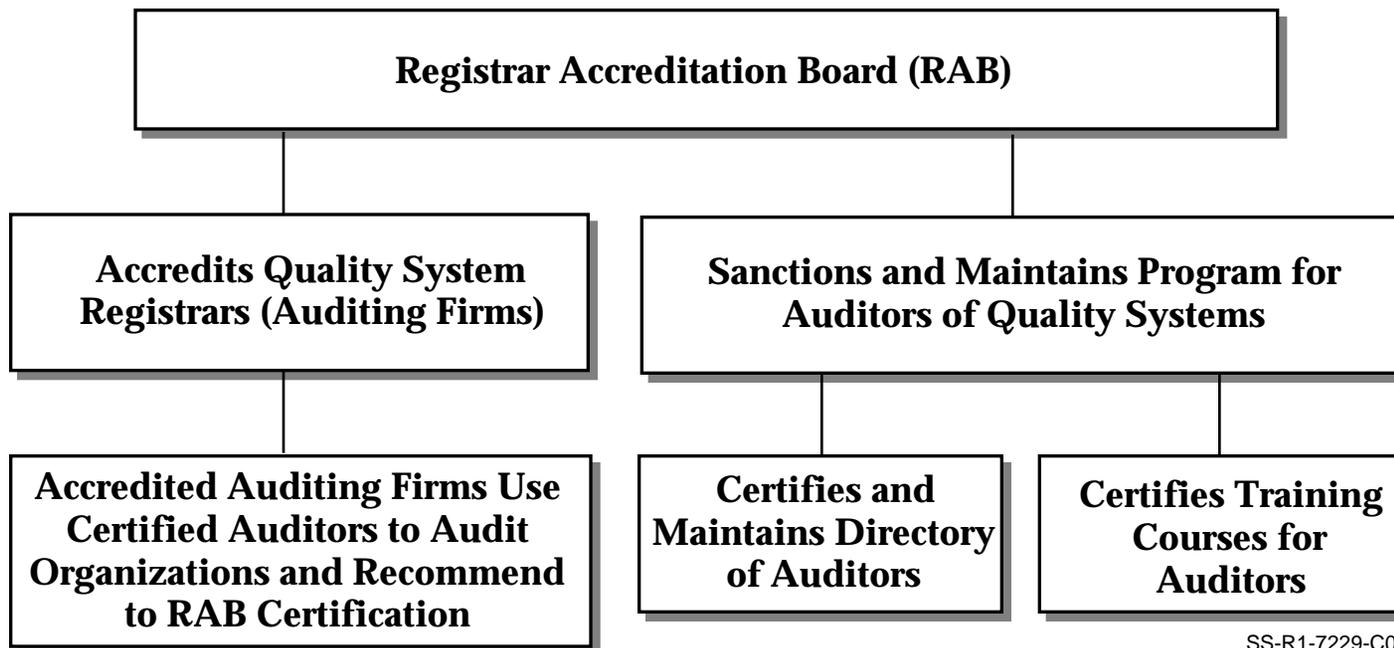


# Internal Auditing

- **Objective**
- **Auditor must Know Standard**
- **Report Must be Issued**
- **Management Must Issue and Follow-Up on Corrective Action**
- **Purpose is to Uncover Deficiencies**



# External Auditing (Third Party)



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# Conduct of Audit by External Firm

- **Preliminaries**
- **Execution**
  - **Conduct**
  - **Non-conformities**
  - **Daily Reports**
  - **Exit Meeting**
  - **Formal Report**
  - **Corrective Action**