Course : Conducting an external quality audit

How can we develop customer-supplier collaboration?
Practical course - 2d - 14h - Ref. AQF
Price : 1590 CHF E.T.

★★★★☆ 4,5 / 5

The aim of an external audit is not to assess compliance, but to promote mutual understanding and continuous improvement actions for the benefit of all parties. This training course is designed to familiarize participants with external auditing standards and the necessary know-how and interpersonal skills.

Teaching objectives

At the end of the training, the participant will be able to:

- Identify the context, issues and objectives of the external audit for all parties involved
- Plan an external audit program tailored to the challenges at hand
- Conduct the audit as a constructive dialogue to develop the partnership
- Write the audit report and follow up the action plan
- Understand audit reference frameworks and their structure to make the most of them

Intended audience

Buyers, auditors, consultants, "supplier developers" or anyone in charge of external audits.

Prerequisites

Notions in quality and/or supplier relations.

Practical details

Role-playing

Workshop: practical application of an external audit (more than 50% of training time). Role-playing exercises. Sharing experiences and practices.

Teaching methods

Active, participative teaching methods. Alternating theory/practice with application to the context and experience of participants.

Course schedule

PARTICIPANTS

Buyers, auditors, consultants, "supplier developers" or anyone in charge of external audits.

PREREQUISITES

Notions in quality and/or supplier relations.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

1. Auditing for process control and continuous improvement

- Distinguish between benchmark and audit.
- Know the evolution of quality practices.
- Understand auditing as an effective quality tool.
- Use auditing wisely.
- Choose between different types of audit.
- Control any process using the process approach.

Hands-on work
Applying Deming's 14-point management approach to auditing. Compare quality control and auditing.

2. Leverage audit frameworks

- Discover the main quality standards used in different sectors.
- Benefit from the ISO 19011 audit standard.
- Define a grading scale.

Role-playing
Compare different reference systems and build the framework of a generic reference system. Draw up a questionnaire.

3. Determine the relevance of the external audit approach

- Developing audits in the context of globalization.
- Take into account customer and supplier expectations.
- Clarify the objective of the external audit: compliance, performance, collaboration?
- Identify the particularities of supplier audits.

Group discussion
List, compare and analyze the fears and expectations of customers and suppliers.

4. Preparing for an external audit: [[know-how"

- Understand the steps involved in the certification process.
- Audit planning, priority criteria.
- Carry out a document audit, write a questionnaire.
- Focus on the essentials, weigh up the criticality of issues.

Role-playing
Fill in the questionnaire form.

5. Carrying out an external audit: [[soft skills"

- Initiating the audit day, the right communication postures.
- Establish a clear, trust-based framework with the supplier.
- Overcoming fears and resistance.
- Closing the audit, best practices.

Role-playing
Acting out the audit. Auditor-audited role-playing.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.

• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.

• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

(6) Successful audit follow-up

- Putting suppliers into action: what tools are available?
- Aim for continuous improvement.
- Implement a customer-supplier partnership.

Role-playing
Build a relevant progress action sheet. Experience sharing.

(7) Build a realistic and efficient action plan

- Follow the four steps of an action plan.
- Target the role of each player in the continuous progress loop.
- Establishing a reliable inventory: VSM or lean flow mapping.

Role-playing
Build and prioritize an action plan.

Dates and locations

REMOTE CLASS
2026 : 25 June, 25 June, 17 Dec., 17 Dec.