

Course : Auditing quality processes and risks

Practical course - 3d - 21h00 - Ref. AQP

Price : 1830 CHF E.T.

★★★★☆ 4,8 / 5

This practical course provides a method for carrying out effective and efficient process audits at all levels of the company. The aim is to perfect your questioning skills, master your objectivity and develop a more global and pedagogical approach to auditing.

Teaching objectives

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

- ✓ Understanding the principles of quality management
- ✓ Prepare the process audit in a comprehensive and didactic way
- ✓ Audit your company's processes
- ✓ Identify and rate process risks

Intended audience

Quality manager, process manager, internal auditor, quality auditor.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Exercises in sub-groups based on audit situations and implementation of the method based on real company situations.

Course schedule

1 Purpose of the eight quality management principles

- Recall the principles of a quality management system.
- Understand the purpose of ISO 9001 chapters.
- Integrate quality auditing into continuous improvement.
- Deploy the PDCA approach (DEMING wheel).
- Review the purpose and orientation of ISO 19011.

PARTICIPANTS

Quality manager, process manager, internal auditor, quality auditor.

PREREQUISITES

No special knowledge required.

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.

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.

2 Interest in and understanding of the process approach

- Identify the challenges of process-based management.
- Analyze process mapping.
- Introduce a systemic vision.
- Understand the planning involved.
- Analyze the level of control of process activities.
- Identify process maturity levels.
- Define stakeholder involvement and process interactions.
- Understand the measurement system and analyze performance.

Hands-on work

In sub-groups, put the process audit into practice: preparation, role-play interviews, feedback, behavior analysis.

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.

3 Notion and classification of risks (Process FMEA approach)

- Understand the concept of failure mode analysis.
- Analyze their effects and process criticality (FMEA).
- Determine the typology of process risks.
- Identify failure modes and causes.
- Apply the rules of the three "C": observation, consequences, causes.
- Define process risk classification methodology.
- Link process risk analysis to quality auditing.

Hands-on work

Identification and rating of risks on a typical process. Restitution.

4 Successful audit interviews

- Plan and organize company process audits.
- Select auditors, determine their skills and profiles.
- Prepare the audit interview and its framework.
- Define a common thread.
- Work on communication skills to facilitate exchanges: listening, rephrasing, reiterating, refocusing.
- Establish a constructive relationship with the auditee.

Hands-on work

Simulation of process audits and role-play feedback: analysis of processes and behaviors.

Dates and locations

REMOTE CLASS

2026 : 8 June, 28 Sep.