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ISO/TS 16 949 internal audit

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Goal of the module: To perform an audit according to ISO 19 011 so as to be able to:

- improve the capacity to satisfy stakeholders
 - verify the conformity to practices and effectiveness of the processes
- determine the effectiveness of the ISO/TS 16 949 quality management system

1 Scope

The word audit comes from Latin "audire" = to listen.

Audit: *systematic and independent survey to determine whether activities and results comply with pre-established measures and are able to achieve the objectives*

Audits are mostly external and internal.

The internal audits, called also first party audits, are a requirement of the ISO/TS 16 949 technical specification (sub-clauses 8.2.2.1, 8.2.2.2 and 8.2.2.3).

The external, customer (or supplier) and certification audits, called also of second and third parties, are not within the scope of this module.

The internal audit is the most widespread tool to check and evaluate the effectiveness of a quality management system (QMS). Its purpose is in no case to find the weak points in personnel. It has entered a company daily life as an inherent part of the quality management system.

It's only through other people's eyes that one can really see one's weakness. Chinese proverb

An internal audit is of (cf. figure 1-1):

- the quality management system
- a process
- a product (service, project)

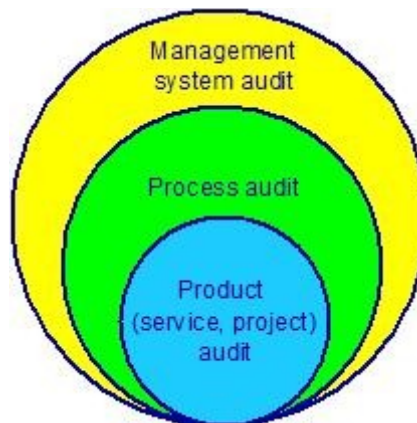


Figure 1-1. Internal audit types

Process: *activities which transform inputs into outputs*

The effectiveness audit is a mixed audit - to check whether the quality management system and its processes are efficient.

The internal audit results are part of the inputs of the management review and allow the identification of fields in which to improve the quality management system (QMS) as

No system is perfect

As shown in figure 1-2, for the audit process, top management (via the management review) is considered as a customer with needs and expectations, which are themselves related to the processes and various requirements. At the same time top management is often the audit client.



Figure 1-2. Audit process

2 Normative references

The advices given by the ISO 19 011 standard can be summarized in the following fields:

- audit principles - clause 4
- audit programme - clause 5
- audit performance - clause 6
- auditor competences - clause 7

A good knowledge of the ISO/TS 16 949 technical specification is required to understand and follow this module.

The technical specification ISO/TS 16 949 fully resumes the 8 clauses of ISO 9001: 2008 (boxed text) and adds the specific requirements for the automotive industry (81 sub-clauses, 49 notes and one normative annex). Some of these requirements:

- business plan
- special characteristics
- analysis of potential risks (FMEA: Failure Mode and Effect Analysis)
- control plan
- laboratory control
- product approval process (PPAP: Product Part Approval Process)

This module is based on the following generic and international normative references:

- ISO 19 011 (2002): Guidelines for quality and/or environmental management systems auditing
- ISO/TS 16 949 (2009): Quality management systems. Particular requirements for the application of ISO 9001:2008 for the automotive production and relevant service part organizations
- ISO 9000 (2005): Quality management systems. Fundamentals and vocabulary
- ISO 9001 (2008): Quality management systems. Requirements
- ISO 9004 (2009): Quality management systems. Managing for the sustained success of an organization – A quality management approach
- ISO 17025 (2005): General requirements for the competence of testing and calibration laboratories