Audit M 17

|  |  |
| --- | --- |
| type | management process |
| purpose | verify the:   * compliance of the QMS (quality management system) * effectiveness of the QMS * performance of the processes * improve the QMS |
| owner | quality manager |
| risks | * not understanding the requirements of interested parties * not providing competent auditors * not following the audit program schedule * not following the audit plan * not including embedded software * audit scope poorly identified * audit criteria badly determined * confidentiality rules not applied * auditor unavailability * audit report not retained * not triggering the actions to address risks identified |
| upstream processes | * plan the QMS * address risks * evaluate embedded software * control documentation * provide training * analyze data * establish process ownership |
| downstream processes | * improve * carry out management review * satisfy requirements * implement corrective actions |
| inputs | * QMS, customer, statutory and regulatory requirements * audit program, plan and questionnaire * documentation of QMS, processes, products * risks identified * competent auditors * audit evidences:   + data of customer returns and claims   + data on the situation of objectives and indicators   + nonconformity reports   + previous audits reports |
| activities  (sub-processes) | * audit the:   + QMS   + customer requirements   + statutory and regulatory requirements   + processes   + products   + embedded software * identify audit evidences * propose corrective actions |
| outputs | * audit report (audit findings) * improvement opportunities * correctives actions * follow-up of audit actions |
| resources | trained auditors, financial resources, audit program |
| indicators | * identified audit deviations * compliance with the annual audit program * closed actions |
| procedures / documents | audits, corrective actions, management review, customer satisfaction, monitoring and measurement, control of processes, analysis of data, continual improvement / audit program, audit plan, audit questionnaire, audit report |
| customers | all departments |

Glossary:

* QMS: quality management system

purpose

owner

title / codification

verify the:

* compliance of the QMS (quality management system)
* effectiveness of the QMS
* performance of the processes
* improve the QMS

quality manager

audit / M 17

downstream processes

upstream processes

* plan the QMS
* address risks
* control documentation
* provide training
* evaluate embedded software
* analyze data
* establish process ownership
* improve
* carry out management review
* satisfy requirements
* implement corrective actions

risks

* not understanding the requirements of interested parties
* not providing competent auditors
* not following the audit program schedule
* not including embedded software
* not following the audit plan
* audit scope poorly identified
* audit criteria badly determined
* confidentiality rules not applied
* auditor unavailability
* audit report not retained
* not triggering the actions to address risks identified

inputs

activities

outputs

* audit the:
  + QMS
  + customer requirements
  + statutory and regulatory requirements
  + processes
  + products
  + embedded software
* identify audit evidences
* propose corrective actions
* QMS, customer, statutory and regulatory requirements
* audit program, plan and questionnaire
* risks identified
* competent auditors
* documentation of QMS, processes, products
* audit evidences
* previous audits reports
* audit report (audit findings)
* improvement opportunities
* correctives actions
* follow-up of audit actions

customers

procedures / documents

indicators

resources

trained auditors, financial resources, audit program

all departments

audits, corrective actions, management review, customer satisfaction, monitoring and measurement, control of processes, analysis of data, continual improvement / audit program, audit plan, audit questionnaire, audit report

identified audit deviations, compliance with the annual audit program, closed actions