

The AUDIT Experience

How To Survive An ISO 9000
Audit

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Before The Assessor Arrives...

- ▣ Know the **Quality Policy** (Badge Or Poster OK)
- ▣ Know Where To Find the **Product Delivery System Manual** (URL=<http://elias.jpl.nasa.gov:8080/cgi/doc-gw/DocID/23492/?KD=dmie>)
- ▣ Know Where To Find The **Current Version** Of Any Document You Use (Bookmarks To DMIE Are A Good Idea)
- ▣ If Your Procedures Say You Produce a Document or Drawing, Be Prepared To Prove It.
- ▣ Have Your Training Records Ready

Before The Assessor Arrives...

- ┌ The Notebook Is a GOOD IDEA...Prepare It Before The Audit (Audits are “Open Book”)
 - Have All Your Documents in Your Notebook
 - Bookmark URLs to Current Versions
- Know How These ISO Elements Effect Your Area:
 - Element 5 Document and Data Control
 - Element 16 Quality Records
 - Element 11 Inspection and Measuring Equipment
 - Element 4 Design Control
 - Element 13 Control of Nonconforming Product
 - Element 18 Training

Quality Records

- ┌ Record:
 - Objective Evidence Of Activity Or Result
- Quality Record:
 - Any Record That Gives Evidence Of Product Or Process Quality
- For Example
 - Design Analyses, Test Results, Inspection Reports,
 - Review Records, V & V Records, Buyoffs
 - ECRs, Supplier Qualifications, Material Certifications
 - Any Anything Else You Say It is
- Quality Records Must Be Maintained For Defined Time Period

Audit Manners...

- ┌ Be Helpful, Responsive and Courteous
- Be Positive About JPL and The Audit
- Let The Assessor Ask The Questions
- Make Sure You Understand The Question
- Use Your Notebook
- Keep Your Answers Short. Don't Explain or Excuse
- Give Clear Factual Answers. If You Don't Know, Say So. Refer Assessor To Your Supervisor
- Don't Debate or Answer a Question With Another Question

Popular Questions

- Do You Know the JPL Quality Policy?
- What Does It Mean To You?
- Where Do You Fit in the Organization?
- What Do You Do?
- How Are You Trained For Your Job?
- How Do You Get Your Direction?
- What Documents Govern The Work You Do?
- *Refer to Poster or Card*
- *Use Your Own Words*
- *Current Copy of Section's Org Chart*
- *Job Description*
- *Records...Degree...Resume...
Training Certs*
- *Current Supervisor Input OR
Current Project Input*
- *Current Top Level
Procedure*
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Popular Questions, Cont'd

- Can You Show Me Copies?
- How Do You Know You Are Using The Latest Revision?
- What Quality Records Do You Produce?
- Can You Show Me Records Of The *(Review)* Referred to in The Project Doc Plan?
- How Do You Get Your Requirements?
- Can I See A Sample?
- *Procedures in Notebook*
- *I Check DMIE*
- *Refer to Procedure or Project Doc Plan*
- *Have A Copy In Your Notebook...Agenda, Minutes, Closed Action Items, etc*
- *Project Documentation (?)*
- *Current Req'ts in Notebook*

Customer Service...

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