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Process Driven Comprehensive Auditing: A New Way to Conduct ISO 9001:2008 Internal Audits, Second Edition

Paul C. Palmes

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This book was written for the novice internal auditor and for the experienced auditor in search of a more meaningful approach. The goal is to provide an easy-to-understand method for conducting a highly effective audit. Process Driven Comprehensive Auditing simplifies a complex series of actions through examination and guided application of Shewhart and Demings PDCA Cycle. PDCA the acronym for Plan, Do, Check, Act is at the foundation of the ISO 9001:2008 Standard, but until now has been relegated to second-tier status as a basic auditing approach. However, the power of PDCA is first and foremost its ability to be easily understood. When harnessed to the task of training new auditors, PDCA provides an easy-to-follow and consistent model for true process auditing. Process Driven Comprehensive Auditing takes more than its name from the letters of the PDCA cycle: Comprehensiveness is vital to excellence in auditing, and PDCA is a comprehensive approach to improvement of any process. By combining a series of general questions drawn from many elements of the ISO 9001:2008 standard with a cross reference guide to particular elements such as Purchasing, Design, Production Control and Calibration, the methods presented in this book offer a practical and uncomplicated starting point for any first time auditor and also for those already familiar with the details of the standard. Also included is a CD-ROM with the PDCA Audit Master template.

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