



WORK INSTRUCTION

Document Number:	X-XX-XXX-XXXX
Version:	1
Supersedes Date:	00/00/0000
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STANDARD WORK AUDITING PROCEDURE

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PLAN: INFORMATION ABOUT THE PROCEDURE / WORK INSTRUCTION OR FORM

DOCUMENT OR FORM TITLE			
DOCUMENT OR FORM NUMBER		PRODUCT / PART / CUSTOMER	
APPROVED BY		PROCESS / LINE / EQUIPMENT	
VALIDATED BY		PLANT / AREA / DEPARTMENT	
AUTHORED BY		REVISION NUMBER	
DEPARTMENT		REVIEW NUMBER	
JOB TITLE		RELEASE DATE	___/___/___

PLAN: INFORMATION ABOUT THE AUDIT / AUDITOR / AUDITEE

AUDITOR NAME		AUDITEE NAME	
AUDITING DATE	___/___/___		

PLAN: INFORMATION ABOUT THE DOCUMENT PROCEDURE/WORK INSTRUCTION OR FORM FORMATTING

PLAN: BEGIN THE AUDIT

- Instructions and guidelines for the Auditor:-
- First read this Standard Work Audit Form in its entirety starting by reading the appendix first so that you fully understand the audit process.
- Chose a Procedure, Work Instruction or Form to audit that can have or has had an impact on Safety and Quality. It is also a good idea to choose a Procedure, Work Instruction or Form that is not used frequently, but is highly critical if and when it is used such as a product recall procedure or safety emergency procedure. This may require a mock recall or emergency drill. Analyze repeated customer complaints, internal causes for waste and causes for safety accidents or near misses. This analysis usually will reveal those Procedures, Work Instructions or Forms that are poorly written, difficult to understand or inadequately executed.
- Print out the Procedure, Work Instruction or Form that is to be audited and read it thoroughly yourself to fully understand it.
- First, audit the Procedure, Work Instruction or Form for correct content in the formatting. Do this by answering the questions 1 – 12 below. Circle the answer. If a question is not applicable to the Procedure, Work Instruction or Form make a strikethrough ~~YES-NO~~. Any question that answers NO is an automatic finding and will require a Corrective Action Request by the Document or Form Author Owner.

PLAN Auditor: Obtain Procedures. Work Instructions. Forms. Invite Auditee to attend the audit if applicable. Plan and schedule the audit.

DO Auditor Auditee: Conduct the audit with the Auditee if applicable. Make observations. Confirm the results of the audit with Auditee.

CHECK Auditor Author Owner: Review the results of the audit. Confirm the results of the audit with Author Owner.

ADJUST Author Owner: Conduct a gap analysis. Revise the document or form. Retrain affected personnel. Control the document or form.

01	IS THE DOCUMENT OR FORM REGISTERED IN THE COMPANY DOCUMENT CONTROL SYSTEM - SOFTEXPERT?	YES	NO
02	IS THE DATE ON THE DOCUMENT OR FORM FORMATTED TO USING A TWO DIGIT MONTH/DAY/YEAR?	YES	NO
03	IS THE DOCUMENT OR FORM UPDATED WITH THE MOST CURRENT IN USE COMPANY LOGO?	YES	NO
04	IS THE DOCUMENT OR FORM NUMBER AND CODIFICATION SCHEME CORRECT?	YES	NO
05	IS THE SECURED HARD COPY DOCUMENT OR FORM SIGNED BY THE AUTHOR, VALIDATOR AND APPROVER?	YES	NO
06	DOES THE DOCUMENT OR FORM REVIEW NUMBER MATCH THE REVISION NUMBER AND CODIFICATION SUFFIX NUMBER?	YES	NO
07	IS THE DOCUMENT OR FORM FREE OF MAJOR SPELLING MISTAKES PUNCTUATION AND GRAMMATICAL ERRORS?	YES	NO
08	HAS THE DOCUMENT EXPIRED OR IS OVERDUE FOR ITS REVIEW DATE?	YES	NO
09	ARE PICTURES OR DIAGRAMS INSERTED IN THE DOCUMENT UP TO DATE AND IN CONTEXT WITH THE INSTRUCTIONS?	YES	NO
10	ARE ANY OTHER DOCUMENTS OR FORMS HAVING REFERENCES TO THE AUDITED DOCUMENT OR FORM AVAILABLE?	YES	NO
11	IF THE AUDITEE IS USING A SECURED HARD COPY OF THE DOCUMENT OR FORM IS IT THE MOST CURRENT?	YES	NO
12	IS THE SECURED HARD COPY OF THE PRINTED DOCUMENT OR FORM IN COLOR?	YES	NO



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CHECK: CONNECTIONS BETWEEN ENTITIES CLEAR, DIRECT AND IMMEDIATELY COMPREHENDED

- Instructions and guidelines to the Auditor:-
- After you have completed the audit share the results with the Auditee to gain agreement on any findings or observations that you have documented.
- Have the Auditee sign off on this audit in acknowledgement the audit has taken place and is in agreement with any findings or observations made by the Auditor.
- You the Auditor sign off this section of the Standard Work Audit Form.
- Next, take this completed Standard Work Audit Form together with the audited Procedure, Work Instruction or Form and place it inside an internal mail envelop write the Document or Form Author's Owner's name on the front, seal it and take it directly to the owner by hand. Only rely on leaving it on the owner's place of work or mailbox if they are unavailable in person. If you are unable to deliver to the Author Owner by hand you need to let the Author Owner know by phone, text, voicemail or by email that you have completed the audit and where you have left the envelop and that you can be made available to review and answer any questions on the results of the audit to gain agreement about any findings or observations that he or she may have.
- Explain to the Author Owner that you have completed a Standard Work Audit and you are asking them to review the results and take appropriate action or adjust as necessary and again that you can be made available to answer any questions about the results of the audit. As the Auditor unless the Author Owner of the document or form has any further questions for you your part in the audit is complete.
- If a meeting is necessary with the Document or Form Author Owner and the Auditee arrange to meet and discuss any misunderstandings. Gain agreement in the final results and make a sure there is agreement if there is to be action or inaction.
- If action is necessary agree to who is going to do what, by when and follow up when.

AUDITOR SIGNATURE _____

AUDITEE SIGNATURE _____



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ADJUST: PATHWAYS BETWEEN GOODS SERVICES TRAVEL ARE SIMPLE DIRECT AND UNINTERRUPTED

- Instructions and guidelines for the Document or Form Author Owner:-
- After you have received this completed Standard Work Audit Form together with the audited Document Procedure, Work Instruction or Form carefully review it taking note of any of the Auditor's findings and observations.
- If you are not in agreement, uncertain or have a questions regarding the Auditor's observations or judgments you must converse with the Auditor to gain clarity in agreement and adjust the findings and observations as needed.
- Once you are in agreement with the audit you as the Author Owner of the Documented Procedure, Work Instruction or Form must now must prepare your own Plan, Do, Check, Adjust cycle.
- If deficiencies are found in the Document Procedure, Work Instruction or Form that can affect the content, timing, sequence or outcome adjust them using the established change manager procedures. Before adjusting, correcting, amending or updating the Document or Form are there stakeholders that may be Responsible, Accountable, need to be Informed or Consulted such as the Auditee, or other internal resources or the end customer before making any adjustments, corrections, updates to the Document Procedure, Work Instruction or Form?
- It is not necessary to re-train affected personnel if the adjustments that you have made to the Document or Form make are minor in nature such as a spelling mistake, incorrect company logo or non-critical information that will not affect the content, timing, sequence or outcome.
- Re-register if necessary the adjusted, corrected or amended Documented Procedure, Work Instruction or Form using the established change manager updating the version numbering scheme format.
- Re-train affected personnel if necessary and have them sign a training review verification form.
- Make a copy of the training review verification form. Give the original training review verification review form to the Human Resources Manager and give the copy to the affected personnel manager or supervisor so they can update their training records or training matrices.

No.	DOCUMENT OR FORM AUTHOR OWNER COMMENTS ON ACTIONS OR INACTIONS	DATE COMPLETED
1.		___/___/___
2.		___/___/___
3.		___/___/___
4.		___/___/___
5.		___/___/___
6.		___/___/___
7.		___/___/___
8.		___/___/___
9.		___/___/___
10.		___/___/___
DOCUMENT FORM AUTHOR OWNER SIGNATURE _____		DATE ___/___/___



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APPENDIX:

AUDITOR – AUDITEE DOCUMENT AUTHOR OWNER REFERENCES:

- There are three basic audit types 1, First Party. 2. Second Party. 3. Third Party. This audit is a First Party audit, we are auditing ourselves. There are three audit categories: 1. Process. 2. Product. 3. System. Audits are either internal or external to the organization and can be Procedures Work Instructions, Forms and Records of the afore. This is an Internal, First Party, and Process Audit.
- This audit process has been specifically designed to incorporate the methods of the **Plan, Do, Check, Adjust** iterative four-step management cycle that ensures a closed circle in completeness to any job task to a planned action of work from planning the work, doing the work, checking the work and adjusting the work if errors, mistakes or results are found to be deficient from the expected performance out comes. If so, the PDCA process begins again.
- The four rules in use are learning and teaching by questions as a means of facilitating this audit. The assumptions are with this audit process that we discover the rules as a consequence of solving problems through auditing. It is the Socratic mode of inquiry, which aims to bring a person's latent ideas into clear consciousness. The four rules are:

ACTIVITIES

Are work activities sufficiently specified according to their content, sequence, timing and outcome?

“How do you do this work?”

CONNECTIONS

Are connections between entities, clear, direct and immediately comprehended?

“How do you know if you are doing the work correctly?”

PATHWAYS

Are the pathways along which goods and services travel simple, direct and uninterrupted, are all the steps value-added?

“How do you know the outcome is free of defects?”

PROBLEM SOLVING SCIENTIFIC METHOD

Develop leaders who can apply the scientific method to improve anything. Allow improvement to come from the source by those doing the work - as close to the problem as possible. Respond directly to any problem that arises with clear helping/coaching chains. Whenever possible, start as an experiment supported by a coach.

“What do you do if you have a problem?”



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AUDITING DEFINITIONS:

1. Non-conformance

- Breakdown, or partial breakdown of a process in the Quality Management System (QMS)
- An audit non-conformance typically requires:
 - a. Root cause analysis
 - b. Root cause elimination
 - c. This type of finding also known as a major non-conformance/ a systemic finding
 - d. Requires Corrective Action Request to document action taken
 - e. Change to how the process is to be performed

2. Observation

- Minor deviation from an otherwise well-implemented process.
- Minor oversight on the part of the Auditee.
- Root cause analysis is not often required for observations.
- Observations may be recorded on an Audit Action List.
- Observation may be treated as non-conformance when multiple similar natures of observations were detected on Audit Action Item List.

3. Opportunity for Improvement (OFI)

- OFI is a finding based on facts and data that shows a potential improvement opportunity.
- Action is not required for OFI, but more supporting data should be included to encourage action by auditor.

AUDITING DEFINITIONS cont.:

4. Classify as non-conformance

- If a finding requires the analysis and/or elimination of a root cause.
- If it requires a change to the current process.
- CARs (Corrective Action Requests) should be initiated.

5. Classify as Observation:

- If root cause analysis is not indicated

AUDITING GLOSSARY:



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Auditee

An auditee is an organization or an individual employee in an organization that is being audited.

Auditor

An auditor is a person who carries out audits. Auditors collect evidence in order to evaluate how well audit criteria are being met. They must be objective, impartial, independent, and competent. Internal auditors perform first party audits while external auditors perform second and third party audits.

Author Owner

The original writer that composed a Procedure, Work Instruction or Form. The designated person who is responsible for a Procedure, Work Instruction or Form. This person 'owns' the Procedure, Work Instruction or Form.

Audit Client

An audit client is any person or organization that requests an audit. Internal audit clients can be either the auditee or audit program manager whereas external audit clients can include regulators or customers or any other parties that have a legal or contractual right or obligation to carry out an audit.

Audit Criteria

Audit criteria include policies, procedures, and requirements. Audit evidence is used to determine how well audit criteria are being met. Audit evidence is used to determine how well policies are being implemented, how well procedures are being applied and how well requirements are being followed.

Audit Evidence

Audit evidence includes records, factual statements, and other verifiable information that is related to the audit criteria being used. Audit criteria include policies, procedures, and requirements. Audit evidence can be either qualitative or quantitative. Objective evidence is information that shows or proves that something exists or is true.

Form

A printed or typed document with blank spaces for the insertion of required or requested information filled in by manuscript or electronically.

Process

Is a set of modifications performed on the initial raw materials that add value by changing its chemical and physical composition in its fit, form and function to a sellable end product to the customer.

Procedure

A procedure outlines how to perform a process.

Working Instruction

A work instruction describes how to perform a work task.

Codification scheme

A codification scheme is using a combination of alpha/numerical abbreviations assignments for the purpose of brevity. Identifying, controlling, tracking and record keeping of a document or form. A codification scheme provides an address to the type e.g. FO = Form. US = United States. 1. = Asheville plant GEN. = General use document or form. 010 = the sequenced number in the GEN category 01 = the version count of the document or form.



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00	Original edition		03/16/16
Signed by	Author / Owner	Validated by	Approved by
Name	Fred Webberking	Joao Guedes	Stephen Middleton
Title / Dept.	Reliability & Continuous Improvement Manager	Process Engineer	Manufacturing Manager
Date	03/17/11	03/17/11	03/17/11
Signature			