



SESSION 2

INSPECTION READINESS

JAMES PINK – “HE CAN AUDIT A BIT”

Agenda

- What is inspection ready?
- Basic principles
- People
- Process
- Common mistakes
- Top tips



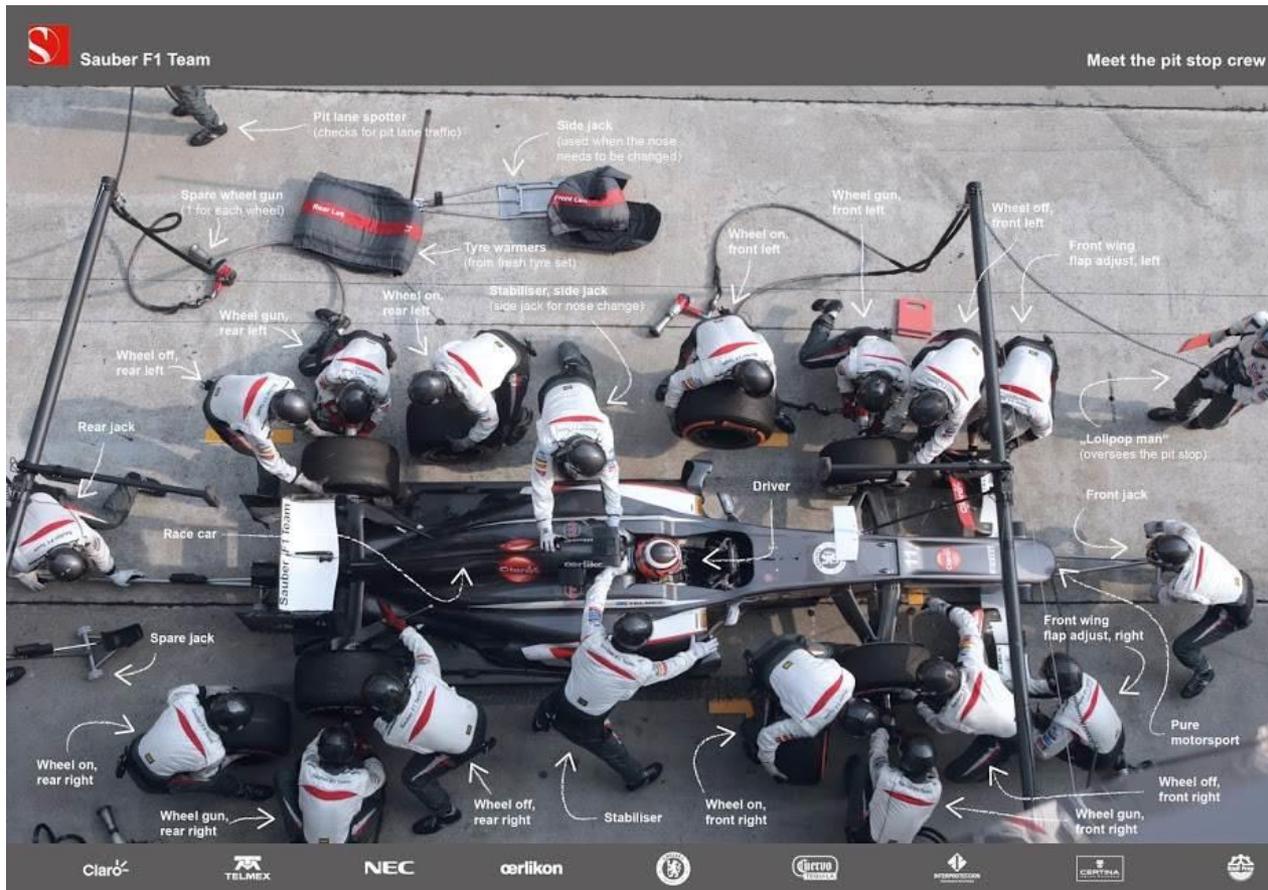
INSPECTION READINESS

WHAT IS IT?



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Primed, prepared and performing



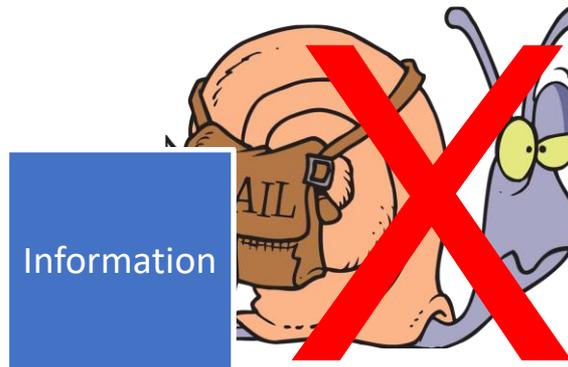
What is inspection ready?



People



Process



Information



INSPECTION READINESS

BASIC PRINCIPLES



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Basic principles

- Be prepared
 - People
 - Process
 - Information
- Create the environment
 - Front office
 - Back office
 - Subject Matter Experts
 - Key points of contact
- Let the culture prevail
 - Habits
 - Authenticity
 - Professionalism





INSPECTION READINESS

PEOPLE



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People – A culture of trust

- Be prepared
 - Subject matter experts
 - Confident (about the process)
 - Authentic
 - (understand the bigger picture)
- Provide the right person
 - Speak for your own area
 - Pride in your process
- Let the culture prevail
 - Habits
 - Authenticity
 - Professionalism
 - RAPPORT





INSPECTION READINESS

PROCESS



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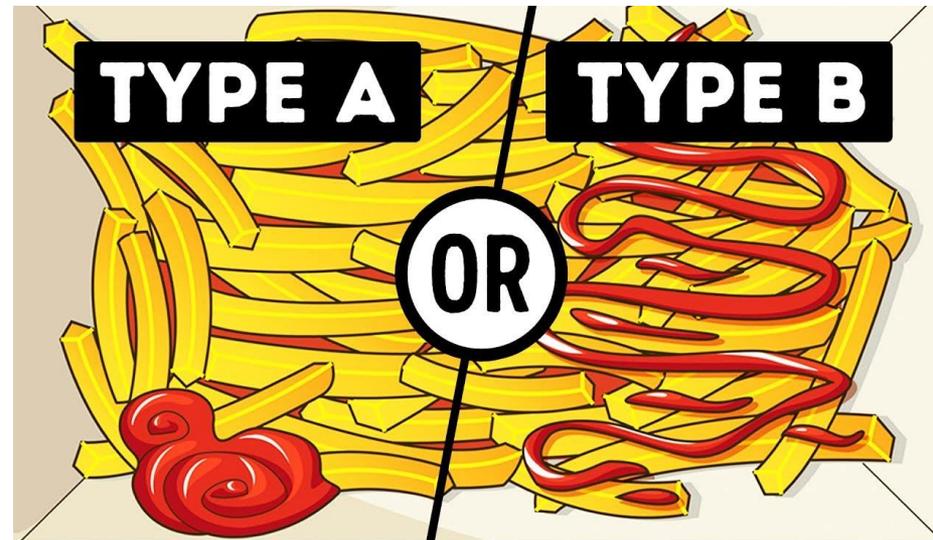
Front office

- Emotional intelligence
 - Key people who can “read the auditor”
 - Create the right first impressions
- Subject Matter experts (SME’s)
 - Demonstrate ownership
 - Show expertise
 - Control in the quality system
- Environment
 - Provide “room” and resources (wifi / power / sustenance)



Back Office

- Listen to the music & compare with the score
 - Key people who can “read the auditor”
- Get to know the auditor
 - Type A or Type B
- Predict the next steps
 - Use experienced auditors



Know the audit criteria and model

- SME's
 - Know their process and the requirements
- Process interactions
 - Understand the required interactions
- The REQUIREMENTS!
 - Know them
 - Shall, shall, shall, shall, shall, shall, shall....

"Forty-two," said Deep Thought, with infinite majesty and calm.
The Hitchiker's Guide to the Galaxy, Chapter 27

Know the common audit methodology

- Audit models
 - Know the common start points and sampling strategies
- Bias
 - Detect the bias!
- The linkages
 - Understand what the auditor will do with the data



INSPECTION READINESS

COMMON MISTAKES



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Know the common audit methodology

- Authenticity
 - Fight, flight or freeze
 - Either way something's wrong
- Stage managed
 - Feels centrally coordinated
 - Quality manager can't shut up
 - People keep referring to the script
- Information overload or underload
 - In God we trust for everything else.....



INSPECTION READINESS

TOP TIPS



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Practice makes perfect

- Internal audit and self inspection
 - Do it often, do it well and take it serious
- Reflect on the last audit
 - What did we do well.
 - What can we do better
- Top management commitment
 - Establish the environment of trust and learning
 - Don't set unrealistic inspection outcomes.



INSPECTION READINESS

SUMMARY

You tell me!

- What are the main points?

Pleasure speaking to you 😊
from
Mr Pink.