**Job Aid 1: Common Interview Questions 4-65**

**Lay Down the Checklist and Talk with the Auditee**

The primary way auditors obtain information is by asking questions. Treat the discussion as a conversation about the work being performed instead of an interrogation or a lecture. Using a conversational style of auditing will uncover more problems than simply reading off each checklist item.

As the auditee is talking, write down key points you would like to follow-up on. You may decide to discuss the process and pick-up records along the way when few records are involved. For complex processes, ask for some records which help document how the process works, then discuss as you examine the records.

Because time will be a frequent constraint while auditing, a graceful way to close a conversation is to paraphrase or summarize the discussion. This will demonstrate that you heard the auditee and understood them.

|  |  |
| --- | --- |
| **Common interview questions and phrases** | **Rationale** |
| Help me understand the concerns you have. | Empathetic way to address concerns that were raised during the opening meeting |
| How do you know what to do? | Verifies existence of an established document |
| Why do you do it that way? | Provides insight as to why there is a variation from written procedures. |
| How do you know the incoming item is okay to use? | Verifies how inputs are checked against quality pre-defined criteria |
| * Tell/show me how you do it. * Can you walk me through this process? * Please explain to me how this works? | Verifies training and competency knowledge |
| Let’s look at the steps in detail together. | Corroborates the information gained during an interview in a non-threatening way |
| How do you know that it is done right? | Verifies acceptance criteria has been established |
| When it is not right, what do you do? | Verifies action is taken on the results. |
| What is working well? What is frustrating you? | Provides threads to further explore (i.e. where there is frustration, there may be a legitimate reason for that frustration) |
| Who else do I need to talk to? | Verifies relationships and authorities |
| What else? Anything else? | May provide an insight previously overlooked |
| Do you have any ideas? | Recognizes that everyone in the laboratory has something to contribute to quality |
| What if ……? scenarios | Can be used to identify failures within the process (i.e. what if the check value is not closed before pressing the *on* button?) |