**Job Aid 4: Auditor Training 4-77**

**Selecting and Maintaining an Auditor Pool**

Train your internal auditors to become continual improvement facilitators.

Consider selecting auditors from each section because:

* Typically, trained internal auditors appreciate the value of the QMS and the audit process more than other employees.
* Employees can hear from their colleague that internal auditing offers a great chance to initiate action where they know action is needed;
* Competent auditors provide a trained set of eyes across the laboratory that can unofficially watch for system failures throughout the year;
* Internal auditors serve a great guides for external auditors because they are knowledgeable of the QMS and can locate answers when requested by the auditor.

**The audit’s success depends on auditor training**

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| **ISO 15189:2012 4.14.5** | **ISO 15189:2012 4.14.5** |
| *Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process.*  Commentary  The following are attributes of a good auditor:   * Ethical   + Professionalism – the ability to treat others with dignity and respect is more important than the individual’s technical knowledge of the process   + Honesty   + Confidentiality   + Duty to Report * Open-minded * Diplomatic * Observant * Perceptive * Persistent and thorough   Let auditors trained that hate auditing to leave the pool; typically they don’t do a good audit as an auditor.  Remember to recognize audit responsibilities in performance evaluations. | *Audits shall be conducted by personnel trained to assess the performance of managerial and technical processes of the quality management system.*  Commentary  Auditor training should cover:   * The purpose of auditing and how it drives continual improvement   + Provides a balanced picture of the laboratory (NCEs as well as good practices)   + Triggers corrective and preventive actions * Expectations and behaviors * Practical interpretation of the standards (e.g. ISO 15189, legal, MOH directed) that the laboratory has adopted * Sources of audit requirements (internal beginning with the quality manual and external sources)) * The audit phases (i.e. scheduling, planning, on-site auditing, reporting, and follow-up) and the various activities within each phase * Methods for gathering objective evidence and drawing valid conclusions * Writing NCE in the prescribed format * Audit role-playing * Auditing with an experienced auditor * Confidentiality and Duty to Report |
| **ISO 15189:2012 4.14.5** | |
| *Auditors shall, wherever resources permit, be independent of the activity to be audited.*  Commentary  Conflict of Interests (real or perceived) must be avoided.   * Employee relationships (e.g. good friends or bad enemies) * Auditing your own work   As trained internal auditors are identified and assigned, their availability and the time commitment to complete audits should be reconciled with their work section assignments. | |

**The audit program should be able to achieve consistent results regardless of which auditor conducts a specific audit.**