**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.* CommentaryThe 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.*CommentaryAuditor 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
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| **ISO 15189:2012 4.14.5** |
| *Auditors shall, wherever resources permit, be independent of the activity to be audited.*CommentaryConflict 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.**