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Name of presentation:
Scoring of internal audits as a
means to get management
commitment.

About the Author

1967 BA degree University of Pretoria
1970 BD degree University of Pretoria
1970 – 1982: Minister Dutch Reformed Church
1982 – 1983: Public relations officer University of Pretoria
1983 – 1986: Sasol 3 - Quality Administrator
1987 - 1989 Sasol 3 - Assistant Head Admin services.
1985 – B.Com at University of Pretoria
1990 – 2000 Quality Manager Mossgas.
2003 – PetroSA Manufacturing Division – Quality leader
2008 – PetroSA Operations Quality leader

Experience (synopsis):

- Developed and presented Management development.
- Experienced facilitator problem solving sessions (Kepner & Tregoe techniques)
- Developed and led assessment centres for SASOL 3
- Installed and maintain Quality management systems (ISO 9001, SABS 0227 Authorized Inspection Authority, SABS 0259 Trade & Metrology, SABS 0259 Lab)
- Registered Senior Quality System Auditor by SAATCA (no 293)
- Lecturer for PE Technikon on Quantitative Analysis techniques and Production Management.
- Developed and presented TQM management courses.
- Developed and presented a Statistical Process Control
- Developed SPC tools on Excel with Visual basic
- Trained by GE as a green belt six sigma facilitator
- Registered as an assessor of the South African Business Excellence Model (1998/008/AA) and acted as an assessor for the South African Business Excellence Foundation in 1998, 2001, 2002 and 2003
- Developed and maintain a company wide Incident reporting system
- Facilitated strategic planning workshops.

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Abstract

1. The motivation for scoring: Why?

In most cases internal ISO 9001 audit reports are seldom read and taken seriously. The mandated management review meeting is also frustrating because the extent of the implementation of the system is difficult to quantify. To overcome these problems a scoring system for internal audits was developed. My paper in 2007 recounted my initial approach. This paper highlights improvements and benefits experienced since then

2. The method of auditing (system versus process approach):

The approach followed is the system approach. The methodology focuses on the effective implementation of the ISO 9001 system and supporting processes. The efficient compliance by employees is not the main focus. The objective is to determine if the ISO 9001 management system is implemented in every department.

3. The criteria for scoring (The 10 critical issues)

10 criteria based upon ISO 9001 were selected based upon their relevancy to the successful implementation of the whole system

4. The method of scoring

These criteria were weighted and a scoring table was used. After an audit the implementation of every one of the 10 criteria was scored. An overall score is also calculated.

5. Benefits

5.1. Management Review meeting

The system developed makes it possible to quantify for management the status of the system in each department, decision and in the business as a whole.

5.2. Readiness for certification.

The greatest benefit of the system experienced was with the implementation of the ISO 9001 system at out HO. Managers set objectives for themselves and competed with each other