

8 Principles of Quality	ISO 19011 Principles	DESCRIPTION
		To identify a non-conformity, a requirement is needed. You may have a concern, remark or opportunity, but it's not a non-conformity if it's not clearly defined by a requirement.
		Ensuring the entire audit is conducted professionally and positively.
		Adaptability - capable of adapting quickly to varied assignments, responsibilities and changing audit conditions
		Problem Solver
		Self-Confidence
		Good listening and communication skills - exhibit interest - read body language: positive and negative.
		Understanding cultural diversity - give examples

		Auditor's opinions, notions, personal experiences do not constitute requirements.
		Practical interpretations of the standard adopted by the organization
		Providing a balanced picture of the organisation and triggering corrective and/or preventive actions.
		Phases of the audit. Activities within each phase.
		Sources of audit requirements: standard, procedures, specifications, sales orders, etc.
		Methods of gathering objective evidence and drawing valuable conclusions.
		Diplomacy skills and effective interpersonal communication.

		Audit role-playing under controlled conditions.
		Writing nonconformities in the prescribed format.
		Actual auditing with an experienced auditor.
		Conceptual understanding of the process/es and practical grasp of techniques, backed with sufficient practice.
		Understanding roles and responsibilities: Audit team Sole audits Auditee
		Ensuring time-management and audit schedule is maintained.
		Encouraging auditors to write up findings during the audit to avoid time crunch directly before the closing meeting.

		Ability to conduct trend analysis during closing meetings.
		Providing performance feedback to audit team members so individuals can target areas for personal improvement
		Knowledge of relevant industry practices, incl. hazards and management techniques
		Ability to investigate, collect, collate information for evaluating management systems
		Demonstration of good interpersonal skills including high level of written and verbal communications skills
		Ability to interpret and apply statutory and systems requirements in an organisation.
		Ability to provide strategic planning advice, for both short and long term improvements of management systems (noting auditors may not consult)

		Auditing terminology, discipline specific terminology (give examples).
		Understanding Different methodologies applied for risk assessment, incident investigation, non-conformities, etc.
		Critical characteristics of operational processes, products and services
		Sector typical technologies used to prevent occupational injuries/ diseases/ quality non-conformances/ environmental impacts, etc.
		Types of injuries/ diseases/ illnesses/ impacts/ non-conformities
		Teamwork - auditor must be capable of working effectively with team members in all situations.
		The auditor must have the determination to work aggressively to achieve the audit objective, resist pressures and deal with conflict.
