

Ingredients of a Process Audit

A process driven organization always understands the importance of 'Process Audits'. A process audit conducted correctly and in the right spirit can give a lot of benefits to the organization. In several organizations the audit is seen as another requirement and all the stakeholders involved just go through the motions without understanding the benefits. In fact, many label the process as a waste without realizing that the tool is as good as the hand that wields it. It becomes more useful if the audit gives the right experience to all the stakeholders. One needs to have an auditing system which is an integral part of the organizational evaluation and improvement framework.

Conducting a Process Audit is a process in itself. Hence it becomes important that one has a robust auditing process. Many a time organizations struggle to create a good auditing system. It's therefore necessary that one understands the ingredients of conducting a good Process Audit.

Any well designed process should follow the PDCA cycle and so should the process for conducting process audits.

Some of the points to be kept in mind while planning for and conducting an audit can be listed as below:

Plan –

1. Understand Stakeholder needs with respect to audit
2. Leadership commitment and message
3. Well planned and spaced audits
4. Group of well trained auditors
5. Establishing the appropriate environment and value add from the audit
6. Preparation prior to the audit

Do –

7. Correct protocol for conducting the audit – managing auditee expectations
8. Application of correct technique so as to understand – approach, deployment and results
9. Ensuring appropriate management time – follow the plan
10. Comprehensive and legible reporting of audit findings
11. Identification of strengths and opportunities for improvement
12. Analysis of problems determined and action
13. Closure of findings

Check & Act –

14. Review of effectiveness of closure of findings
15. Feedback from stakeholders (coordinator, auditor, auditee, management team) on the complete audit process
16. Actions for improvement of the process

The above would go a long way in establishing a successful & sustainable auditing model.

One in a series of thought articles from Breakthrough Management Group India

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