A Training Document for Management System Certification Auditors

Effective Introduction of Audit Team Members
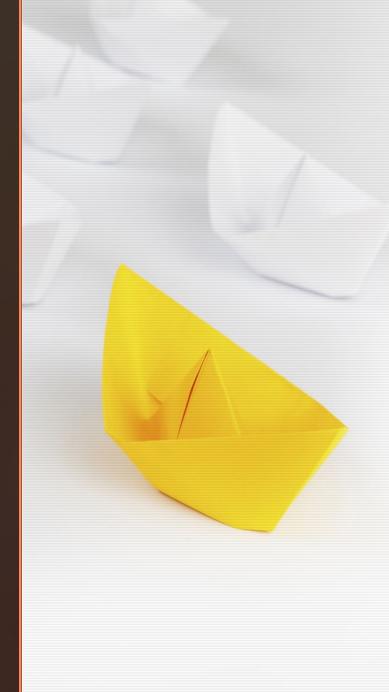
Introduction

- The purpose of this document is to provide guidance on how to introduce the audit team members effectively during a management system certification audit. The introduction is crucial for establishing a professional relationship with the auditee and clarifying roles and responsibilities. Compliance with ISO 17021-1:2015 is required.

Audit Team Members

- Audit team leader: Responsible for the audit's planning, conduct, and reporting.

- Audit team members: Assist the leader in audit activities.

- Observer: Accompanies the team without acting as an auditor.

- Translator: Provides oral translation without modifying information.

- Technical expert: Offers specific knowledge or expertise.

- Representative of the accreditation body: Monitors the certification body and audit team.

Importance of Effective Introduction

- Establishes credibility and professionalism.

- Builds trust and rapport with the auditee.

- Clarifies roles and responsibilities.

- Communicates the audit's scope, objectives, criteria, and methodology.

- Addresses questions or concerns.

- Sets the tone and expectations for the audit process.

Requirements of ISO 17021-1:2015

- - Clause 9.4.2: Introduction of audit team members to the auditee's management.

- - Clause 9.4.7.2: Ensure awareness of the audit objectives, scope, and criteria.

Conclusion

- The effective introduction of the audit team members is vital for a successful management system certification audit. It should aim to establish a professional relationship with the auditee and ensure clarity on roles, responsibilities, and audit expectations, complying with ISO 17021-1:2015.