



How to Audit the Process Based QMS, Second Edition

Arter, Dennis R., Cianfrani, Charles A., and West, John E., 'Jack'

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This book is intended to help those involved in managing and conducting audits to ISO 9001:2008. It can be used as a guide to establishing a new audit program or for revitalizing one that has been operational for some time. It focuses on achieving an audit program that produces value-adding results for the organization. Arter, Cianfrani, and West, experts in both ISO 9001 and auditing, believe that the art and science of auditing quality management systems that have been designed and implemented following the process approach (the foundation of ISO 9001:2008) is more challenging and interesting than auditing discrete elements to determine whether documented procedures and records exist. Auditing a process-based QMS, or even small elements of such a system, requires auditors to understand and integrate into an audit all aspects of organizational activities, from high-level planning through ensuring that customers are satisfied. The role of auditing is evolving, and the skills and competence required to do it well also must evolve. The contents of this book will help auditors understand their role in the organization and discharge their auditing duties in a way that is challenging to them and contributes to the success of the organization.

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