

PROCESS QUALITY NEWS

by PROCESS QUALITY ASSOCIATES Inc.

"We Engineer the Quality of your Success"

690 King St., London ON, N5W 2X3 Phone (519)-667-1720 1-800-837-7046 Fax (519)-667-1722

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Your Internal Quality Auditor: A Vital Part of Your Quality Team

Recently, I was called up for selection to jury duty. The court room was filled with people from all walks of life: tradesmen and housewives, students and retirees, labourers and professionals. As long as they had no prior connection to the case, had an understanding of the English language and serving would cause them no undo hardship, they were called to take a day or two out of their lives to serve for the benefit of society.

Likewise, internal quality auditors are selected from within the company to set aside their regular duties to serve on an audit team. However, an audit is not a trial and an auditor is not a juror. People are not being judged. Guilt and innocence are not being determined. An internal quality audit is a check to see if planned quality activities are being carried out and what results are being obtained. The audit is a check in the plan, do, check, act cycle of continuous improvement. A problem undetected, ignored or buried doesn't solve itself. A problem detected and brought to light can be solved.

The internal quality auditor may be selected according to the suitability of his or her character. Once chosen, the auditor candidate requires specialized training. He or she must know not only what objective evidence to look for but also how to obtain it in a professional manner without generating strife.

A well trained internal quality auditor is a vital part of your quality team and an asset to your company.

PQA recommends that at least 2 people or 10% of all employees, whichever is greater, be trained as internal auditors. Give us a call to find out how this would benefit your company.

Quotable Quote

"Gaining permission to do things right can be a lifelong frustration unless the leader thinks it is important too."
Philip B. Crosby

Reflections on Quality

My father was a foreman in a sheet metal shop in St.Thomas. They produced screen printed signs (Coca Cola, Vernors, etc.) and the now, much sought after, Coca Cola coolers. He brought home a small sign over 40 years ago and I have it with me here at the office. This is the inscription:

For when the One
Great Scorer comes
to write against
your name: He writes-
not that you won or
lost -but how you
played the game.

What is quality? Is it measurable? How do you measure quality? Once you have a measurement, how do you know its accurate? Was your data collected properly? Recorded properly? Is it a true picture of your process?

My father taught me a lot about quality.

Ron Farren

New Training Schedule !

Process Quality Associates will be developing a new schedule of training workshops for the fall. Your input on topics you feel would be of interest in your area would be appreciated.

Call Bernie at: (519)-667-1720 or
(800)-837-7046