



Quality Audits & Corrective Action for Improving Performance



“A major concern regarding internal audit is the effectiveness of corrective actions.” --Marty Jaeger

BENEFITS

Internal audit findings provide a return on your investment with effective corrective action! This is an opportunity to learn those techniques and apply them – plus benefit from ISO 9001:2000 continual improvement.

At the end of the day you will be provided with various follow-up opportunities (handouts, materials, resources, and contacts).

SEMINAR FACILITATOR



Martin J. Jaeger is a consultant, trainer, and an independent registered QMS Lead Auditor. When he isn't consulting, he subcontracts audit assignments from two of the world's largest international registrars. Marty has logged more than 18,000 hours preparing over 150 companies for registration and has trained over 6,000 ISO/QS-9000 internal auditors in more than 400 organizations.

Mr. Jaeger has held the position of Vice President General Manager for a large part supplier and Vice President Operations for a large US equipment manufacturer where he implemented the company's first supplier qualification program.

Marty has MBA and BS degrees from Roosevelt University, studied undergraduate engineering at Purdue University, and is a CPA. He has been published in *Quality System Updates* "Ask an Expert", with the article, "Quality First – Then Registration" in the February 2002 issue. Marty is also a frequent presenter at ASQ sponsored events.

Thursday, April 24, 2003

Seminar – 8:00 am to 4:30 pm
Check-in begins – 7:30 am

Cabela's
3900 Cabela Drive, Owatonna, MN

Cost: \$385.00

AGENDA

- How to define audit criteria, scope, and methods
- Conducting internal audits: 1) Advanced tools and techniques for carrying out process audits; 2) How to evaluate process effectiveness
- Recommendations and suggestions from ISO 19011:2002
- Actions to eliminate audit nonconformities and their causes to improve performance
- Following-up for corrective action effectiveness
- Reporting the results of internal audits for management review
- Case studies and group exercises

LEARNING OBJECTIVES

- Recognize and identify the systemic problems in Quality Management Systems that cause process ineffectiveness and/or the delivery of nonconforming product
- Recognize and identify opportunities for process improvement
- Learn location of requirements
- Learn how to improve the effectiveness of internal audits and the quality of audit evidence (qualitative and quantitative)
- Learn how to improve audit reports

SEMINAR INCLUDES

- A 40-page course workbook
- A copy of ISO 9001:2000 Standard
- A certificate of completion for 1.0 CEU
- Lunch and refreshments
- **Valuable door prize:** follow-up training with one of our local, professional trainers OR 2003 SCTC/Hiawatha Section 1214 Quality and Performance Improvement coursework tuition certificate valued at \$195.00
- **Early bird registration gift:** CD with electronic internal audit templates for conducting interviews and performing process audits (includes a license agreement) for all who register by April 1st AND Cabela's gift certificate drawing eligibility

REGISTRATION

To register, complete the form on the reverse side and mail with payment. Phone or fax (507/332-5888) registrations will be accepted only with a credit card or company purchase order. Make checks payable to SCTC and mail to: South Central Technical College, Custom Training, 1225 3rd Street SW, Faribault, MN 55021. If you have questions, contact Laura Hardy at 507/332-5802 or hardyl@sctc.mnscu.edu. If you must cancel your seminar registration, you will be charged a \$25.00 administrative fee. Cancellations must be received no later than Thursday, April 17, 2003, for a refund minus the fee.

LODGING IN OWATONNA

- AmericInn – 507/455-1142 – \$60.00
- Best Budget Inn – 507/451-0776 – \$35.00
- Comfort Inn – 507/444-0818 – \$66.00
- Holiday Inn – 507/446-8900 – \$89.00
- Ramada Inn – 507/455-0606 – \$50.00



SOUTH CENTRAL
TECHNICAL COLLEGE

Quality Audits & Corrective Action for Improving Performance

Sponsored jointly by American Society for Quality & South Central Technical College

EARLY BIRD REGISTRATION BY APRIL 1ST:

Everyone registered by April 1st gets a CD for conducting interviews and performing audits AND is eligible for a drawing for a \$50 gift certificate to Cabela's

**Cabela's in Owatonna, MN
Thursday, April 24, 2003
Martin J. Jaeger, Facilitator**

DOOR
Follow-Up
Quality Training
Valued at \$195
PRIZE

QUALITY AUDITS & CORRECTIVE ACTION FOR IMPROVING PERFORMANCE

Name _____

Social Security Number _____ Date of Birth _____

Street Address _____ City/State/ZIP _____

Employer _____ Title _____

Home Phone _____ Work Phone _____

ASQ Member: Yes No If yes, what section? _____

Please make checks payable to SCTC (\$385/person) and mail to South Central Technical College, Custom Training, 1225 3rd Street SW, Faribault, MN 55021. Phone contact: Laura Hardy at 507/332-5802 or FAX at 507/332-5888. Cancellation fee of \$25.00 and no refunds after April 17, 2003.