

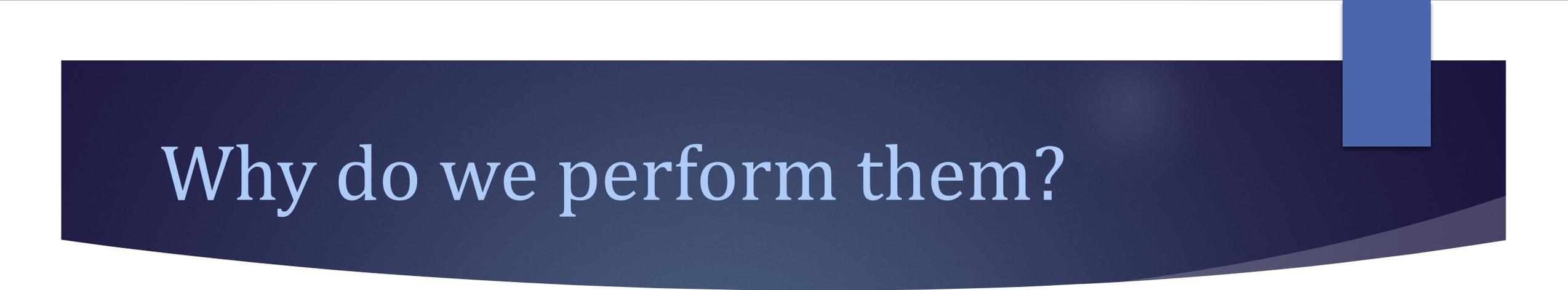


Internal Audits

MEASURING THE PERFORMANCE OF YOUR QUALITY
MANAGEMENT SYSTEM

Internal Audits - What are they?

- ▶ ISO 17000 defines an Audit as “systematic, independent, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled.”
- ▶ QM-1 labels an internal audit as a Division/Office-Level Audit. (4.6.2)
- ▶ Audit that addresses all elements of the management system.



Why do we perform them?

Sally says to do it!

QM-1 says to do them.

ISO/IEC 17025 requires
them.

4.14.1 Internal audits

4.14.1 The laboratory shall periodically, and in accordance with a predetermined schedule and procedure, conduct internal audits of its activities to verify that its operations conform with the requirements of the management system and this handbook. The audit program shall address all elements of the management system, including the testing and/or calibration activities. It is the responsibility of the quality manager to plan and organize audits as requested and requested by management. Such audits shall be carried out by qualified personnel who are, wherever resources permit, independent of the activities being audited.

shall

shall

shall

NOTE: The cycle for internal auditing should normally be completed in one year.

What's required?

- ▶ QM-1: Two Division-Level audits at least every two years, but preferably each year.
- ▶ Division shall conduct these audits in accordance with a predetermined schedule and procedure.
- ▶ Division's QM-2 or other quality documentation may add further definition of the audit or requirements to conduct these audits.

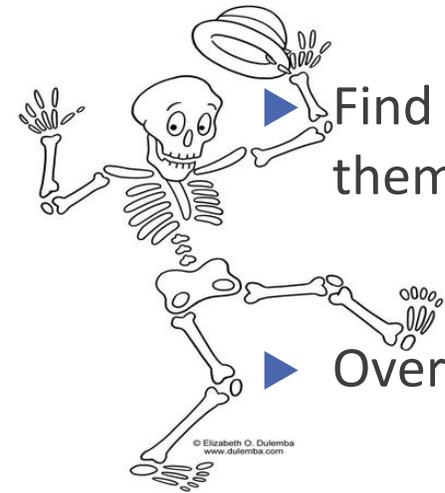
What's useful to get these audits completed?

- ▶ Preparation – Schedule and prepare for the audit
- ▶ QM-1 checklist
- ▶ NIST colleagues – other divisions have to complete these too. Share your tips and tricks to conducting effective and useful audits.

Considerations and Reminders

- ▶ Development of a Audit Schedule is important.
- ▶ This is not a document review task.
- ▶ An internal Audit is a useful tool if conducted in the spirit of improvement.

Why do we perform them?



- ▶ Find your own skeletons before you have your colleagues looking for them at your NIST-Level assessment or a Peer Review.
- ▶ Overall continuous improvement
- ▶ Ultimately, they are an internal tool/resource for you to ensure conformance with the requirements of your Division's management system and for NIST's continued conformance with ISO/IEC 17025.

Questions

