



## WORK INSTRUCTION

### Audit Planning, Conduct, and Completion

#### QAM-W001

Work instructions are continually revised and improved. Users of this work instruction should check the QAMM website for the most recent version.  
<http://www.salkeiz.k12.or.us/content/QAMm/QAMm-documents>

#### 1.0 SCOPE:

- 1.1 This work instruction applies to the Quality Assurance audit function and describes actions taken throughout the process of conducting these audits at Salem-Keizer School District.

#### 2.0 DEFINITIONS:

- 1.2 NC – Non-Conformance
- 1.3 QAMM – Quality Assurance Model
- 1.4 QAM – Quality Assurance
- 1.5 CPAR – Corrective and Preventive Action Request
- 1.6 District – Salem-Keizer School District

#### 3.0 INSTRUCTION:

- 3.1 The Management Representative and Lead Auditor develop the QAM Audit Schedule for the District. This audit schedule is posted to the QAM webpage and area managers are emailed to inform them of the date.
- 3.2 Auditors are assigned from a pool of employees that have received auditor training.
- 3.3 The Lead Auditor then notifies the area manager of the pending audit approximately one week before it is scheduled using the QAM Audit Notification (QAM-F002).
- 3.4 The QAM Auditors plan each audit by completing a QAM Audit Planning Worksheet (QAM-F017) for the area to be audited. The worksheet is prepared by reviewing past audit workpapers and potential areas of non-conformance.
- 3.5 The Internal Auditors complete the steps outlined in QAM Audit Planning Worksheet (QAM-F017) and audit verification checklists. (QAM-F014, QAM-F015, and QAM-F016).
- 3.6 Records are examined to corroborate the procedural responses provided by employees. QAM Auditors note records examined, audit findings and suggestions for improved efficiencies in the appropriate sections on the audit checklist.
- 3.7 The QAM Auditors give a Quality Assurance Audit Feedback form (QAM-F007) to each department employee interviewed.
- 3.8 A QAM Audit Recap (QAMM-F004) is completed after each audit by the QAM Auditors assigned to the audits and forwarded to the Lead Auditor. The form lists the area audited, scope of the audit, processes examined, personnel who were contacted, nonconformances disclosed, a summary of the audit results, opportunities for improvement, observations, and concerns. The audit recap is discussed between the auditors and Lead Auditor and with the Management Representative if significant nonconformances are noted.
- 3.9 A Corrective and Preventive Action Request (QAM-F006) (CPAR) is completed by the Lead Auditor for any existing or potential nonconformities detected by the auditors. These are followed-up using the Corrective and Preventive Action processes (QAM-P005, QAM-P006).



**WORK INSTRUCTION**  
**Audit Planning, Conduct, and Completion**  
**QAM-W001**

- 3.10 The Lead Auditor reviews the audit work papers and checklists to assure that all procedures outlined during audit planning were completed and that the QAM Audit Recap properly summarizes the results of the audit.
- 3.11 A meeting is held with area management at the conclusion of the audit which is attended by the auditors who performed the audit, the Lead Auditor and the Management Representative. All findings are discussed and changes are made if facts have been misinterpreted.
- 3.12 The audit recap is posted to the QAM web page and a copy is provided to Management Review Team workgroup responsible for reviewing audits. They report on the audit at the next MRT meeting.
- 3.13 For findings other than nonconformances, follow-up is completed during the next audit.

**4.0 APPLICABILITY:**

4.1 Lead Auditor and QAM Auditors

**5.0 REVISION HISTORY:**

Date	Revision Ref.	Description
10/20/07		Initial Draft
10/29/09	A	Substantial changes made to the WI, users should read it in its entirety.

**6.0 APPROVAL AUTHORITY:**

6.1 Management Representative

Signature on file \_\_\_\_\_  
Signature Date