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**INTEROFFICE MEMORANDUM**

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**DATE:**

**TO:**

**FROM:** MIKE HALBIRT, LEAD AUDITOR

**SUBJECT:** SCHEDULED AUDIT

As part of our Quality Assurance Model (QAM), we conduct regular audits to help departments verify that approved procedures and processes are being implemented appropriately. In other words – to make certain we are doing what we say we are doing. The audit schedule is determined at the beginning of the year and used to ensure that all operational areas are contacted twice a year. Your department is scheduled for an audit starting on date at time.

Our audits last about 8 hours and are planned to maximize our efficiency and your convenience. Supervisors and staff who perform critical processes should be available to answer questions. Additionally, records generated by those processes should be readily available.

The following records are examined during each audit:

- Organizational chart
- Department goals, objectives and data measurements of their accomplishment
- Department meeting agendas and minutes
- Department procedures, work instructions and forms
- Training for required competencies
- Calibration records for monitoring and measuring equipment
- Customer satisfaction surveys

If the date or time scheduled is inconvenient, please call me at (503) 399-3001 as soon as possible so we can set a more appropriate time.