Procedures are continually revised and improved. Users of this procedure should check the QAM website for the most recent version.
http://www.salkeiz.k12.or.us/content/qam/qam-documents

1.0 SCOPE:

1.1 This procedure describes how Quality Assurance audits are planned and performed.

2.0 DEFINITIONS:

1.2 MRT- Management Review Team

1.3 QAM: Quality Assurance Model

1.4 Quality Assurance Audits: Audits conducted to determine if the Quality Assurance Model at the District conforms to the requirements of ISO 9001:2008 as well as documented procedures and processes and is effectively implemented and maintained.

1.5 Quality Assurance Auditors: District employees selected to perform Quality Assurance audits.

3.0 PROCEDURE:

3.1 Audits are conducted according to the annual Quality Assurance Audit schedule developed and maintained by the Management Representative and Lead Auditor. Consideration is given to the importance of area processes and the results of prior audits. Audits are scheduled during less busy periods, whenever possible.

3.2 The Lead Auditor selects the auditors from a list of trained available auditors.

   3.2.1   Continuity is maintained when possible and the same auditors audit a department for two or more years before changing.

3.3 The Quality Assurance Auditors prepare a Quality Assurance Audit Planning Worksheet (QAM-F017) for each audit that details the scope of the audit and specific procedures to be performed.

3.4 The Lead Auditor conducts a pre-audit conference with the assigned auditors to assure that areas of potential nonconformance will be detected during the audit.

3.5 The Lead or assigned auditor notifies the auditee department(s) of a pending audit using a Quality Assurance Audit Notification memo (QAM-F002).

3.6 The assigned auditors perform the audit using the following audit verification checklists:

   3.6.1   Top Management, Supervisor and Staff (QAM-F014, QAM-F015, QAM-F016, and QAM-F033).

   3.6.2   Innovative Product or Service (QAM-F013). This is completed for the Curriculum department which develops new instructional programs.

   3.6.3   Internal Audit (QAM-F011), Management System (QAM-F034), Corrective Actions and Preventive Actions (QAM-F035), and Document Control (QAM-F036).

3.7 A Quality Assurance Audit Recap (QAM-F004) is completed by the Lead and assigned auditors at the end of each audit. The recaps include Corrective Actions, nonconformances, and opportunities for improvement, as well as, observations of efficiencies already implemented by the auditee, and concerns that fall outside the objectives of the audit.

(8/25/08, QAM-F025)

3.7.1 The Corrective Action procedure (QAM-P005) is used remedy ineffective processes while improvements to existing processes are recommended using the Preventive Action Procedure (QAM-P006). These are denoted as Audit Corrective Actions and Audit Preventive Actions to distinguish them for those submitted outside the audit process.

3.8 The Lead Auditor, assigned auditors, and Management Representative (when possible) discuss the audit recap with the responsible administrator and supervisors of their choosing. Agreements are reached regarding the facts and adjustments are made to audit recap accordingly.

3.9 The Lead Auditor forwards a copy of the audit recap to a workgroup of MRT members for review. The MRT workgroup recommends improvements to report format, classification of exceptions, and audit processes.

3.10 The Lead Auditor or Management Representative presents audits at the next MRT meeting. The MRT determines whether the department is making adequate progress implementing QAM.

3.11 As with other Corrective and Preventive Actions, the Lead Auditor schedules appropriate follow-up to assure that the actions taken to address nonconformances are implemented.

3.12 Each person interviewed during the audit process is given an opportunity to complete a Quality Assurance Audit Feedback form (QAM-F007).

3.13 The Lead Auditor maintains complete records of each audit.

4.0 RESPONSIBILITY:

4.1 Management Representative

4.2 Lead Auditor

5.0 APPLICABILITY:

5.1 Lead Auditor and other Quality Assurance Auditors

6.0 MEASUREMENT: Not applicable

7.0 ASSOCIATED DOCUMENTS:

7.1 Quality Assurance Audit Plan

8.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
All forms listed in Section 3.0	Lead Auditor Files	Three Years	Shredded	Office locked when closed.

9.0 REVISION HISTORY:

Date	Revision Ref.	Description
11/07	A	Initial Release
11/20/07	B	Para 6.2 revised to specify that the Lead Auditor will prepare the Audit Assignment schedule and the Quality Assurance auditors will prepare the Audit Planning Worksheets.

(8/25/08, QAM-F025)

6/9/09	C	Reformatted
11/5/09	D	Substantial changes have been made to this procedure. Users should read it in its entirety.
12/18/09	E	3.1 Audit scheduling clarified to focus on potential nonconformances, 3.6 References to audit checklists added for Internal Audit, Quality Management System, CA's and PA's, and Document Control, 3.7 Ref. to CA form eliminated – not completed for audits.

10.0 FLOWCHART: A flowchart was not needed for this procedure.

11.0 APPROVAL AUTHORITY:

11.1 Management Representative   *Signature on file*_____   _____
                                                                            Signature   Date

(8/25/08, QAM-F025)