

## Auditor Manual List of Files in the ISO 9001:2000 Auditor Training Course and Forms

File name	Directory where file is located	To be Used	Name of document / What used for	Number of pages
			<p><b>Auditor Manual</b></p> <p>This manual is 1 of 3 manuals that are used to train auditors. You make a photocopy of this manual for each auditor.</p>	
			<p><b>The "ISO 9001:2000 Auditor Training Course and Forms" includes:</b></p> <ol style="list-style-type: none"> <li>1. ISO 9001:2000 Requirements Explained - An Adobe PDF File for Use on a Network System</li> <li>2. Manual 1 Requirements Explained - a printout of the written explanation of the standard (used to train auditors)</li> <li>3. Manual 2 Exhibits - a printout of the Exhibits that illustrate the requirements of the standard (used for training auditors)</li> <li>4. Trainer Manual - tells how to set up and manage an audit program and train auditors</li> <li>5. <b>Auditor Manual</b> - how to conduct and report an ISO 9001:2000 process audit</li> </ol>	
			<p>The <b>Auditor Manual</b> includes:</p> <p>Tab 1 and 2 - The Auditor Training Course</p> <p>Tab 3 - 10 Exhibits</p> <p>Tab 4 - Forms used by Auditors</p> <p>Tab 5 - ISO 9001:2000 Checklist (an audit checklist for each clause)</p>	
			<p>Tab 6 - Copy of the ISO 9001:2000 standard</p> <p>Tab 7 - Vocabulary - Quality related terms</p> <p>Tab 8 - ISO 9000:2000 Vocabulary</p>	
			<p><b>Audit Steps Card and Auditing a Process</b></p> <p><i>(These 2 documents are placed back to back in a plastic sheet protector in the Inside Front Pocket of the Auditor Manual)</i></p> <p>These 2 documents summarize the steps of an audit and how to conduct a process audit. The documents address "the retention factor" and that audits are only conducted several times a year. New Auditors review these 2 pages before an audit. Page numbers on the Audit Steps card indicate where each step is discussed in the Auditor Manual. During an audit, the Audit Steps Card is a guide for what to do next. After 2 or 3 audits, a new auditor will no longer need the guide sheets.</p>	
audit steps card for color printer Rev 3-01-04.doc	Audit Forms		<p><b>Audit Steps Card</b> (for color printer)</p> <p>This single page lists every step that an auditor takes to complete an audit. This serves as an overview of the Auditor Training Course, as a study sheet, and as a guide when performing an audit.</p>	1
audit steps card for standard printer Rev 3-01-04.doc	Audit Forms		<p><b>Audit Steps Card</b> (for standard printer)</p>	1
auditing a process.doc	Audit Forms		<p><b>Auditing a Process - ISO 9001:2000</b></p> <p>This single page lists audit questions that apply to every process audited.</p> <p>One box contains standard questions to ask the Department Manager.</p> <p>One box contains standard questions to ask those who perform the process.</p> <p>The questions on this document match the Universal Items Checklist that is used when every process is audited. Clause numbers are given for each question.</p>	1

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			<b>Tabs 1 and 2 - The Auditor Manual</b>	
auditor training course.doc	Audit Training	Tabs 1 and 2	<b>Auditor Training Course</b> Course content includes: 1. Brief history of the ISO Standards 2. Difference between the 1994 version and the 2000 version 3. Review of the requirements of the standard - Using sample documents, Exhibits, forms, and question exercises (Manual 1 and Manual 2 are used for this review.) 4. Requirements for auditors, audit techniques, and process auditing 5. 9 Steps to performing and reporting an audit (the Audit Steps Card lists these steps)	109
		Tab 3	<b>Tab 3 Exhibits in the Auditor Manual</b>	14
exhibit 1- 3 standards chart.doc	Audit Training		<b>Exhibit 1 - Three Standards Chart</b> A chart that explains what is included in ISO 9000, ISO 9001, and ISO 9004	1
exhibit 2 - structure of iso 9001.doc	Audit Training		<b>Exhibit 2 - Structure of ISO 9001:2000</b>	1
exhibit 3 - list of requirement clauses.doc	Audit Training		<b>Exhibit 3 - ISO 9001:20000 - List of Requirement Clauses</b>	1
exhibit 4 - iso 9001 - content of clauses .doc	Audit Training		<b>Exhibit 4 - ISO 9001:2000 - Content of Requirement Clauses</b> A brief statement on what is included in each clause.	3
exhibit 5 - document pyramid.doc	Audit Training		<b>Exhibit 5 - Example Document Pyramid</b> Example of 4 levels of documents plus records.	1
exhibit 6 - audit by clause method.doc	Audit Training		<b>Exhibit 6 - Audit by Clause Method</b> A Chart that describes how to Audit by Clause Method. Audit by Clause Method checks to see if the requirements of an ISO Clause are being met at each location where one or more of the requirements of the clause apply.	1
exhibit 7 - grouping related clauses.doc	Audit Training		<b>Exhibit 7 - Grouping Related Clauses</b> A chart that identifies 9 Groups of ISO clauses. This chart relates to the planning of audits. Some clauses (and their related Operating Procedures when these exist) are more easily audited as a group because they involve the same physical area, same people, or similar information. This document identifies these relationships because some may not be apparent until one is very familiar with the standard.	3
exhibit 8 - process model.doc	Audit Training		<b>Exhibit 8 - Process Model</b> A process model (picture) that shows what should be defined when every process is designed. Visually shows requirements c, d, e, and f in clause 4.1.	1
exhibit 9 - audit by process method .doc	Audit Training		<b>Exhibit 9 - Audit by Process Method</b> A chart that identifies how to perform a process audit of a documented or an undocumented process.	1
exhibit 10 - audit by department method.doc	Audit Training		<b>Exhibit 10 - Audit by Department Method</b> Identifies what is included when audits of departments or functional areas are audited by Department Method.	1
		Tab 4	<b>Tab 4 - Forms used by Auditors</b>	

## Auditor Manual List of Files in the ISO 9001:2000 Auditor Training Course and Forms

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Tab 4 - List of Audit Forms.xls			<b>Tab 4 - List of Audit Forms</b>	
	Audit Forms/ ISO Requirements for Each Process		<b>ISO Requirements for Each Process</b> (a Sub-directory of Directory: Audit Forms) The Audit Program Manager completes a form for each system process and files it in this Sub-Directory. The auditor prints out a copy of the completed form that has the name of the process that is assigned for audit. The printout tells the auditor which ISO requirements apply to the process that is assigned for audit.	1
audit by process method.doc	Audit Forms	1	<b>Audit by Process Method</b> A chart telling how a process audit is identified, how it could be documented, how to do document review, and how to perform the audit of a documented or undocumented process.	1
audit plan form.doc	Audit Forms	2	<b>Audit Plan Form</b> 1. The Lead Auditor identifies the Audit Assignment on this form. 2. The Auditor uses the form to identify the activities to be audited and the documents and records to include in the audit. 3. Used by the Auditor to confirm audit arrangements with the Manager.	4
	Audit Plans		<b>A Directory to file data entry templates of Audit Plan files</b> The Lead Auditor can file the auditor assignments on the Audit Plan Forms in this directory. If the same audit is assigned in the future, the file can be updated.	
audit notification form.doc	Audit Forms	3	<b>Audit Notification Form</b> You may edit this form, use your own form, or use your own method to notify Auditors and Managers of the audit scope and date. This form has space for the Manager and Auditor to respond regarding their availability on the proposed audit date.	1
CPAR assignment form.doc	Audit Forms	4	<b>CPAR Assignment Form</b> The Audit Program Manager uses this form to identify corrective actions that have closed since the last audit that apply to audit assignment. Auditors are assigned to verify if the corrective actions assigned to them remain effective.	1
ISO requirements for this process.doc	Audit Forms	5	<b>ISO Requirements for This Process</b> Form completed by the Audit Program Manager that identifies which ISO clauses contain one or more requirements that apply to a specific process. This form is completed for each process and is included as part of the audit assignment information.	1
notes form.doc	Audit Forms	6	<b>Notes Form</b> Used to plan a checklist of what to look for during an audit and to record the results of interviews and observations.	1
long notes form.doc	Audit Forms	7	<b>Long Notes Form</b> Form used to plan a checklist of what to look for during an audit.	1
universal items checklist - all.doc	Audit Forms	8	<b>Universal Items Checklist - All</b> This Checklist contains ISO requirements that apply to <u>All processes</u> . The Auditor uses this form when the document titled "ISO Requirements for (the named process)" only has X's in Column 1 of the form.	4

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universal items checklist.doc	Audit Forms	9	<b>Universal Items Checklist</b> This Checklist contains the ISO requirements that apply to All processes PLUS additional ISO requirements that frequently apply to product realization processes. The Auditor uses this form when the document titled "ISO Requirements for (the named process)" identifies additional ISO requirements that apply to the process in Column 2 or at the bottom of the form page.	5
records review form.doc	Audit Forms	10	<b>Records Review Form</b> This form is used to list the records reviewed and the result of the review when reviewing a sampling of records.	1
process model.doc	Audit Forms	11	<b>Process Model</b> A picture of a process. Auditors review this before performing an audit.	1
process model explanation.doc	Audit Forms	12	<b>Process Model Explanation - Requirements of 4.1</b> Chart that explains the Process Model picture. This is what auditors look for when they audit a process.	1
universal items list.doc	Audit Forms	13	<b>Universal Items List</b> Some Clauses contain requirements that apply to many other processes. These universal items (that apply to the process under review) are checked when any process is audited.	2
manager interview form.doc	Audit Forms	14	<b>Manager Interview Form</b> Form used to record information when you interview a department manager.	1
audit results memo.doc	Audit Forms	15	<b>Audit Results Memo</b> Auditors must summarize the results of the audit with the Manager before leaving the area audited. This form is used to summarize audit results if the Manager is not present when the audit is completed. The Auditor can also use this form to list the items to mention when the verbal presentation of results is presented.	2
audit results memo template.doc	Audit Forms	15	<b>Audit Results Memo (template)</b> Data entry template of the above memo form.	2
cpar form.doc	Forms	16	<b>Corrective Preventive Action Request (a form for handwritten reporting)</b> 1. Used to request a corrective or preventive action and as a record of the action taken. 2. May be used to suggest an Opportunity for Improvement. 3. May be used to report a customer complaint that originates outside of Customer Service reporting.	2
cpar template.doc	Forms	16	<b>Corrective Preventive Action Request (a data entry template)</b> Same as the above form.	2
cpar instructions.doc	Forms	17	<b>Corrective Preventive Action Request Instructions</b> Instructions for completing the CPAR form and template.	2
audit report handwritten.doc	Audit Forms	18	<b>Audit Report (for handwritten reporting)</b> Page 3 of this Audit Report is used to list the Corrective Preventive Action Requests.	3

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audit report template.doc	Audit Forms	18	<b>Audit Report</b> (data entry template for Single Auditor) Page 3 of the Audit Report is an Excel file: audit report cpars for database.xls. Audit Reports are saved in Directory: IA Reports	3
audit report cpars for database.xls	Audit Forms (an Excel file)	19	<b>Audit Report CPARS for Database</b> (a data entry template) Auditors with computer access use this Excel file to list CPARS for the last page of the Audit Report. The person in charge of the audit program copy/pastes the auditor's data into the CPAR Log Database. <b>Warning:</b> Do not change the column widths on this form or the database. Copy/paste only works when both forms have same width columns.	1
audit report for team template.doc	Audit Forms	20	<b>Audit Report</b> (data entry template for an Audit Team) This file has spaces for listing 12 ISO clauses and 12 product/service/or organization processes. The Audit Team Leader can edit this form to match the number of processes that were audited. To edit: 1. Save the form as indicated at the top of the form. 2. In the menu, click: Tools/ Unprotect Document. 3. Edit form. 4. To save new form, click: Tools/ Protect Document/ Forms/ OK.	3
audit report instructions.doc	Audit Forms	21	<b>Audit Report Instructions</b> Instructions for completing the Audit Report.	4
audit report forms and submittal order.doc	Audit Forms	22	<b>Audit Report Forms and Submittal Order</b> Lists the forms used to write CPARS and the Audit Report. Lists paperwork sequence to use when submitting the audit paperwork in a file folder.	1
review before an audit.doc	Audit Forms	23	<b>Review before an Audit</b> Basic items to review before an audit. Includes the Auditor introduction, Auditor Start Phrase, the Nonconformance Check Statement, Rules for Sampling, and the Process Model.	1
work order audit form.doc	Audit Forms	19	<b>Work Order Audit Form</b> Form to use to conduct the audit of a Work Order.	12
work order audit instructions.doc	Audit Forms	20	<b>Work Order Audit Instructions</b> Instructions for the Work Order Audit Form.	7
		Tab 5	<b>Tab 5 - ISO 9001:2000 Checklist - ( an Audit Checklist for each ISO clause)</b>	
checklist instructions.doc	Audit Forms		<b>Checklist Instructions</b> Explains how the Checklist is set up and how to record evidence of audit observations. Includes examples of how to enter audit evidence on forms.	7
9001-2000 checklist.doc	Audit Forms		<b>ISO 9001:2000 Checklist</b> This Checklist has questions for each clause in the Standard. 58 pages	58
9001-2000 list of all clauses.doc	Audit Forms		<b>9001-2000 List of All Clauses</b> This file may be printed out when a list of ISO 9001:2000 clauses is needed.	1
		Tab 6	<b>Tab 6 - Copy of the ISO 9001:2000 standard</b>	
iso 9001-2000 - where to purchase - Tab 6.doc	Audit Training		<b>ISO 9001:2000 Standard</b> (purchase for Tab 6) Your organization must provide a copy of the ISO 9001:2000 standard to be placed in the Auditor Manual. See this document for information on where to purchase the ISO 9001:2000 standard (download from the internet). This is a copyrighted document and may not be reprinted by your writer.	

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		Tab 7	<a href="#">Tab 7 - Vocabulary</a>	
vocabulary - quality related terms.doc	Audit Forms		<b>Vocabulary - Quality Related Terms</b> These vocabulary terms are located in Tab 7 of the Auditor Manual. This document contains terms that are used by manufacturing and service organizations and terms used in auditing. You may edit this document and add terms that are specific to your industry.	13
		Tab 8	<a href="#">Tab 8 - ISO 9000:2000 Vocabulary</a>	
vocabulary from iso 9000-2000.doc	Audit Training		<b>Vocabulary from ISO 9000:2000</b> ( <i>purchase for Tab 8</i> ) Insert ISO 9000:2000 vocabulary terms in Tab 8. See this document for information on where to purchase the ISO 9000:2000 standard (download from the internet). This is a copyrighted document and may not be reprinted by your writer.	
			<b>End of Auditor Manual list of files.</b>	
			You may print this document.	
			The <i>ISO 9001:2000 Auditor Training Course and Forms</i> is offered as a site license to organizations that will train their own auditors in-house.	
			<b>Product Name:</b> "ISO 9001:2000 Auditor Training Course and Forms" - Auditor Manual	
			This product is sold as part of the "ISO 9001:2000 Auditor Training Course and Forms"	
			This product is offered by: ISO 9000 Checklist <a href="http://www.iso9000checklist.com">http://www.iso9000checklist.com</a>	
			<b>Click Browser Back button (in top left corner) to Return</b>	