

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
1READ ME.doc	Trainer Manual and 1 List of Directories and Files			<b>1Read Me</b> - Information related to using files. Identifies changes that may be needed to files in this product.	
making changes to documents and forms.doc	1 List of Directories and Files			<b>Making Changes to Documents and Forms</b> Tells how to make changes to documents and forms in this product.	
1 List of Directories.xls	1 List of Directories and Files			<b>List of Directories</b> A 1-page document that identifies the Directories on the CD included in this product.	
1 List of Directories and Files.xls	1 List of Directories and Files			<b>List of Directories and Files</b> <i>(the file you are reading)</i> The file you are reading identifies the documents in this product, the document file name and the Directory where the document is located.	
ALL Documents in this product that do not show a Rev date in this Table of Contents have the Revision identification Rev 3-1-04 on the document.				<b>The "ISO 9001:2000 Auditor Training Course and Forms" includes the following materials that are listed in this file:</b> 1. ISO 9001:2000 Requirements Explained - An Adobe Pdf File for Use on a Network System 2. Manual 1 Requirements Explained - a printout of the written explanation of the standard (used to train auditors) 3. Manual 2 Exhibits - a printout of the Exhibits that illustrate the requirements of the standard (used for training auditors) 4. Trainer Manual - tells how to set up and management an audit program and train auditors 5. Auditor Manual - how to conduct and report an ISO 9001:2000 process audit	
iso 9001-2000 explained rev 3-1-04.pdf	ISO 9001 Explained			<b>ISO 9001:2000 Requirements Explained - An Adobe PDF File for Use on a Network System</b> This 294 page Adobe PDF document explains what each sentence in the ISO 9001:2000 standard means. The Adobe file has links to 98 Exhibits (listed below) that illustrate the ISO requirements. The written explanation of the standard may be placed on a network system for access by auditors and employees at the site license location.	all
				<b>Manual 1 Requirements Explained</b> This manual is a printout of the written explanation of the standard and is used as part of the Auditor Training Course. A photocopy of this manual is made for each auditor.	
				<b>Manual 2 Exhibits</b> This manual is a printout of the Exhibits that are used to illustrate the written explanation of the standard. A photocopy of this manual is made for each auditor.	

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				<b>List of Exhibits</b> Following is a list of the charts, documents, forms and databases that are used to illustrate the requirements of the Standard. This product includes these documents as Microsoft Word and Excel files. These documents may be edited and used as part of your ISO quality system documentation and employee training programs.	
				<b>Key:</b> An "X" in column 3 indicates that the PDF written explanation of the standard has a link to this illustration document. The numbers in the last column identify the clause(s) of the standard to which the exhibit applies.	
				4 Quality management system (title only)	
				<b>4.1 Quality management system - General</b>	
flowchart basics.doc	Sample Documents	x		<b>Flowchart Basics</b> Introduces basic flowchart symbols, a process flowchart and deployment flowchart.	4.1
flowchart 1 - key processes S & I.doc	Sample Documents	x		<b>Typical Sequence and Interaction of Processes for a Manufacturing Company</b> Sample flowchart showing the sequence and interaction of key processes.	4.1
flowchart 2 - seq and interaction of key processes.doc	Sample Documents	x		<b>DFC 4.1 Sequence and Interaction of Key QMS Processes</b> Sample flowchart showing the sequence and interaction of key processes.	4.1
flowchart 3 - process flowchart.doc	Sample Documents	x		<b>Corrective and Preventive Action</b> A sample process flowchart.	4.1
flowchart 4 - deployment flowchart.doc	Sample Documents	x		<b>DFC 6.2.2 - Competence, Awareness and Training System</b> A sample deployment flowchart.	4.1
elements of a process description.doc	Forms	x		<b>Elements of a Process Description</b> This document defines what should be known about a process. This may be used to introduce "WHAT A PROCESS IS" during a training session and to determine if a process has been adequately planned and documented.	4.1 5.4.1 5.4.2 7.1
input output chart.doc	Forms	x		<b>Input Output Chart</b> A process planning tool used to identify: 1. process inputs and outputs 2. process objectives 3. reference documents, forms, and records used by the process Resulting chart can be used: 1. to establish minimal documentation for an undocumented process 2. as an insert to a procedure, work instruction or other document format to show (at a glance) inputs/outputs and objectives of the process	4.1 5.4.1 5.4.2 7.1 b 8.2.3
input output chart instructions.doc	Forms	x		<b>Input Output Chart Instructions</b> Instructions for how to complete an Input Output Chart.	same as above

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input output chart example.doc	Sample Documents			<b>Input Output Chart Example</b> <i>(a file only)</i> A completed Input Output Chart.	
input output chart - related to ISO clauses.doc	Sample Documents			<b>Input Output Chart - Related to ISO Clauses</b> <i>(a file only)</i> Identifies where an Input Output Chart can be used to satisfy requirements in the ISO 9001:2000 standard.	4.1 8.2.3
supplier customer agreement form.doc	Forms	x		<b>Supplier Customer Agreement Form</b> <i>(a standard form)</i> An Agreement between an in-house Supplier process and an in-house Customer process. The agreement defines the acceptance criteria for the service, material, or information that the Supplier process delivers to the Customer process. This form is used to establish the expected inputs and outputs for a process.	4.1
supplier customer agreement template.doc	Forms			<b>Supplier Customer Agreement</b> <i>(template version of this form)</i>	
supplier customer agreement example.doc	Forms	x		<b>Supplier Customer Agreement Example</b> Example of a complete form.	4.1
process planning formula chart.doc	Forms	x		<b>Process Planning Formula Chart</b> This chart may be used for planning activities to ensure 4.1 requirements are met. The chart lists the 7 requirements in clause 4.1 that must be met when 1. planning any new process 2. defining a plan to meet a quality objective 3. defining an improvement plan 4. planning a change to the QMS (new equipment, new computer system, etc.)	4.1 5.4.1 5.4.2 7.1
				4.2 Documentation requirements (title only)	
				<b>4.2.1 Documentation requirements - General</b>	
				<b>Operating Procedure document formats</b> The purpose of the sample documents for clause 4.2.1 is to show how documents can differ from one organization to another and to provide sample document formats.	4.2.1
OP 4.2.4 Records sample.doc	Sample Documents	x		<b>OP 4.2.4 Records Sample</b> This sample Operating Procedure format is provided by West Management Services. This example uses a simple layout and short sentences that are easy to understand.	4.2.1
	Sample Documents			<b>Documentation Format Examples from IsoQual, Inc.</b> The following flowchart, Standard Operating Procedure (SOP) and Process Assessment Worksheet are presented to provide examples of these types of documents. The Process Assessment Worksheet is a new type of document that assists process owners and auditors to assess the performance of a process.	4.2.1

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flowchart 4 - deployment flowchart.doc	Sample Documents	x		<b>DFC 6.2.2 - Competence, Awareness and Training System</b> A flowchart provides an overall picture of a process.	4.2.1
SOP format sample.doc	Sample Documents	x		<b>SOP Format Sample</b> Organizations define a standard format that they will use for a written procedure. This is an example of a format template. Compare the format template to the next document on this list which is a completed SOP.	4.2.1
SOP 6.2.2 Competence Awareness and Training - Rev 1-1-03.doc	Sample Documents	x		<b>SOP 6.2.2 – Competence, Awareness and Training</b> This is an example of a Standard Operating Procedure. It is included here so you can compare a completed document to the SOP standard format (above).	4.2.1
process assessment worksheet example.doc	Sample Documents	x		<b>Process Assessment Worksheet Example</b> This is a new type of document (developed by IsoQual, Inc.) that is used to assess a process. A completed worksheet (such as this example) may be used by the process manager and auditors to assess the performance of a process. The worksheet identifies: 1. the process Objective and Baseline Performance against which the process is measured 2. improvement objectives (when defined for the process) 3. process inputs and outputs 4. what controls the process 5. key measures (what is used to measure if the process is achieving its objective(s))	4.2.1
process assessment worksheet.doc	Sample Documents	x		<b>Process Assessment Worksheet Form</b> A blank Process Assessment Worksheet form and instructions for completing the form. Also see the above example of a completed form.	4.2.1
				<b>4.2.2 Quality manual</b>	
quality manual numbering.doc	Sample Documents	x		<b>Quality Manual Numbering</b> Most organizations number the topics in the quality manual to correspond to the numbering of the ISO 9001:2000 standard. This makes it easier to discuss the standard and to audit the quality management system.	4.2.2
				<b>4.2.3 Control of documents</b>	
master list.xls	Sample Documents	x		<b>Master List</b> (an Excel file used to maintain an electronic Master List of documents) The Quality Manual should identify the Directory and file name location of this list when this file is used.	4.2.3
doc chg request form.doc	Forms	x		<b>Document Change Request Form</b> (a standard form) Used to request a change to a document.	4.2.3
doc chg request template.doc	Forms			<b>Document Change Request</b> (a data entry template) The data entry template version of this form. Used to request a change to a document.	4.2.3

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doc chg request instructions.doc	Forms	x		<b>Document Change Request Instructions</b> Instructions for completing the DCR form and template.	4.2.3
	DCR Doc Change Requests - file here			<b>DCR Doc Change Requests - file here</b> A Directory for filing Document Change Requests submitted on a data entry template.	4.2.3
DCR Log.xls	Forms	x		<b>DCR Log</b> (Document Change Request Log) <i>a database</i> Used to list and track the status of Document Change Requests. A DCR Log database is likely to be used when there are a large number of documents or when changes to documents occur frequently.	4.2.3
DCR Log instructions.xls	Forms			<b>DCR Log Instructions</b> <i>(a file only)</i> Additional information related to using the DCR Log.	4.2.3
doc chg review form.doc	Forms	x		<b>Document Change Review Form</b> This form is used to track the review of a proposed document change that could impact other documents. This form is appropriate for organizations that have a small number of documents and changes to documents do not happen frequently.	4.2.3
doc chg notice.doc	Forms	x		<b>Document Change Notice (DCN)</b> <i>(a standard form)</i> Form used to inform document users of what changes have been made to a revised document.	4.2.3 7.3.7
doc chg notice template.doc	Forms			<b>Document Change Notice (DCN)</b> <i>(a date entry template)</i> Form used to inform document users of what changes have been made to a revised document.	4.2.3 7.3.7
				<b>4.2.4 Control of records</b>	
records matrix.xls	Sample Documents	x		<b>Records Matrix</b> Used to list records maintained by the organization and the controls that apply to each type of record.	4.2.4
records matrix sample.xls	Sample Documents	x		<b>Records Matrix Sample</b> Completed matrix sample document.	4.2.4
				5 Management responsibility (title only)	
				5.1 Management commitment	
				5.2 Customer focus	
				5.3 Quality policy	
				5.4 Planning (title only)	
				<b>5.4.1 Quality objectives</b>	
setting objectives.doc	Sample Documents	x		<b>Setting Objectives</b> This document presents an example of objectives set by top management of a typical manufacturing company.	5.4.1

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establish and review objectives.doc	Sample Documents	x		<b>Establishing and Reviewing Quality Objectives</b> This article by Christopher Paris of Oxebridge Quality Resources, Inc. provides an example of a quality policy and objectives that support statements in the quality policy. The article also shows how a chart can be used to identify top-level objectives and objectives for key processes.	5.4.1 5.3
quality objective mgt review table.doc	Forms	x		<b>Quality Objective Management Review Table</b> This table may be used to list quality objectives, what will be used to measure if the objective is achieved (the metric), the current goal, current standing at the time of the review, and a revised goal if a revision is made.	5.4.1
top-level quality objective plan.doc	Forms	x		<b>Top-Level Quality Objective Plan</b> This form is used to define the plan for a Top-Level quality objective that will be achieved by contributions from more than one department or functional area.	5.4.1
quality objective dept plan.doc	Forms	x		<b>Quality Objective Department Plan</b> This form is used to define the plan for a department or functional area quality objective.	5.4.1
quality objective assignment.doc	Forms	x		<b>Quality Objective Assignment</b> This form is used by a Department Manager to assign activities to personnel who will contribute to a Department Quality Objective Plan.	5.4.1
	Quality Objective Plans - file here			<b>Quality Objective Plans - file here</b> (a Directory) This directory is used to file Top-Level Quality Objective Plans, Quality Objective Department Plans, and Quality Objective Assignment forms.	5.4.1
				<b>5.4.2 Quality management system planning</b>	
project plan log.doc	Forms	x		<b>Project Plan Log</b> (a form) This form may be used to assign who is responsible for activities when planning is done for a project or for a new process or group of processes.	5.4.2
project plan assignment.doc	Forms	x		<b>Project Plan Assignment</b> (a form) This form is used to assign activities to those who will contribute to achieving quality management system plans.	5.4.2
	Project Plans - file here			<b>Project Plans - file here</b> (a Directory) This directory can be used to file the Project Plan Log form and Project Plan Assignments that originate from Management Review meetings.	5.4.2
				5.5 Responsibility, authority and communication (title only)	
				<b>5.5.1 Responsibility and authority</b>	
organization chart structure.doc	Sample Documents	x		<b>Organization Chart Structure</b> Shows the standard conventions used to design an Organization chart.	5.5.1
				5.5.2 Management representative	

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				5.5.3 Internal communication	
				<b>5.6 Management review - The following documents are included in the Trainer Manual under Management Review.</b>	5.6
framework to support the quality policy.doc	Mgt Review forms			<b>A Framework to Support the Quality Policy</b> A diagram that shows how quality objectives defined for the organization must be traceable to the commitments and goals stated in the Quality Policy. Management Reviews determine where quality objectives are needed to meet quality policy commitments and goals.	5.6 5.3
management review report.doc	Mgt Review forms			<b>Management Review Report</b> A form for recording the minutes of Management Review	5.6 5.3
action number form.doc	Mgt Review forms	x		<b>Action Number Form</b> An Action Number Form is completed for each potential action that is discussed during Management Review. The item is described, time and resources estimated, a preliminary Priority identified, and the item is listed on the Management Review Result Chart (an Excel sheet form).	5.6
management review result chart.xls	Mgt Review forms	x		<b>Management Review Result Chart</b> An Excel form used to list potential actions as they are discussed during Management Review. The database is sorted by Priority to determine which items are selected for action. The printout and computer file serve as a record of all items discussed during the meeting. The chart may be copy/pasted to the Opportunities Log to provide an on-going record of Management Review action decisions and items that can be selected for improvement at a future date.	5.6
management review result chart instructions.xls	Mgt Review forms			<b>Management Review Result Chart Instructions</b> Instructions for completing the above Excel chart.	5.6
	Mgt Review Reports			<b>A Directory for filing the final Management Review Result Chart and the Management Review Report</b>	5.6
1 results of audits.doc	Mgt Review forms			<b>1 Results of audits</b> A report on the effectiveness of the system and the ability of the audit program to detect and correct problems.	5.6
2 customer feedback.doc	Mgt Review forms			<b>2 Customer Feedback</b> Topics for discussion related to customer feedback.	5.6
3 process performance.doc	Mgt Review forms			<b>3 Process performance</b> This is a comparison of process objectives to current performance. Managers report on the performance of processes they own.	5.6

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4 product conformity.doc	Mgt Review forms			<b>4 Product Conformity</b> This is a review of products and services to determine if they meet specification as advertised and if there is a need to change product design, materials, technology, or improve the product in some way.	5.6
5 status of corrective actions.doc	Mgt Review forms			<b>5 Status of Corrective Actions</b> An analysis of corrective action closure time, degree of recurrence, and the adequacy of problem resolution techniques.	5.6
6 status of preventive actions.doc	Mgt Review forms			<b>6 Status of Preventive Actions</b> An analysis of preventive action activities including planning, training, research, and analysis methods used to determine if improvement is needed.	5.6
7 follow-up actions from mgt reviews.doc	Mgt Review forms			<b>7 Follow-up actions from management reviews</b> A report on whether closed actions remain effective. A report on the status of open actions and what action should be taken on actions that are not meeting targets or calendar goals.	5.6
8 changes affecting the mgt system.doc	Mgt Review forms			<b>8 Changes affecting the management system</b> A report on changes that can affect the management system.	5.6
9 recommended improvements.doc	Mgt Review forms			<b>9 Recommended improvements</b> A review of suggestions for improvement that can originate from anyone. See next entry on this chart	5.6
improvement suggestions from personnel.doc	Mgt Review forms			<b>Improvement Suggestions from Personnel</b> Information related to establishing an Improvement Committee comprised of several members of management. The Committee reviews suggestions for improvement, presents these items during management review and management meetings. A Committee member maintains the Opportunities Log database and the Opportunities Log 3-Ring Binder that contains all suggested improvement items submitted by employees and the Action Number Forms generated during Management Reviews.	5.6 8.5.1
planning assignment.doc	Forms			<b>Planning Assignment</b> The standard requires that there is a plan to achieve quality objectives and that needed resources are provided. This document lists forms that can be used to plan a top-level quality objective and a department objective where incremental targets are set. Corrective Preventive Action Request forms are identified when planned actions should correct a problem. Project planning forms are identified when plan is a large project or when new processes must be planned. The Management Representative should become familiar with these forms and can identify the type of planning format that should be used. You may also identify your own planning document, method, or planning software that should be used.	5.6

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1 opportunities log.xls	Opportunities Log	x		<b>Opportunities Log</b> Used to list all potential actions discussed during Management Review. Items not selected for action during Management Review may be selected as improvement actions at a future date when resources become available.	5.6
1 opportunities log instructions.xls	Opportunities Log	x		<b>Opportunities Log Instructions</b> Instructions for the Opportunities Log.	5.6
				6 Resource management (title only)	
				6.1 Provision of resources	
				6.2 Human resources (title only)	
				6.2.1 General	
				6.2.2 Competence, awareness and training	
	Competence Evaluation Forms			<b>Competence Evaluation Forms Directory</b> A directory for filing Competence Evaluation Forms that define the units of competence for specific activities and how competence is evaluated. Original forms are filed in this directory. Completed forms with data related to employees are maintained by Department Manager(s). (See next listed document.)	6.2.2
competence evaluation for (name activity).doc	Forms	x		<b>Competence Evaluation Form for (Name Activity)</b> Used to: 1. identify units of competence for a type of work or activity 2. define performance standard 3. identify training or other action needed to achieve competency 4. evaluate results of action taken 5. assign additional action if person is not yet competent	6.2.1 6.2.2 7.5.2
personal development plan.doc	Forms	x		<b>Personal Development Plan</b> Defines training needed for an employee. This form identifies the activities (or units of competence within an activity defined on the Competence Evaluation Form) for which a development plan/ training is needed. The form identifies planned training, when an evaluation will be made to determine the effectiveness of the training, and if the person has achieved the competence requirements for identified activities.	6.2.2
qualified personnel database.xls	Forms	x		<b>Qualified Personnel Database</b> A database that lists the activities performed in the organization and who has qualified to perform these activities. There should be a Competence Evaluation Form for each activity listed in the database. Do a sort by Department / Function name to locate activities that apply to specific departments or areas and who is qualified to perform those activities.	6.2.2

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training record.doc	Sample Documents	x		<b>Training Record</b> This form identifies training requirements, the date training occurred, when effectiveness will be assessed, and the date of assessment.	6.2.2
training matrix.xls	Sample Documents	x		<b>Training Matrix</b> This form shows how a matrix can be used to identify the Standard Operating Procedures and Work Instructions that should be included in the employee's training.	6.2.2
OJT training matrix.doc	Sample Documents	x		<b>OJT Training for Manufacturing and Shipping</b> This form identifies activities to be included in an On-the-Job training program.	6.2.2
semi annual training assessment.doc	Sample Documents	x		<b>Semi Annual Assessment of Training Effectiveness and Needs</b> A form used to perform a 6 month review of the effectiveness of employee training and to identify training needs that should take place in the next 6 months.	6.2.2
				6.3 Infrastructure	
				6.4 Work environment	
				7 Product realization (title only)	
				7.1 Planning of product realization	
				7.2 Customer-related processes (title only)	
				7.2.1 Determination of requirements related to the product	
				7.2.2 Review of requirements related to the product	
				7.2.3 Customer communication	
				7.3 Design and development (title only)	
design requirements exercise.pdf design requirements exercise.doc	ISO 9001 Explained / Exhibits, and Training	X		<b>Design Requirements Exercise</b> Use the PDF version of this file to perform the Exercise. <b>(Approximate time: 20 minutes if using a computer to view documents. Add 10 minutes if you have printed out all documents and the exercise is done by a group with discussion.)</b> This exercise helps to understand the ISO requirements for design input requirements, design stages, reviews, verification, validation, and design changes. Concepts and terms related to these requirements may not be known to people who have not participated in a structured design project. This exercise is a review of sample forms that meet the requirements of the ISO 9001:2000 standard. You may replace the sample documents with your own documents when they contain similar content. <a href="#">The sample forms in this exercise appear again in the 7.3.1 - 7.3.7 design clauses.</a>	7.3.1 7.3.2 7.3.3 7.3.4 7.3.5 7.3.6 7.3.7
design requirements exercise - answer key.pdf design requirements exercise - answer key.doc	ISO 9001 Explained / Exhibits, and Training	X		<b>Design Requirements Exercise - Answer Key</b> Answer Key to the Design Requirements Exercise. Personnel doing this exercise by self-study can use the PDF version of this file to check the Exercise.	

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				<b>7.3.1 Design and development planning</b>	
design and dev planning - reviews.doc	Sample Documents	X		<b>Design and Development Planning - Reviews</b> Information related to design and development reviews.	<b>7.3.1</b> 7.3.4
product and service design flow charts.doc	Sample Documents	X		<b>Product and Service Design Flow Charts</b> Example showing typical stages included in a design for a product that will also be serviced. A training document.	<b>7.3.1</b>
				<b>7.3.2 Design and development inputs</b>	
design input checklist.doc	Forms	X		<b>Design Input Checklist</b> This checklist may be used when determining design input requirements for a product or service.	<b>7.3.2</b>
				7.3.3 Design and development outputs	
				<b>7.3.4 Design and development review</b>	
design and dev review report.doc	Forms	X		<b>Design and Development Review Report</b> This form is used to create a record of design and development reviews.	<b>7.3.4</b>
				<b>7.3.5 Design and development verification</b>	
verification matrix.xls	Sample Documents	X		<b>Verification Matrix</b> A verification matrix is used to list the requirements for the product or service, state these requirements in terms that are measurable, and provide the details related to how these requirements will be verified. Product and service characteristics are verified during design and development. Characteristics subject to variation are also verified during product and service realization.	<b>7.35</b> 7.1 7.3.2 7.3.6 7.4.3 8.2.4
verification matrix instructions.doc	Sample Documents	X		<b>Verification Matrix Instructions</b> Instructions for completing a verification matrix.	same as above
verification plan - input req.doc	Forms	X		<b>Verification Plan for an Input Requirement</b> The organization must determine how each design and development input requirement will be verified. This form lists items that should be considered when defining a verification activity and the record that must be maintained as evidence of validation.	<b>7.3.5</b>
				<b>7.3.6 Design and development validation</b>	

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validation plan - use req.doc	Forms	X		<b>Validation Plan for a Use Requirement</b> The organization must determine how each input use requirement will be validated. This form lists what should be considered when defining a validation activity, and the record that must be maintained as evidence of verification.	7.3.6
				<b>7.3.7 Control of design and development changes</b>	
design doc chg request.doc	Forms	X		<b>Design Document Change Request - DDCR</b> A form / <i>In manufacturing, this form is called an Engineering Change Request (ECR).</i> Used to request a <ol style="list-style-type: none"> <li>1. Product or service requirement change</li> <li>2. Design in-process change (when the change affects a document approved by a design review)</li> <li>3. Modification / revision to an existing product or service</li> </ol> Form is used to identify the requested change, identify affected documents, changes required and estimate the total time and cost to implement the change.	7.3.7
design doc chg request instructions.doc (not included in course printouts)	Forms	X		<b>Design Document Change Request Instructions</b> Instructions for completing this form.	7.3.7
design doc chg request affected doc.doc (not included in course printouts)	Forms	X		<b>Design Document Change Request Affected Document</b> Used in association with the Design Document Change Request - DDCR form. This form is used to evaluate what the affect of a requested design change will be (if any) on other components, component parts and systems that interact with the item that is requesting the change.	7.3.7
rev instructions for production products.doc	Forms	X		<b>Revision Instructions for Production Products</b> <i>(a standard form)</i> A form used to provide revision instructions for production products, the tests and inspections to perform, and records to generate.	7.3.7
rev instructions for production products template.doc	Forms			<b>Revision Instructions for Production Products</b> <i>(a data entry template)</i> A data entry template for the above form.	7.3.7
				<b>7.4 Purchasing</b> (title only)	
				<b>7.4.1 Purchasing process</b> (relates to suppliers)	
supplier capability rating.doc (not included in course printouts)	Sample Documents			<b>Supplier Capability Rating</b> A rating scale used to classify your present relationship with suppliers.	7.4.1

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
Approved Supplier List - ASL.xls	Forms	X		<b>Approved Supplier List</b> An example of an Approved Supplier List. Suppliers are listed based on a capability ranking using letters A through G.	7.4.1
supplier questionnaire.doc	Sample Documents	X		<b>Supplier Questionnaire</b> A form used to obtain supplier information including company name, products and services provided, and information on the supplier's quality system. This is a minimal information form.	7.4.1
SCAR.doc	Forms	X		<b>Supplier Corrective Action Request (form)</b> Form sent to supplier requesting corrective action related to receipt of discrepant materials or product.	7.4.1
	SCAR Log	X		<b>A directory for the Supplier Corrective Action Request Log</b>	
1SCAR Log.xls	SCAR Log	X		<b>SCAR Log (Supplier Corrective Action Request Log - a database)</b> A log used to monitor requests for corrective action sent to suppliers. This Excel database allows you to monitor the types of problems you have with a supplier. You can also sort by supplier and the number of days required to resolve a request for corrective action.	7.4.1
1about the SCAR Log.xls	SCAR Log	X		<b>About the SCAR Log (Supplier Corrective Action Request Log)</b> Information about using this Log to monitor supplier performance.	7.4.1
1SCAR Log instructions.xls	SCAR Log	X		<b>SCAR Log Instructions</b> Explains how to sort the Supplier CAR Log to determine which suppliers are most responsive to your requests for corrective action.	7.4.1
supplier re-evaluation rating.xls	Forms	X		<b>Supplier Re-evaluation Rating</b> Excel form used to re-evaluate suppliers on a periodic basis. Excel computes the total score for items considered in the rating. The form has space for entries on multiple dates which allows you to see performance trends over an extended period of time.	7.4.1
supplier re-evaluation form.xls (included in course printouts)	(not included) Sample Documents			<b>Supplier Re-evaluation Form</b> Form used to re-evaluate suppliers on a periodic basis.	7.4.1
				7.4.2 Purchasing information	
				7.4.3 Verification of purchased product	
				7.5 Production and service provision (title only)	
				7.5.1 Control of production and service provision	
				<b>7.5.2 Validation of processes for production and service provision</b>	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
validation of special process - criteria.doc	Forms	X		<b>Validation of Special Process - Criteria</b> <i>(form and template)</i> This form is a work sheet used to identify the requirements for a special process.	<b>7.5.2</b>
				<b>7.5.3 Identification and traceability</b>	
				<b>7.5.4 Customer property</b>	
customer-owned property form.doc	Forms	X		<b>Customer-Owned Property Form</b> <i>(form)</i> Used to describe customer-owned property kept on the organization's site. The form may be used as a receipt, a report of nonconformities, and a record.	<b>7.5.4</b>
customer-owned property template.doc (not included in course printouts)	Forms			<b>Customer-Owned Property Template</b> <i>(a data entry template)</i> Data entry template version of this form.	<b>7.5.4</b>
	Customer-Owned Property Log and Records			<b>Customer-Owned Property Log and Records</b> <i>(an empty Directory)</i> This Directory may be used as the file location for the Excel Customer-Owned Property Log and for data entry template files that contain records of customer-owned property.	<b>7.5.4</b>
Customer-Owned Property Log.xls	Forms	X		<b>Customer-Owned Property Log</b> An Excel file used to list the file names where customer property is described when the property records are kept in the form of data entry template forms. This file can be sorted by customer name to locate property records.	<b>7.5.4</b>
Customer-Owned Property Log Handwritten.xls (not included in course printouts)	Forms			<b>Customer-Owned Property Log Handwritten</b> <i>(a file only)</i> A standard form used to maintain a handwritten property log.	<b>7.5.4</b>
				<b>7.5.5 Preservation of product</b>	
				<b>7.6 Control of monitoring and measuring devices</b>	
Calibration Verification Database.xls	Forms	X		<b>Calibration Verification Database</b> Database used to list measurement devices that require calibration or verification of their accuracy and the date that the next calibration or verification is due.	<b>7.6</b>
				<b>8.1 Measurement, analysis and improvement - General</b>	
				<b>8.2 Monitoring and measurement</b> (title only)	
				<b>8.2.1 Customer satisfaction</b>	
				<b>8.2.2 Internal audit</b>	
SOP 8.2.2 Internal Audit Rev 3-1-04.doc (printout is in the Trainer Manual)	Sample Documents			<b>SOP 8.2.2 Internal Audit Rev 3-1-04</b> This sample audit procedure matches the instructions in the Auditor Training Course and the written explanation for clause 8.2.2.	<b>8.2.2</b>

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
audit steps card for standard printer.doc	Audit Forms	x		<b>Audit Steps Card</b> (use with a standard printer) This 1-page document lists each step an auditor takes to perform an audit. The Auditor Manual provides a detailed description for every statement on this page. The numbered steps correspond to the numbered descriptions in the Auditor Manual.	8.2.2
audit steps card for color printer.doc	Audit Forms			<b>Audit Steps Card</b> (use with a color printer) Same as the above document.	8.2.2
auditing a process.doc	Audit Forms	x		<b>Auditing a Process - 9001:2000</b> This 1-page document has questions that an Auditor asks when any process is audited. <a href="#">This document may be distributed to everyone in the organization.</a>	8.2.2
				<b>8.2.3 Monitoring and measurement of processes</b>	
input output chart.doc	Forms			<b>Input Output Chart</b> <a href="#">First introduced in clause 4.1. Repeated here (in the written explanation of the standard) to identify a method that can be used for the monitoring of processes.</a> A process planning tool used to identify process objectives and the criteria for acceptable process inputs and outputs.	8.2.3 4.1 5.4.1 5.4.2 7.1 b
input output chart instructions.doc	Forms			<b>Input Output Chart Instructions</b> Instructions for how to complete an Input Output Chart.	same as above
process assessment worksheet.doc	Sample Documents			<b>Process Assessment Worksheet Form</b> <a href="#">First introduced in clause 4.2.1. Repeated here (in the written explanation of the standard) to identify a method that can be used for the monitoring of processes.</a> A blank Process Assessment Worksheet form plus instructions for completing the form. The next entry on this chart is an example of a completed worksheet.	8.2.3
process assessment worksheet example.doc	Sample Documents			<b>Process Assessment Worksheet Example</b> This is a new type of document that is used assess a process. A completed worksheet (such as this example) may be used by the process manager and auditors to assess the performance of a process. The worksheet identifies: 1. the process Objective and Baseline Performance against which the process is measured 2. improvement objectives (when defined for the process) 3. process inputs and outputs 4. what controls the process	8.2.3
				<b>8.2.4 Monitoring and measurement of product</b>	
				<b>8.3 Control of nonconforming product</b>	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
discrepant material report.doc	Forms	x		<b>Discrepant Material Report - DMR</b> Form used to report defects in: 1. incoming materials from suppliers, and 2. product that did not pass in-house inspection activities.	8.3
DMR Log.xls	Forms	x		<b>Discrepant Material Report Log</b> Log used to identify nonconforming material and product, its location and disposition.	8.3
				<b>8.4 Analysis of data</b>	
analysis of data - possible sources chart.doc	Forms	x		<b>Analysis of Data - Possible Sources Chart</b> List of possible sources of data that can be analyzed to determine where improvement can be made.	8.4
pareto analysis training.doc	Training	x		<b>Pareto Analysis Training</b> (Includes the 5 documents within the dark border.) This is a training document, or instructions can just be read 1. Wherever possible, train personnel at data collection locations to enter data onto the Excel Pareto analysis file. This prepares data for the Analyst. 2. The Analyst investigates items for a proposed solution and what resources are needed to correct the problem and presents findings to Top Management. 3. Top Management determines the Severity Ranking of nonconformances, selects actions to implement, and approves needed resources.	8.4 8.5.1
pareto analysis service sample.xls	Training	x		<b>Pareto Analysis Service Sample</b> Example of a completed Pareto Analysis; used in Pareto Analysis Training.	8.4 8.5.1
pareto item investigation.doc	Forms	x		<b>Pareto Item Investigation</b> (a standard form) The person who analyzes the results of a Pareto analysis may send this form to the process owner who confirms if a problem exists, states the preferred solution, and estimates the time and cost to correct the problem. This information is used by management when determining Pareto analysis items selected for action.	8.4 8.5.1
pareto analysis mfg sample.xls	Training	x		<b>Pareto Analysis Manufacturing Sample</b> Example of a completed Pareto Analysis; used in Pareto Analysis Training.	8.4 8.5.1
pareto analysis training - review answer key.doc	Training	x		<b>Pareto Analysis Training - Review Answer Key</b> The answer key to the Review at the end of the Pareto Analysis Training document.	8.4
pareto item investigation template.doc	Forms			<b>Pareto Item Investigation</b> (a data entry template) The data entry template version of this form.	8.4 8.5.1

Directory: 1 List of Directories and Files  
file: 1 List of Directories and Files Rev 3-1-04.xls

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
WI (assigned number) - Pareto Analysis Instructions.doc (printout included in Trainer Manual)	Forms	x		<b>WI (assigned number) - Pareto Analysis Instructions</b> This document is a detailed Work Instruction for those who contribute to completing a Pareto Analysis, including instructions for: 1. <b>The Data Entry Person</b> - successful completion of "Pareto Analysis Training" and the "Pareto Analysis Data Entry Exercise" qualifies a person to be a Pareto Analysis Data Entry Person. 2. <b>The Analyst</b> - the person who performs the analysis, investigates items, and reports results to top management 3. <b>The Review Team comprised of Top Management</b> who determine the disposition of each item included in the analysis.	8.4 8.5.1
pareto analysis form.xls (printout included in Trainer Manual)	Forms	x		<b>Pareto Analysis Form</b> Used to analyze a large amount of collected data to determine what to fix to get the greatest benefit. Includes data entry of items, investigation of data, assigning 1 to 10 Critical Ranking, preparation of information for management review, selection of actions to implement, and assignment of actions. Items not selected that merit future action are entered in the Opportunities Log.	8.4 8.5.1
				The purpose of the following exercise is to train personnel to perform the data entry part of a Pareto Analysis. This is done so more people contribute to the analysis - and the analyst is not doing all of the work.	
pareto analysis data entry exercise.doc (printout included in Trainer Manual)	Training			<b>Pareto Analysis Data Entry Exercise</b> Successful completion of this exercise qualifies a person to be a Pareto Analysis Data Entry Person. The exercise includes: 1. Naming an analysis and the file name (3 examples) 2. Entering data for 2 analyses	8.4
pareto analysis data entry exercise - answer key.doc (printout included in Trainer Manual)	Training			<b>Pareto Analysis Data Entry Exercise - Answer Key</b> The answer key to the above exercise. The answer key includes the following two files: <b>Directory:</b> Training/ file: 01-02-01 customer complaints for dec 2000.xls <b>Directory:</b> Training/ file: 01-04-03 4th Q 2002 customer complaints - 7 hotels.xls	8.4
01-02-01 customer complaints for dec 2000.xls (printout included in Trainer Manual)	Training			<b>Part of the "Pareto Analysis Data Entry Exercise - Answer Key" (above)</b> This is the answers to a data entry exercise that is used to qualify as a data entry person. The trainees data entry is compared to this document.	8.4
01-04-03 4th Q 2002 customer complaints - 7 hotels.xls (printout included in Trainer Manual)	Training			<b>Part of the "Pareto Analysis Data Entry Exercise - Answer Key" (above)</b> This is the answers to a data entry exercise that is used to qualify as a data entry person. The trainees data entry is compared to this document.	8.4
	Pareto - file analyses here			<b>Pareto- file analyses here</b> - completed data entry analyses are filed in this directory	8.4
Directory: 1 List of Directories and Files				<b>8.5 Improvement (title only)</b>	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
				<b>8.5.1 Corrective action</b>	
corrective action checklist.doc	Forms	x		<b>Corrective Action Checklist</b> A checklist that summarizes the requirements of clause 8.5.2. The Checklist can be used as a training document related to corrective action.	<b>8.5.2</b>
what is a pareto analysis.doc (not included in printed documents)	Training	x		<b>What is a Pareto Analysis?</b> A one-page document that introduces Pareto Analysis. Pareto analysis will show what to fix first to get the most improvement.	<b>8.5.2</b> <b>8.4</b>
pareto analysis training - Instructor READ ME.doc	Training			<b>Pareto Analysis Training - Instructor READ Me</b> (a file only) A note to the Trainer regarding Pareto analysis training.	
review nonconformities using pareto analysis.doc	Training			<b>Review Nonconformities Using Pareto Analysis</b> (a file only) A two-page document that introduces how Pareto Analysis can be used to identify the most significant nonconformities out of a large number of nonconformities of different types. This document shows that the Pareto 80/20 ratio does not always occur, but will still indicate the most significant items to consider for corrective action.	<b>8.5.2</b>
nonconformity review and evaluation form.doc	Forms	x		<b>Nonconformity Review and Evaluation Form</b> The answers to the questions on this form provide the information needed to evaluate if corrective action is needed related to a specific type of nonconformity. The Quality Assurance Manager and/or Top Management evaluate if action is needed related to the nonconformity. This form may be used to create a record of the review and evaluation.	<b>8.5.2</b> <b>8.5.1</b> <b>8.5.3</b>
nonconformity review and evaluation template.doc	Forms			<b>Nonconformity Review and Evaluation Template</b> (a file only) A data entry template of the above form.	<b>8.5.2</b> <b>8.5.1</b> <b>8.5.3</b>
cpar form.doc	Forms	x		<b>Corrective Preventive Action Request</b> (a form for hand-written reporting) 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 or preventive action. 3. May be used to report a customer complaint that originates outside of Customer Service reporting.	<b>8.5.2</b>
cpar template.doc	Forms			<b>Corrective Preventive Action Request</b> (a data entry template) Same as the above form.	<b>8.5.2</b>
cpar instructions.doc	Forms	x		<b>Corrective Preventive Action Request Instructions</b> Instructions for completing CPAR form and template.	<b>8.5.2</b>
cpar about form.doc	Forms			<b>Corrective Preventive Action Request - About Form</b> (no printout - a file only) Terms used on the form and changes you may want to make to the form and template.	<b>8.5.2</b>

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
corrective action plan.doc	Forms	x		<b>Corrective Action Plan</b> A form that may be used to prepare a corrective action plan when the Corrective Preventive Action Plan form does not have sufficient writing space. The user completes entry boxes on this form and deletes entry items that do not apply to the situation.	8.5.2
cpar activity assignment.doc	Forms	x		<b>CPAR Activity Assignment (form)</b> Used to assign activities that that are part of the corrective action plan. Form defines activity requirements and what measures success.	8.5.2
corrective action team log.doc	Forms	x		<b>Corrective Action Team Log (form)</b> A form used to list and track the completion of activities when there are multiple departments or functional areas that participate in a corrective action.	8.5.2
corrective action team log instructions.doc	Forms	x		<b>Corrective Action Team Log Instructions</b> Defines authorities and responsibilities related to a corrective action carried out by a team.	8.5.2
	CPAR Directory			<b>CPAR Directory</b> - a directory for filing Corrective Preventive Action Requests submitted using the CPAR data entry template form. When the "Corrective Action Plan" form, the "Corrective Action Team Log," and "Activity Assignments" are filed in this directory they will be found after the CPAR template number entry. <a href="#">This sequencing will occur when you identify audit file names as indicated on the original template forms.</a>	8.2.2 8.5.2
cpar log database.xls (printout is in the Trainer Manual)	Forms	x		<b>CPAR Log Database</b> Corrective Preventive Action Log Database Used to track the status of corrective actions, preventive actions, and improvement actions. The list of CPARs from auditor reports can be copy/pasted into this log when auditors use the data entry template to list CPARs. Sorts can be performed to: 1. Assign follow-up for effectiveness of closed actions (part of an audit assignment) 2. determine which departments/areas/clauses require more frequent audit 3. determine trends to report to Management Review See comment notes in heading cells for what to enter in cells.	8.2.2 8.5.2
cpar log database instructions.xls (printout included in Trainer Manual)	Forms	x		<b>CPAR Log Database Instructions</b> Instructions on how to sort the database.	8.2.2 8.5.2
				<b>8.5.3 Preventive action</b>	
preventive action checklist.doc	Forms	x		<b>Preventive Action Checklist</b> This Checklist may be used as a general planning guide when determining and evaluating what actions are needed to prevent or detect the causes of potential nonconformities. The form applies to any type of planning situation and applies when evaluating if there is a need for preventive action.	8.5.3

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
failure modes effects analysis intro.doc	Forms	x		<b>Failure Modes Effects Analysis Introduction</b> Explains that a Failure Modes Effects Analysis can be used for 1. any type of planning event 2. to evaluate the need for preventive action, and 3. as a training document for those involved in planning activities	<b>8.5.3</b> 5.4.2 7.3.2 7.3.4 8.5.2
failure modes effects analysis - FMEA.doc	Forms	x		<b>Failure Modes Effects Analysis - FMEA</b> A Failure Modes Effects Analysis looks for inherent characteristics of products and processes that will eventually result in problems or a failure to meet requirements. A FMEA identifies product/service requirements or process objectives, critical success factors, possible failures, the likelihood of their occurrence, root cause, and what to do to prevent failure when provisions are not adequate.	<b>8.5.3</b> 5.4.2 7.3.2 7.3.4 8.5.2
				<b>End of the Exhibits that illustrate the written explanation of the ISO 9001:2000 Standard</b>	
				<b>Trainer Manual</b> <b>Identifies what is included in each Tab Section of the Manual</b>	
				The Trainer Manual Tab sections include: Tab 1- Options for implementing the standard and information on registrars (Tabs 2, 3, and 5 contain the primary content of a Lead Auditor Course) <b>Tab 2</b> - Managing Audits <b>Tab 3</b> - Planning the Audit Schedule Tab 4 - Trainer instructions for teaching the Auditor Training Course <b>Tab 5</b> - Forms and databases used to manage audits and corrective actions	
				Tab 6 - SOP 8.2.2 Internal audit - matches the instructions in the Auditor Training Course Tab 7 - How We Meet ISO Requirements - note forms used during Auditor Training Tab 8 - Quizzes, Tests and Answer Sheets Tab 9 - Management Review - A system for conducting management review Tab 10 - Pareto Analysis - a system for implementing Pareto analysis	
iso 9000 checklist llc site license agreement rev 09-21-04.pdf	printout only			<b>Site License Agreement Rev 09-21-04</b> This is a copy of the complete site license agreement that governs the use of the materials included in the ISO 9001:2000 Auditor Training Course and Forms, the ISO 9000:2000 Checklist, and ISO 9001:2000 Explained - An Adobe PDF File for Use on a Network System. All these materials are included in the Auditor Training Course.	
trainer manual table of contents.doc	Trainer Manual			<b>Trainer Manual Table of Contents</b> Identifies what is included in each Tab Section of the Manual	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
Introduction to the Trainer.doc	Trainer Manual			<b>Introduction to the Trainer</b> Introduces the 4 manuals in this product.	
			<b>Tab 1</b>	<b>Implementing ISO 9001:2000 - Trainer Manual</b>	
Tab 1 - implementing iso 9001-2000.xls	Trainer Manual		Tab 1	<b>Tab 1 - Implementing ISO 9001:2000</b> <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	
implementing iso 9001-2000.doc	Trainer Manual		Tab 1	<b>Implementing ISO 9001:2000</b> Identifies options that can be used to implement an ISO quality system.	
	Sample Q Manual & 6 Ops			<b>Sample Q Manual &amp; 6 Ops</b> <i>(a Directory with the following documents)</i> This directory contains a sample Quality Manual (also called a Business System Manual) plus samples of the 6 Operating Procedures that are required by the Standard.	
Sample Q Manual and 6 OPs.doc	Sample Q Manual & 6 Ops			<b>Sample Quality Manual and 6 Operating Procedures</b>	
Sample Business Manual 06-01-04.doc	Sample Q Manual & 6 Ops			<b>Sample Business Manual</b> <i>(a file only - no printout)</i>	
OP 4.2.3 Document Control 06-01-04.doc	Sample Q Manual & 6 Ops			<b>OP 4.2.3 Document Control</b> <i>(a file only - no printout)</i>	
Document Control Checklist sample 06-01-04.doc	Sample Q Manual & 6 Ops			<b>Document Control Checklist Sample</b> <i>(a file only - no printout)</i> This form is used to ensure that all information related to a document change request is provided and that training regarding document changes is completed.	
Document Control Checklist Instructions 06-01-04.doc	Sample Q Manual & 6 Ops			<b>Document Control Checklist Instructions</b> <i>(a file only - no printout)</i> Instructions for completing the Document Control Checklist.	
OP 4.2.4 Records 06-01-04.doc	Sample Q Manual & 6 Ops			<b>OP 4.2.4 Records</b> <i>(a file only - no printout)</i>	
OP 8.2.2 Auditing 06-01-04.doc	Sample Q Manual & 6 Ops			<b>OP 8.2.2 Auditing</b> <i>(a file only - no printout)</i>	
OP 8.3 Non Conforming Parts & Services 06-01-04.doc	Sample Q Manual & 6 Ops			<b>OP 8.3 Non Conforming Parts &amp; Services</b> <i>(a file only - no printout)</i>	
OP 8.5.2 Corrective Actions 06-01-04.doc	Sample Q Manual & 6 Ops			<b>OP 8.5.2 Corrective Actions</b> <i>(a file only - no printout)</i>	
OP 8.5.3 Preventive Actions 06-01-04.doc	Sample Q Manual & 6 Ops			<b>OP 8.5.3 Preventive Actions</b> <i>(a file only - no printout)</i>	
Sample Records Matrix 06-01-04.xls	Sample Q Manual & 6 Ops			<b>Sample Records Matrix</b> <i>(a file only - no printout)</i>	Number of pages

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
9001-2000 checklist with 1994.doc	Trainer Manual			<b>ISO 9001:2000 Checklist with 1994 Reference Column</b> <i>(a file only - no printout)</i> This version of the Checklist has a column that identifies the clauses from the 1994 version of the Standard that have similar content as the clauses in the 2000 version of the standard. <a href="#">The reference column is provided for companies transitioning to the 2000 version</a> . Auditors will use the Checklist in Directory: Audit Forms/ file: 9001-2000 checklist.doc. The content of both Checklists is the same except for the reference column.	58
information about registrars.doc	Trainer Manual		Tab 1	<b>Information about Registrars</b> Tells what must be completed before a certification audit can be performed and what registrars focus on when audits are performed.	1
quotes from registrars.doc	Trainer Manual		Tab 1	<b>Quotes from Registrars</b> How to obtain a quote from a registrar for auditing services.	3
			<b>Tab 2</b>	<b>Managing Audits - Trainer Manual</b>	
Tab 2 - managing audits.doc	Trainer Manual		Tab 2	<b>Tab 2 - Managing Audits</b> <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	1
managing audits.doc	Trainer Manual		Tab 2	<b>Managing Audits</b> Explains what the Audit Program Manager must do to set up and manage the audit program. This document has detailed instructions on what to do and makes reference to the forms and materials in this product that are used to set up and manage the audit program.	16
			<b>Tab 3</b>	<b>Planning the Audit Schedule</b>	
Tab 3 - planning the audit schedule.doc	Trainer Manual			<b>Tab 3 - Planning the Audit Schedule</b> <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	2
Planning the Audit Schedule.doc	Trainer Manual		Tab 3	<b>Planning the Audit Schedule</b> This section presents different methods that can be used to plan the audit calendar schedule. Example and blank forms are provided for audit by department, audit by grouping related clauses or by individual clause and audit by work order.	4
			Tab 3	<b>Audit Schedule by Department</b> <a href="#">Approximately 90% of organizations</a> plan their audits by department. Following is a set of 11 documents that serves an example of how to set up audits by department.	3
AUDIT BY DEPARTMENT - Planning Instructions.doc	Trainer Manual		Tab 3	<b>Audit by Department - Planning Instructions</b> Instructions on how to set up a plan for auditing by department.	3
ISO 9001-2000 Responsibility by Department.doc	Trainer Manual		Tab 3	<b>ISO 9001:2000 Responsibility by Department</b> This chart is an example of how you show which department is responsible for each clause of the standard. You may edit this form or use the following blank document to show which department is responsible for each clause of the standard.	2

Directory: 1 List of Directories and Files  
file: 1 List of Directories and Files Rev 3-1-04.xls

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
ISO 9001-2000 Responsibility by Department blank form.doc	Trainer Manual		Tab 3	<b>ISO 9001:2000 Responsibility by Department blank form</b> A blank form that can be used to show which department is responsible for each requirement clause of the ISO standard.	2
Audit Schedule by Department 2004 Example.doc	Trainer Manual		Tab 3	<b>Audit Schedule by Department 2004 Example</b> An example of an audit schedule by department for the year.	2
Audit sched 01-04 Mgt & Mfg.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule - January 2004 - Management &amp; Manufacturing</b>	1
Audit sched 03-04 Sales & Purchasing.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule - March 2004 - Sales &amp; Purchasing</b>	1
Audit sched 05-04 Management - Eng & QA.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule - May 2004 - Management, Eng &amp; QA</b>	2
Audit sched 07-04 MFG & Materials.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule - July 2004 - MFG &amp; Materials</b>	1
Audit sched 09-04 Sales & Purchasing.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule - September 2004 - Sales &amp; Purchasing</b>	1
Audit sched 11-04 Management - Eng & QA.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule - November 2004 - Management, Eng &amp; QA</b>	2
Audit summary 01-04 Mgt & Mfg.doc	Trainer Manual		Tab 3	<b>Internal Audit Summary - January 12, 2004 - Management &amp; Manufacturing</b> This is a summary of the January completed audit. The summary is used as the first page of the file folder that has the record of the audit. The summary is also used to report the results of audits during the Management Review Meeting.	1
exhibit 7 - grouping related clauses.doc	Audit Training		Tab 3	<b>Exhibit 7 - Grouping Related Clauses</b> This document provides an explanation of how audits can be structured based on the grouping of related clauses or by individual clause.	4
internal audit schedule quarterly.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule Quarterly</b> This schedule is used to plan audits by grouping related clauses or by individual clause. You will need to add to this chart the processes that are specific to your organization (your production and service processes).	3
internal audit schedule monthly.doc	Trainer Manual		Tab 3	<b>Internal Audit Schedule Monthly</b> A monthly schedule using the same audit approach as the above schedule.	3
work order audit schedule example.doc	Trainer Manual		Tab 3	<b>Work Order Audit Schedule Example</b> This sample schedule for a year is based on performing audits of Work Orders. A Work Order Audit is used to audit all processes that relate to a specific product, service, project or contract. This type of audit provides a "current picture" that indicates if processes are properly connected and if the system is effectively implemented and maintained. System processes that are not related to the Work Order are scheduled for audit based on their status and importance to the QMS. This type of audit is used by almost all service organizations and by manufacturing organizations.	4

Directory: 1 List of Directories and Files  
file: 1 List of Directories and Files Rev 3-1-04.xls

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
			Tab 4	<b>Trainer Instructions for Teaching the Auditor Training Course - Trainer Manual</b>	Number of pages
Tab 4 - trainer instructions.doc	Trainer Manual		Tab 4	<b>Tab 4 - Trainer Instructions</b> ( <i>Index of Files</i> ) Identifies the documents in this Tab section and what they are used for.	
trainer instructions.doc	Trainer Manual		Tab 4	<b>Trainer Instructions</b> This document includes: 1. How to enter the files in this product into your computer system 2. How to review the 4 manuals 3. Materials to order and how to assemble manuals used to train auditors 4. Time to allocate for training 5. How to conduct classroom training and an overview audit of the system 6. Different methods that can be used to learn or teach this course	34
			Tab 4	<b>Clause Exhibits</b> The Exhibits Manual has a Table of Contents for for each Tab section with exhibits. These Table of Contents documents are listed below. The Trainer reviews the documents in the Exhibits Manual and identifies (on the Tab TOC list) the Exhibits that can be replaced by your own example documents. For example, you can replace the Document Change Request form in this product with your organization's form. <a href="#">Organizations who are implementing the standard select documents they want to include in their quality management system.</a>	
clause 4 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>		Tab 4	<b>Clause 4 Exhibits</b> (Table of Contents of exhibits in Manual 2 Exhibits)	2
clause 5 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>		Tab 4	<b>Clause 5 Exhibits</b> (TOC of exhibits in Manual 2 Exhibits)	2
clause 6 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>		Tab 4	<b>Clause 6 Exhibits</b> (TOC of exhibits in Manual 2 Exhibits)	1
clause 7 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>		Tab 4	<b>Clause 7 Exhibits</b> (TOC of exhibits in Manual 2 Exhibits)	4
clause 8 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>		Tab 4	<b>Clause 8 Exhibits</b> (TOC of exhibits in Manual 2 Exhibits)	2
			Tab 5	<b>Forms - Trainer Manual</b>	Number of pages
Tab 5 - forms.doc	Trainer Manual		Tab 5	<b>Tab 5 - Forms</b> ( <i>Index of Files</i> ) A list of forms and documents included in the Forms section of the manual.	2

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
auditor qualifications and training record.doc	Forms		Tab 5	<b>Auditor Qualifications and Training Record</b> This form establishes the qualifications for an Auditor, including personal attributes, basic skills, experience, and required training. The information for establishing a record of Auditor training and the requirements for a competency evaluation are included on this form. This form may be edited to match your qualification requirements.	4
lead auditor qualifications and training record.doc	Forms		Tab 5	<b>Lead Auditor Qualifications and Training Record</b> This form establishes the qualifications for the Lead Auditor (the person who manages the audit program), including personal attributes, basic skills, experience, and required training. The information for establishing a record of Lead Auditor training and the requirements for a competency evaluation are included on this form. This form may be edited to match your qualification requirements.	2
managers' participation in the audit program.doc	Trainer Manual		Tab 5	<b>Managers' Participation in the Audit Program</b> An explanation to Managers on how audits will be conducted and forms that will be used. The Audit Program Manager presents this information at a meeting for managers. Approximate time required for this meeting: 15 minutes.	3
time required to train auditors.doc	Trainer Manual		Tab 5	<b>Time Required to Train Auditors</b> Identifies the time that is required to train auditors and what must be included in classroom training and Trainer-supervised overview audit of the system.	3
agenda for internal auditor training.doc	Trainer Manual		Tab 5	<b>Agenda for Internal Auditor Training</b> Identifies the main topics of the Auditor Training Course. This is placed in the inside front pocket of each copy of the Auditor Manual.	3
audit tracking checklist.doc	Audit Forms		Tab 5	<b>Audit Tracking Checklist</b> A detailed checklist of the steps to take to plan and manage an audit. Lists forms to use and their computer directory location.	6
ISO requirements for this process.doc	Audit Forms		Tab 5	<b>ISO Requirements for This Process</b> The Audit Program Manager uses this form to identify which ISO clauses contain one or more requirements that apply to a specific process. This is done for each process. You complete this form so you do not have to do this each time the process is assigned for audit. The Audit Plan Form (with the audit assignment) tells the Auditor to go to Directory: Audit Forms/ ISO Requirements for Each Process and print out the completed form for each process that is assigned for audit. The document "Managing Audits" has the Trainer instructions for completing this form. (See topic number 8.)	1

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
1 what to file in this directory.doc	Audit Forms/ ISO Requirements for Each Process		Tab 5	<b>ISO Requirements for Each Process</b> (a Sub-Directory of Audit Forms) A Directory used to file a form for each process of the QMS. The form identifies which ISO clauses contain requirements that apply to the identified process. <b>Organizations implementing the standard can complete this form at the time that each process is addressed as part of the implementation process.</b>	
audit notification form.doc	Audit Forms		Tab 5	<b>Audit Notification Form</b> Form used to notify Managers and Auditors of the planned date for an audit. This form may not match all situations. You may send a memo or email that identifies the scope of the audit.	1
	Audit Notifications			<b>Audit Notifications (a Directory)</b> Audit Notification forms are filed here when you elect to use this form. You can use the completed form the next time you assign the process for audit.	
audit task allocation and activity schedule example.doc	Audit Forms		Tab 5	<b>Audit Task Allocation and Activity Schedule Example</b> Completed example of the next two forms.	1
audit team task allocation.doc	Audit Forms		Tab 5	<b>Audit Team Task Allocation</b> Chart used to identify which processes or tasks are assigned to each auditor and estimate the time to perform activities.	1
audit team activity schedule.doc	Audit Forms		Tab 5	<b>Audit Team Activity Schedule</b> Chart used to identify when auditors will audit assigned activities during an audit day.	1
cpar assignment form.doc	Audit Forms		Tab 5	<b>CPAR Assignment Form</b> The person planning the audit uses this form to list the corrective actions from the last audit and those that have closed since the last audit that apply to audit assignment. Auditors are assigned to verify if the corrective action remains effective.	1
cpar log handwritten.doc	Forms			<b>CPAR Log (a file only)</b> Form for maintaining a handwritten Corrective Preventive Action Request Log. It is suggested that you use the CPAR Log Database when you have access to a computer.	
cpar log database.xls	Forms		Tab 5	<b>CPAR Log Database</b> (Corrective Preventive Action Request Log database) Used to track the status of corrective actions, preventive actions, and improvement actions. The list of CPARs from auditor reports can be copy/pasted into this log when auditors use the data entry template to list CPARs.	2
cpar log database instructions.xls	Forms		Tab 5	<b>CPAR Log Database Instructions</b> Instructions for the above database. Includes sort instructions for reporting trends to management review.	2

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
corrective action plan.doc	Forms		Tab 5	<b>Corrective Action Plan</b> A form that may be used to prepare a corrective action plan when the Corrective Preventive Action Plan form does not have sufficient writing space. The user completes entry boxes on this form and deletes entry items that do not apply to the situation.	6
corrective action team log instructions.doc	Forms		Tab 5	<b>Corrective Action Team Log Instructions</b> Defines authorities and responsibilities related to a corrective action carried out by a team.	2
corrective action team log.doc	Forms		Tab 5	<b>Corrective Action Team Log (form)</b> A form used to list and track the completion of activities when there are multiple departments or functional areas that participate in a corrective action.	2
cpar activity assignment.doc	Forms		Tab 5	<b>CPAR Activity Assignment (form)</b> Used to assign activities that are part of the corrective action plan. Form defines activity requirements and what measures success.	1
corrective action checklist.doc	Forms		Tab 5	<b>Corrective Action Checklist</b> This document summarizes the requirements of 8.5.2 Corrective action. The document may be used as a training document related to corrective action.	2
SCAR.doc	Forms		Tab 5	<b>Supplier Corrective Action Request (form)</b> Form sent to supplier requesting corrective action related to receipt of discrepant materials or product.	1
	SCAR Log			<b>A directory for the Supplier Corrective Action Request Log</b>	
1SCAR Log.xls	SCAR Log		Tab 5	<b>SCAR Log (Supplier Corrective Action Request Log - a database)</b> A log used to monitor requests for corrective action sent to suppliers. This Excel database allows you to monitor the types of problems you have with a supplier. You can also sort by supplier and the number of days required to resolve a request for corrective action.	1
1about the SCAR Log.xls	SCAR Log		Tab 5	<b>About the SCAR Log (Supplier Corrective Action Request Log)</b> Information about using this Log to monitor supplier performance.	1
1SCAR Log instructions.xls	SCAR Log		Tab 5	<b>SCAR Log Instructions</b> Explains how to sort the Supplier CAR Log to determine which suppliers are most responsive to your requests for corrective action.	2
Certificate of Achievement - auditor training.doc	Trainer Manual		Tab 5	<b>Certificate of Achievement (for auditor classroom training)</b>	1
Certificate of Achievement - blank.doc	Training		Tab 5	<b>Certificate of Achievement (blank - insert reason for awarding certificate)</b>	1
			Tab 6	<b>SOP 8.2.2 Internal Audit - Trainer Manual</b>	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
Tab 6 - SOP 8.2.2 internal audit.xls	Trainer Manual			<b>Tab 6 - SOP 8.2.2 Internal Audit</b> <i>(Index of Files)</i> Identifies the document in this Tab section and what it is used for.	Number of pages
SOP 8.2.2 Internal Audit Rev 3-1-04.doc	Sample Documents		Tab 6	<b>SOP 8.2.2 Internal Audit Rev 3-1-04</b> This sample audit procedure matches the instructions in the Auditor Training Course and the written explanation for clause 8.2.2.	11
			<b>Tab 7</b>	<b>Tab 7 - How We Meet ISO Requirements - Trainer Manual</b>	
Tab 7 - How We Meet ISO Requirements.xls	Trainer Manual		Tab 7	<b>Tab 7 - How We Meet ISO Requirements</b> <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	
			Tab 7	<b>How We Meet ISO Requirements</b> The forms listed below are used during the Auditor Training course when the requirements of the standard are reviewed. The written explanation for the clause is reviewed. Then the Trainer has the trainees review the organization's top-level document that explains how the organization meets the ISO clause requirements. The following forms are used by Auditors to 1) identify the organization's document that tells how ISO requirements are met, and 2) to write a note that tells the method that is used to meet the clause requirements. The Trainer provides this information. These "note taking forms" are placed in the front inside pocket of Manual 1 Requirements Explained. <b>The Trainer may complete these forms or write this information in Manual 1 Requirements (after each clause box).</b>	
clause 4 how we meet ISO requirements.xls	Trainer Manual		Tab 7	<b>Clause 4 How We Meet ISO Requirements</b> <i>(a form)</i>	1
clause 5 how we meet ISO requirements.xls	Trainer Manual		Tab 7	<b>Clause 5 How We Meet ISO Requirements</b> <i>(a form)</i>	1
clause 6 how we meet ISO requirements.xls	Trainer Manual		Tab 7	<b>Clause 6 How We Meet ISO Requirements</b> <i>(a form)</i>	1
clause 7 how we meet ISO requirements.xls	Trainer Manual		Tab 7	<b>Clause 7 How We Meet ISO Requirements</b> <i>(a form)</i>	4
clause 8 how we meet ISO requirements.xls	Trainer Manual		Tab 7	<b>Clause 8 How We Meet ISO Requirements</b> <i>(a form)</i>	1
			<b>Tab 8</b>	<b>Quizzes, Tests and Answer Sheets - Trainer Manual</b>	
Tab 8 - quizzes, tests and answer sheets.xls	Trainer Manual		Tab 8	<b>Tab 8 - Quizzes, Tests and Answer Sheets</b> <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
reading skills quiz.doc	Trainer Manual		Tab 8	<p><b>Reading Skills Quiz</b> Auditors must be able to read and understand documentation. You may use this reading skills exercise to determine if an auditor candidate will understand the auditor training course written material <u>if you do not know</u> the reading skill level of the person being considered for the position of auditor. This exercise includes reading 9 pages from the Auditor Training Course and answering questions about the content of the material. You may develop your own reading skills quiz based on your own documentation. Usually the Manager of the auditor candidate will know the reading skill level of the person being considered for the position of auditor.</p>	4
answer sheet to the auditor training course quizzes.doc	Trainer Manual		Tab 8	<p><b>Answer Sheet to the Auditor Training Course Quizzes</b> The auditor training course has quiz questions related to the text information. This is an answer sheet for those questions.</p>	5
design requirements exercise - answer key.doc	Training		Tab 8	<p><b>Design Requirements Exercise - Answer Key</b> This exercise is used as part of auditor classroom training to illustrate the requirements for design. Anyone who wants to learn about the design process may complete this exercise. <u>The exercise and the answer key</u> are included at clause location 7.3 Design and Development on the Adobe PDF file that explains the requirements of the standard.</p>	14
auditor training course test.doc	Trainer Manual		Tab 8	<p><b>Auditor Training Course Test (an open book test)</b> A 9-page test. Approximate time required: 30 minutes. This test focuses on the Steps to performing an audit. Auditors may use the Auditor Manual to locate answers. You will need to photocopy the test that is located in the Trainer Manual.</p>	9
auditor training course test answer sheet.doc	Trainer Manual		Tab 8	<p><b>Auditor Training Course Test Answer Sheet</b> Answer sheet. Approximate time to check Auditor's test paper: 10 minutes. When time allows, you may have auditors check each other's papers. This accomplishes another review of the course information.</p>	10
			Tab 9	<b>Management Review - Trainer Manual</b>	
Tab 9 - management review.xls	Trainer Manual		Tab 9	<p><b>Tab 9 - Management Review (Index of Files)</b> Identifies the documents in this Tab section and what they are used for.</p>	Number of pages
framework to support the quality policy.doc	Mgt Review forms		Tab 9	<p><b>A Framework to Support the Quality Policy</b> A diagram that shows how quality objectives defined for the organization must be traceable to the commitments and goals stated in the Quality Policy. Management Reviews determine where quality objectives are needed to meet quality policy commitments and goals.</p>	2
management review report.doc	Mgt Review forms		Tab 9	<p><b>Management Review Report</b> A form for recording the minutes of Management Review</p>	4

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
action number form.doc	Mgt Review forms	x	Tab 9	<b>Action Number Form</b> An Action Number Form is completed for each potential action that is discussed during Management Review. The item is described, time and resources estimated, a preliminary Priority identified, and the item is listed on the Management Review Result Chart (an Excel sheet form).	1
management review result chart.xls	Mgt Review forms	x	Tab 9	<b>Management Review Result Chart</b> An Excel form used to list potential actions as they are discussed during Management Review. The database is sorted by Priority to determine which items are selected for action. The printout and computer file serve as a record of all items discussed during the meeting. The chart may be copy/pasted to the Opportunities Log to provide an on-going record of Management Review action decisions and items that can be selected for improvement at a future date.	1
management review result chart instructions.xls	Mgt Review forms		Tab 9	<b>Management Review Result Chart Instructions</b> Instructions for completing the above Excel chart.	3
	Mgt Review Reports		Tab 9	<b>A Directory for filing the final Management Review Result Chart and the Management Review Report</b>	
1 results of audits.doc	Mgt Review forms		Tab 9	<b>1 Results of audits</b> A report on the effectiveness of system and the ability of the audit program to detect problems.	2
2 customer feedback.doc	Mgt Review forms		Tab 9	<b>2 Customer Feedback</b> Topics for discussion related to customer feedback and who will present report.	1
3 process performance.doc	Mgt Review forms		Tab 9	<b>3 Process performance</b> This is a comparison of process objectives to current performance. Managers report on the performance of processes they own.	2
4 product conformity.doc	Mgt Review forms		Tab 9	<b>4 Product Conformity</b> This is a review of products and services to determine if they meet specification as advertised and if there is a need to change product design, materials, technology, or improve the product in some way.	1
5 status of corrective actions.doc	Mgt Review forms		Tab 9	<b>5 Status of Corrective Actions</b> An analysis of corrective action closure time, degree of recurrence, and the adequacy of problem resolution techniques.	1
6 status of preventive actions.doc	Mgt Review forms		Tab 9	<b>6 Status of Preventive Actions</b> An analysis of preventive action activities including planning, training, research, and analysis methods used to determine if improvement is needed.	2

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
7 follow-up actions from mgt reviews.doc	Mgt Review forms		Tab 9	<b>7 Follow-up actions from management reviews</b> A report on whether closed actions remain effective. A report on the status of open actions and what action should be taken on actions that are not meeting targets or calendar goals.	2
8 changes affecting the mgt system.doc	Mgt Review forms		Tab 9	<b>8 Changes affecting the management system</b> A report on changes that can affect the management system.	1
9 recommended improvements.doc	Mgt Review forms		Tab 9	<b>9 Recommended improvements</b> A review of suggestions for improvement that can originate from anyone. See next entry on this chart	1
improvement suggestions from personnel.doc	Mgt Review forms		Tab 9	<b>Improvement Suggestions from Personnel</b> Information related to establishing an Improvement Committee comprised of several members of management. The Committee reviews suggestions for improvement, presents these items during management review and management meetings. A Committee member maintains the Opportunities Log database and the Opportunities Log 3-Ring Binder that contains all suggested improvement items submitted by employees and the Action Number Forms generated during Management Reviews.	2
planning assignment.doc	Forms		Tab 9	<b>Planning Assignment</b> The standard requires that there is a plan to achieve quality objectives and that needed resources are provided. This document lists forms that can be used to plan a top-level quality objective and a department objective where incremental targets are set. Corrective Preventive Action Request forms are identified when planned actions should correct a problem. Project planning forms are identified when plan is a large project or when new processes must be planned. The Management Representative should become familiar with these forms and can identify the type of planning format that should be used. You may also identify your own planning document, method, or planning software that should be used.	1
1 opportunities log.xls	Opportunities Log	x	Tab 9	<b>Opportunities Log</b> Used to list all potential actions discussed during Management Review. Items not selected for action during Management Review may be selected as improvement actions at a future date when resources become available.	1
1 opportunities log instructions.xls	Opportunities Log	x	Tab 9	<b>Opportunities Log Instructions</b> Instructions for the Opportunities Log.	1
			<b>Tab 10</b>	<b>Pareto Analysis - Trainer Manual</b>	Number of pages
				A system for implementing Pareto Analysis is included in this product because this method can bring the greatest amount of improvement (and cost savings) in the shortest amount of time when you have situations where this type of analysis can be used.	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
Tab 10 - pareto analysis.xls	Trainer Manual		Tab 10	<p><b>Pareto Analysis</b> <i>(Index of Files)</i></p> <p>Pareto Analysis is used to determine what should be fixed first to get the greatest improvement when you have a large number of nonconformities to analyze. Activities that could generate a large number of nonconformities include customer complaints, incoming materials inspection, product inspection and test results, product returns, warranty repairs and nonconforming materials review. The files in this section include Pareto Analysis training for data entry personnel, the analyst, and top management. This training is self-training and takes very little time to accomplish. These materials were developed to deliver factual data to top management and are structured so the analyst is not doing all of the work. <b>Top management determines if and when this type of analysis will be used.</b></p>	2
what is a pareto analysis.doc	Training		Tab 10	<p><b>What is a Pareto Analysis?</b></p> <p>A one-page document that introduces Pareto Analysis. Pareto Analysis will show what to fix first to get the most improvement.</p>	1
review nonconformities using pareto analysis.doc	Training		Tab 10	<p><b>Review Nonconformities Using Pareto Analysis</b></p> <p>This document provides two examples of how Pareto Analysis can be used to review nonconformities.</p>	2
pareto analysis training.doc	Training	x	Tab 10	<p><b>Pareto Analysis Training</b> <i>(Includes the 5 documents within the dark border.)</i></p> <p>This is a training document, <b>or instructions can just be read</b></p> <ol style="list-style-type: none"> <li>1. Wherever possible, train personnel at data collection locations to enter data onto the Excel Pareto analysis file. This prepares data for the Analyst.</li> <li>2. The Analyst investigates items for a proposed solution and what resources are needed to correct the problem and presents findings to Top Management.</li> <li>3. Top Management determines the Severity Ranking of nonconformances, selects actions to implement, and approves needed resources.</li> </ol>	11
pareto analysis service sample.xls	Training	x	Tab 10	<p><b>Pareto Analysis Service Sample</b></p> <p>Example of a completed Pareto Analysis. This is used in Pareto Analysis Training.</p>	4
pareto item investigation.doc	Forms	x	Tab 10	<p><b>Pareto Item Investigation</b> <i>(a standard form)</i></p> <p>The person who analyzes the results of a Pareto analysis may send this form to the process owner who confirms if a problem exists, states the preferred solution, and estimates the time and cost to correct the problem. This information is used by management when determining Pareto analysis items selected for action.</p>	1
pareto item investigation template.doc	Forms		Tab 10	<p><b>Pareto Item Investigation</b> <i>(a data entry template)</i></p> <p>The data entry template version of this form.</p>	
pareto analysis mfg sample.xls	Training	x	Tab 10	<p><b>Pareto Analysis Manufacturing Sample</b></p> <p>Example of a completed Pareto Analysis. This is used in Pareto Analysis Training.</p>	4

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
pareto analysis training - review answer key.doc	Training	x	Tab 10	<b>Pareto Analysis Training - Review Answer Key</b> The answer key to the Review at the end of the Pareto Analysis Training document.	2
WI (assigned number) - Pareto Analysis Instructions.doc (printout included in Trainer Manual)	Forms	x	Tab 10	<b>WI (assigned number) - Pareto Analysis Instructions</b> This document is a detailed Work Instruction for those who contribute to completing a Pareto Analysis, including instructions for: 1. <b>The Data Entry Person</b> - successful completion of "Pareto Analysis Training" and the "Pareto Analysis Data Entry Exercise" qualifies a person to be a Pareto Analysis Data Entry Person. 2. <b>The Analyst</b> - the person who performs the analysis, investigates items, and reports results to top management 3. <b>The Review Team comprised of Top Management</b> who determine the disposition of each item included in the analysis.	10
pareto analysis form.xls (printout included in Trainer Manual)	Forms	x	Tab 10	<b>Pareto Analysis Form</b> (an Excel file) Used to analyze a large amount of collected data to determine what to fix to get the greatest benefit. Includes data entry of items, investigation of data, assigning 1 to 10 Critical Ranking, preparation of information for management review, selection of actions to implement, and the assignment of actions. Items not selected that merit future action are entered in the Opportunities Log.	4
			Tab 10	The purpose of the following exercise is to train personnel to perform the data entry part of a Pareto Analysis. This is done so more people contribute to the analysis - and the analyst is not doing all of the work.	
pareto analysis data entry exercise.doc (printout included in Trainer Manual)	Training		Tab 10	<b>Pareto Analysis Data Entry Exercise</b> Successful completion of this exercise qualifies a person to be a Pareto Analysis Data Entry Person. The exercise includes: 1. Naming an analysis and the file name (3 examples) 2. Entering data for 2 analyses	2
pareto analysis data entry exercise - answer key.doc (printout included in Trainer Manual)	Training		Tab 10	<b>Pareto Analysis Data Entry Exercise - Answer Key</b> The answer key to the above exercise. The answer key includes the following two files: <b>Directory:</b> Training/ file: 01-02-01 customer complaints for dec 2000.xls <b>Directory:</b> Training/ file: 01-04-03 4th Q 2002 customer complaints - 7 hotels.xls	2
01-02-01 customer complaints for dec 2000.xls (printout included in Trainer Manual)	Training		Tab 10	<b>Part of the "Pareto Analysis Data Entry Exercise - Answer Key" (above)</b> Answers for question number 4 of the data entry exercise that is used to qualify a person to be a Pareto Analysis data entry person. The trainee's data entry is compared to this document.	2

Directory: 1 List of Directories and Files  
file: 1 List of Directories and Files Rev 3-1-04.xls

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
01-04-03 4th Q 2002 customer complaints - 7 hotels.xls (printout included in Trainer Manual)	Training			<b>Part of the "Pareto Analysis Data Entry Exercise - Answer Key" (above)</b> Answers for question number 5 of the data entry exercise that is used to qualify a person to be a Pareto Analysis data entry person. The trainee's data entry is compared to this document.	2
	Pareto - file analyses here		Tab 10	<b>Pareto- file analyses here</b> - completed data entry analyses are filed in this directory	
				<b>End of Trainer Manual list of files</b>	
				<b>Manual Assembly Information for 3 Manuals used to train auditors</b>	
Ordering Tab Dividers and Binders.doc	Assembly of 3 Manuals			<b>Ordering Tab Dividers and Binders</b> Provides the Manufacturer Number for the Tab Dividers and Binders. To teach the Auditor Training Course, you will need to <b>photocopy</b> the 2 reference manuals (Manual 1 Requirements Explained and Manual 2 Exhibits) and the Auditor Manual. Tab Dividers and Binders can be ordered from office supply stores. <b>For correct assembly and useability</b> it is important that you purchase tabs and binders that match those used to assemble the original product.	
Outside and Inside Title Pages.doc	Assembly of 3 Manuals/ <b>Manual 1 Requirements</b>			<b>Outside and Inside Title Pages</b> (for Manual 1 Requirements)	
Spine Insert Manual 1 - Requirements.doc	Assembly of 3 Manuals/ <b>Manual 1 Requirements</b>			<b>Spine Insert Manual 1 - Requirements</b>	
Table of Contents for Tabs.doc	Assembly of 3 Manuals/ <b>Manual 1 Requirements</b>			<b>Table of Contents for Tabs - Manual 1 Requirements</b> Use this file and hand feed the Tab Contents page through your printer.	
Outside and Inside Title Pages.doc	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Outside and Inside Title Pages</b> (for Manual 2 Exhibits)	
Spine Insert Manual 2 - Exhibits.doc	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Spine Insert Manual 2 - Exhibits</b>	
Table of Contents for Tabs - Manual 2 Exhibits.doc	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Table of Contents for Tabs - Manual 2 Exhibits</b> Use this file and hand feed the Tab Contents page through your printer.	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
clause 4 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Clause 4 Exhibits</b> A Table of Contents for Tab 4. Lists the Exhibits for Clause 4 of the standard	
clause 5 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Clause 5 Exhibits</b> A Table of Contents for Tab 5. Lists the Exhibits for Clause 5 of the standard	
clause 6 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Clause 6 Exhibits</b> A Table of Contents for Tab 6. Lists the Exhibits for Clause 6 of the standard	
clause 7 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Clause 7 Exhibits</b> A Table of Contents for Tab 7. Lists the Exhibits for Clause 7 of the standard	
clause 8 exhibits.xls	Assembly of 3 Manuals/ <b>Manual 2 Exhibits</b>			<b>Clause 8 Exhibits</b> A Table of Contents for Tab 8. Lists the Exhibits for Clause 8 of the standard	
Outside and Inside Title Pages - Auditor Manual.doc	Assembly of 3 Manuals/ <b>Auditor Manual</b>			<b>Outside and Inside Title Pages - Auditor Manual</b>	
Spine insert for Auditor Manual.doc	Assembly of 3 Manuals/ <b>Auditor Manual</b>			<b>Spine Insert for Auditor Manual</b>	
Table of Contents for Tabs.doc	Assembly of 3 Manuals/ <b>Auditor Manual</b>			<b>Table of Contents for Tabs - Auditor Manual</b> Use this file and hand feed the Tab Contents page through your printer.	
Auditor Manual Table of Contents.doc	Assembly of 3 Manuals/ <b>Auditor Manual</b>			<b>Auditor Manual Table of Contents</b>	
Auditor Manual Index of Directories and Files.doc	Assembly of 3 Manuals/ <b>Auditor Manual</b>			<b>Auditor Manual Index of Directories and Files</b> Identifies the location of computer files included in this product.	
audit steps card for standard printer.doc	Audit Forms			<b>Audit Steps Card</b> (a Table of Contents for Tab 2) This has the page numbers for each audit step and is a TOC for Tab 2.	
Tab 4 - List of Audit Forms.xls	Assembly of 3 Manuals/ <b>Auditor Manual</b>			<b>Tab 4 - List of Audit Forms</b> A Table of Contents of the forms used by Auditors.	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
iso 9001-2000 - where to purchase - Tab 6.doc	Audit Training			<p><b>ISO 9001:2000 Standard</b> (purchase for Tab 6 of the Auditor Manual)</p> <p>Tells where to purchase a copy of the <a href="#">ISO 9001:2000 Standard</a> (download from the internet). Insert a copy of the standard in Tab 6. Note: The written explanation of the standard that appears in <i>ISO 9001:2000 Explained - An Adobe PDF File for Use on a Network System</i> paraphrases the text of the standard so that you may place this document on an in-house network system and not infringe on the copyright of the standard. You will need to provide auditors with an original copy of the ISO 9001:2000 standard.</p>	
vocabulary from ISO 9000-2000.doc	Audit Training			<p><b>Vocabulary from ISO 9000:2000</b> (purchase for Tab 8 of the Auditor Manual)</p> <p>Tells where to purchase the <a href="#">ISO 9000:2000</a> standard that has definitions for the vocabulary that is used in the ISO 9001:2000 standard. This standard can be downloaded from the internet. The ISO 9000 vocabulary terms are inserted into section Tab 8 of the Auditor Manual.</p>	
				<p><b>Auditor Manual</b></p> <p>This manual contains the Auditor Training Course. You make a photocopy of this manual for each auditor.</p>	
				<p>The Auditor Manual tab sections include:</p> <ul style="list-style-type: none"> <li>Tabs 1 and 2 - The Auditor Training Course</li> <li>Tab 3 - 10 Exhibits</li> <li>Tab 4 - Forms used by Auditors</li> <li>Tab 5 - ISO 9001:2000 Checklist (an audit checklist for each clause)</li> </ul>	
				<ul style="list-style-type: none"> <li>Tab 6 - Copy of the ISO 9001:2000 standard</li> <li>Tab 7 - Vocabulary - Quality related terms</li> <li>Tab 8 - ISO 9000:2000 Vocabulary</li> </ul>	
				<p><b>Audit Steps Card and Auditing a Process</b></p> <p>(These 2 documents are placed back to back in a plastic sheet protector in the Inside Front Pocket of the Auditor Manual)</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>	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
audit steps card for color printer Rev 3-01-04.doc	Audit Forms			<b>Audit Steps Card</b> (for color printer) 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.	all
audit steps card for standard printer Rev 3-01-04.doc	Audit Forms			<b>Audit Steps Card</b> (for standard printer)	
auditing a process.doc	Audit Forms			<b>Auditing a Process - ISO 9001:2000</b> This single page lists audit questions that apply to every process audited. One box contains standard questions to ask the Department Manager. One box contains standard questions to ask those who perform the process. 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.	all
course evaluation form Rev 4-6-07.doc	Audit Training			<b>Course Evaluation Form</b> This document is placed in the inside front pocket of the Auditor Manual. Trainees review the form at the beginning of the course. The form is filled out upon completion of the course and given to the Trainer.	
				<b>Tabs 1 and 2 - The Auditor Manual</b>	Number of pages
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	
exhibit 2 - structure of iso 9001.doc	Audit Training			<b>Exhibit 2 - Structure of ISO 9001:2000</b>	
exhibit 3 - list of requirement clauses.doc	Audit Training			<b>Exhibit 3 - ISO 9001:2000 - List of Requirement Clauses</b>	
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.	
exhibit 5 - document pyramid.doc	Audit Training			<b>Exhibit 5 - Example Document Pyramid</b> Example of 4 levels of documents plus records.	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
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.	
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.	
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.	
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.	
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.	
			Tab 4	<b>Tab 4 - Forms used by Auditors</b>	
Tab 4 - List of Audit Forms.xls	Assembly of 3 Manuals/ Auditor Manual			<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-Directo The auditor prints out a copy of the completed form that has the name of the process that is assigned audit. The printout tells the auditor which ISO requirements apply to the process that is assigned for audit.	
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.	
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.	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
audit plan form - audit assignment explained.doc	Audit Forms			<b>Audit Plan Form - Audit Assignment Explained</b> This document explains how the audit assignment is defined on the Audit Plan Form. This is included the Forms Section for quick reference by auditors.	
	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.	
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.	
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.	
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.	
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.	
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.	
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.	
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.	

Directory: 1 List of Directories and Files

file: 1 List of Directories and Files Rev 3-1-04.xls

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
process model.doc	Audit Forms		11	<b>Process Model</b> A picture of a process. Auditors review this before performing an audit.	
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.	
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.	
manager interview form.doc	Audit Forms		14	<b>Manager Interview Form</b> Form used to record information when you interview a department manager.	
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.	
audit results memo template.doc	Audit Forms		15	<b>Audit Results Memo (template)</b> Data entry template of the above memo form.	
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.	
cpar template.doc	Forms		16	<b>Corrective Preventive Action Request (a data entry template)</b> Same as the above form.	
cpar instructions.doc	Forms		17	<b>Corrective Preventive Action Request Instructions</b> Instructions for completing the CPAR form and template.	
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.	
audit report template.doc	Audit Forms		18	<b>Audit Report (data entry template for Single Auditor)</b> Page 3 of the Audit Report is an Excel file: audit report cpars for database.xls. Audit Reports are saved in Directory: IA Reports	

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
audit report cpars for database.xls	Audit Forms (an Excel file)		19	<b>Audit Report CPARS for Database</b> <i>(a data entry template)</i> 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.	
audit report for team template.doc	Audit Forms		20	<b>Audit Report</b> <i>(data entry template for an Audit Team)</i> 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.	
audit report instructions.doc	Audit Forms		21	<b>Audit Report Instructions</b> Instructions for completing the Audit Report.	
	IA Reports Year			<b>IA Reports Year</b> A directory for filing Audit Reports when reports are written using the Audit Report data entry template form. Change the word "Year" to the year number. Ex.: Your directory name will then be: IA Reports 2004. A file folder is also maintained that holds the original Audit Report, CPARs, and other paperwork related to the audit.	
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.	
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.	
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.	
work order audit instructions.doc	Audit Forms		20	<b>Work Order Audit Instructions</b> Instructions for the Work Order Audit Form.	
			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.	
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>	

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file: 1 List of Directories and Files Rev 3-1-04.xls

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

File name	Directory where file is located	PDF in ISO Explained	To be Used	Name of document / What used for	Relates to Clause
iso 9001-2000 - where to purchase - Tab 6.doc	Audit Training			<b>ISO 9001:2000 Standard</b> <i>(purchase for Tab 6)</i> 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.	
			Tab 7	<b>Tab 7 - Vocabulary</b>	
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.	
			Tab 8	<b>Tab 8 - ISO 9000:2000 Vocabulary</b>	
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>	
				<b>Click Browser back button (in top left corner) to Return</b>	