

Assessing Quality System Effectiveness

The definition of “effectiveness” is the ability to meet objectives and be successful in producing a desired result. This course will deliver a thorough introduction to internal auditing and its role in verifying the effectiveness of an organization’s Quality System.

Key topics include:

- Elements of Internal Auditing
- Creating and Using Audit Reports
- System vs Process Auditing
- Determining and Interpreting a Standard

In addition, participants will be instructed in the four phases of executing an audit: Audit Preparation, Conducting the Audit, Audit Reporting, and Audit Closure.

Training will conclude with audit role-play where students practice the material they’ve learned.

Instructor: Sara Goncus, Director of Training and Development with Operations Strategy Consulting, LLC.



Sara holds a B.S. in Computer Engineering from the University of Pittsburgh, is a certified Lean Six Sigma Green Belt, an RABQSA certified QMS internal auditor, and a certified AIAG ISO/TS 16949 auditor. Prior to joining Operations Strategy, Sara worked as a Quality Assurance Engineer for Lockheed Martin at Cannon Air Force Base in New Mexico.



June 1, 2016
8:00am-4:00pm

Erie, PA
Knowledge Center
5240 Knowledge Parkway

Cost: \$360

To register or for additional information:

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