

Gorveatte Consulting Inc.



New year? New opportunities!

Stop doing the same thing over and over, this is a new year and that means new opportunities!
It's time to make some changes!



Some days I still get the feeling that I'm doing the same thing over and over. You know what? I probably am! It's time to make some changes!

Last January, I felt this way and I made a change. This Quality Consultant-Auditor-Trainer (that's me) decided to take up rock drumming. Yep, the loud rock and roll kind of drumming that makes my neighbours get excited about my music, whether they wanted to hear it or not. In fact, if any of you have taken training from me in the last 12 months or been on a Zoom call, you have probably seen my drums set up in my office (if not, check out the ["Audit Like a Leader"](#) webinar link). Hey, at least the drum set is a great ice breaker!

Guess what? I'm loving it! So this year, I am making myself a promise to try new things again, shake things up a bit! Maybe a new paint colour on the walls? Perhaps a new recipe? It doesn't have to be big, it just needs to be different..and well, ...NEW!

I see so many clients doing things the same things over and over. Using the same quality objectives, the same KPIs, using the same Quality Policy that they have had for 20 years, following the same procedures that are 5+ years old (really, no revisions at all?), even using the same forms although they may be less effective with all of the technology that we have around us today....and so on. So in 2022, why not change it up? After all, it's a new year and that means new opportunities!

Set new Quality Objectives, develop new KPIs for performance monitoring, update your Quality Policy, revise your procedures and shake up those forms! This is the time and, before you know it, you may be dancing to the beat of a new drum too! And who knows? You may actually like it! So why wait? Let us help you start something new!



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ISO 9001 Internal Auditor Workshop



Prebook your next training class to save your space.

Did you know we only take 6 participants per class? We take participants on a waiting list for the next training session so you won't miss out. Why such a small class? That's easy: so there can be more learning and that means more fun!

Add your new auditor to our list.

NEW CLASS! March 2022!
Training that is informative and
enjoyable? No way! WAY!

Click [HERE](#) to go to our TRAINING page & register for the March 2022 session

Awareness Training? Yep, we do that!

It's Audit Time, do your employees know what to do?

When an auditor (internal or external) is at your site, remember they are there to verify the conformity of the management system. That means they will interview your employees and request to see objective evidence that the organization is following the quality management system documentation and the requirements outlined in the ISO 9001 International Standard. They may ask questions like:

- Describe what you're doing here? Describe the process of fulfilling an order?
- Show me where you have authorized the shipping order?
- What would you do if there is a day when that person is away?
- What would happen if the customer's product was damaged?

These are all good open-ended, hypothetical and demonstrative questions that create an audit trail for the auditors. If your employees are not used to being audited, they could become anxious when facing an auditor. It is important that you inform your staff about an upcoming audit and be clear on how to respond to an auditor:

- Remind your employees to have all of your quality records readily retrievable/ accessible as much as possible
- Ensure your employees know their responsibilities and know when to refer the auditor to another individual (they may not have all of the information and may wish to forward the auditor to the person responsible for the area)
- Make sure your employees are committed to the audit (so they don't rush the auditor, i.e., no phone calls, etc.)
- Employees should try and keep answers simple, clear, and concise and they should never make up a story
- Most importantly, it's important to remember to have fun!

An ISO 9001 audit is a chance to shine and show off all of the good things that are happening in your organization! Let's celebrate!

[Do your employees need some All Employee Awareness Training? We do that!](#)

REMEMBER: Exemplar Global Classes are Available for the Winter and Spring, book now!

For Exemplar Global certified courses, we present SAI Global materials as a partner.

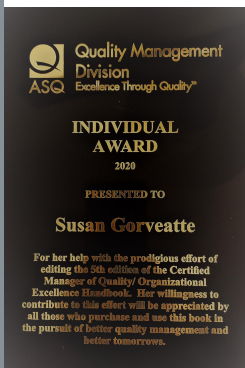
I'll be the instructor for these upcoming SAI Global courses:

- ISO 9001:2015 Internal Auditor (3 day) 1/24/22-1/26/22
- Auditing a Quality Management System ISO 9001:2015 3/14/22-3/15/22
- ISO 9001:2015 Lead Auditor 3/14/22-3/17/22
- Conducting and Leading Management System Audits 3/16/22-3/17/22
- ISO 9001:2015 Internal Auditor (3 day) 4/20/22-4/22/22
- ISO 9001:2015 Foundation 5/13/22

Want more information or want to register? Click here to email Susan for all of the course details!



Visit our YOUTUBE site to learn more about our training options



Thank you to the American Society for Quality for the amazing award.

What an amazing way to start the year off on the right foot. Each day I am reminded about the people around me who are passionate about quality and about advancing the quality profession around the world. In fact, I would say this award means the world to me! Thank you!

Send us an email to learn how you can get involved with ASQ.org

No time for training? Need audit help? Email to book your remote audit today!

Email GORVEATTE CONSULTING INC. for more information on how to be a presenter, a volunteer, or an attendee info@gorveatteconsulting.com

Helping you demystify the ISO 9001 Standard



More Great Quality News to Come!

Want to learn more about quality and stay up to date on the Quality news? Watch for your next newsletter next month when we will feature more Quality information from Gorveatte Consulting Inc.