

## Quality News You Can Use From Gorveatte Consulting Inc.



### Effective Communication When You Need it Most

Effective communication is critical during an audit. Think about it, if an auditor asks a question in a bold or brash way, it is likely going to paint a negative tone for the audit. The auditee may react to that behavior and feel the audit is punitive or demeaning, or they may feel anxious or upset. However, if an auditor asks a question with diplomacy and sincerity, the auditee is more likely to respond with more volume and depth of information and be more collaborative throughout the audit process.

Keeping the channels of communication open and positive will help the audit run smoothly. Remember, good answers begin with good questions. Ask a variety of different questions in a variety of styles. Try to use open-ended questions and be genuinely curious. Want to learn about effective auditing skills? [Reach out!](#)

Visit our website to learn more about Auditing



#### ASQ World Conference on Quality and Improvement is Heading to Back to Anaheim in May 2022!

The Happiest Place on Earth! You know I will be there to cheer you on. Mark these dates!

Call for Reviewers Deadline August 2  
Call for Proposals Deadline August 27  
[WCQI Link on asq.org](https://www.asq.org)

#### Putting your Own House In Order

To enjoy the highest standard of service

superiority, and therefore, retain and grow their customer base, organizations need **motivated, engaged employees** that care about quality customer service.

We know that happy employees are productive employees. Productive employees will satisfy the customer who, in turn, will bring more business.

Organizations need to address the quality customer service issue at the root – its people. There are four main employee ingredients that are needed to blend the right amount of practical magic to create consistent quality customer service delivery. **They are communication, achievement, involvement, and participation.**



To learn more about how to 'put your own house in order' and how to provide consistent quality customer service, click here or call Susan at 902-434-9003



Are you having to prepare for your Certification Body to conduct a remote or on-site audit during these unusual times?

Hey, this stuff is hard and can be challenging at any time. Let us make it easier for you! Check out our learning sessions about Auditing in a Remote World.

Remote Audits: Worthless or Worthwhile? One Hour Collaborative Course (Free!)

Strategies for Remote Audit Success! Collaborative Training (\$49 USD session)

ASQ Western Canadian Conference on Business Excellence Panelist (Free!)

And don't forget, "Audit Like a Leader" is available here! A recorded session ASQ Audit Division January 2021 (Free!)

**Going back to the classroom, or not - either way, we can help! Your training, your way.**

Whether you are looking for an in-house option, a public course, or a remote learning solution, Gorveatte Consulting Inc. has the training you



need. We have lots of options. Our one and two-day sessions are engaging and informative. Best of all, they can be customized to suit your team.

Email Gorveatte Consulting Inc. to book your "Quality" session today!

## Helping you demystify the ISO 9001 Standard

# Motivational Quote

“The difference between ordinary and extraordinary is that little extra.”

Do you have a quote you want to see featured here in the newsletter? Send it along and if it is selected, I will provide a shout-out to you and your company. Email me at: [info@gorveatteconsulting.com](mailto:info@gorveatteconsulting.com)



### 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.