

Things to consider, which may prompt questions, while performing a process audit

1. What are the objectives of the work Center, Area, Process, Activity, or Product/Service being observed?
2. How do these relate to the overall objectives of the organization? To the Quality Policy? Are they consistent? Is there alignment?
3. Does everyone involved know what the customer requirements are (internal and external)?
4. Is there an understanding of what is necessary to meet the customer requirements?
5. Are individuals performing the work correctly? Do they know what to do and have the means to do it, including documentation, time, and tools.
6. Are the requirements for successful completion of work clear?
7. How do the individuals know that they have performed the work to specified requirements? Are processes or product metrics in place and being used?
8. What is done with data that is collected related to the product or process? Who analyzes it? For what purpose? Is there evidence of use of analyzed data?
9. What happens when deviations from requirements are found? What are the processes for:
 - Correction
 - Control of nonconforming product
 - Disposition of nonconforming product
 - Analysis for possible corrective action
 - Use of the data for preventive action, when applicable
10. Is there evidence of any best practice or approach that can be applied elsewhere in the organization?
11. Do the inputs to the process being observed meet specified requirements?
12. Are requirements defined for the processes being observed and understood by internal suppliers?
13. How is internal supplier performance measured? Is there a feedback mechanism to those suppliers?
14. How is customer feedback (external or internal) solicited and used for the process being observed?