

Date: December 16, 2003

Topic: Internal audit

How did you accomplish this topic during your implementation?

Siemens ICN utilizes a centralized Internal audit approach. The Corporate Quality System Manager is responsible for leading the Internal audit team as well as assigning lead auditors. Internal auditors are drafted from each of the major organizations such as Engineering, Sales, HR etc. The Corporate Quality System Manager develops the audit schedule for each quarter. New audits are added to the schedule if a new program is deployed. An automated in-house Lotus-based, web-accessible system is used to track corrective/preventative actions. The responsible individuals address findings from internal audits. The auditor is responsible for reviewing the effectiveness of action/s taken and close the finding.

What resources/tools/vendors were used to accomplish this task?

Auditors from each of the major organizations make up the internal audit team. A team of 3-4 auditors audits each organization annually for 2-3 days. An organization's internal audit process is a sample audit that covers 100% of processes and all applicable clauses/adders during each audit. Internal auditors receive TL9000 training by QuEST Forum approved training providers in addition to On Job Training (OJT). Each candidate must conduct four audits through partnership (after receiving training) to qualify to conduct internal audit.

Was there any benchmarking activity?

The corrective action system was benchmarked outside the company nine years ago. Later it was customized to use within Siemens ICN.

What lead you to use this method?

TL9000 requirements

What worked and what didn't work?

- Having a centralized audit team provides available resources when needed
- The quarterly audit schedule allows Siemens ICN to add/delete audits as changes occur within the organization.

What recommendations do you have for others attempting to use your method?

How did you measure the effectiveness of this method?

Achieved their TL9000 registration goal. In addition, their Quality Management System (QMS) met the need of the partner organization and team members. Customer satisfaction metrics, Scorecard as well as reduction in scrap, rework and field returns were the indicators of the success of the overall Quality Management System that includes Internal Audit.