

Tuesday,
June 5, 2007

“Process Approach to Auditing”

LOCATION: Shilo Inn
50 Comstock
Richland Washington

5:30 p.m. - Check in/Networking
and no-host cocktail service
6:00 p.m. - Dinner
7:00 p.m. - Presentation

DINNER BUFFET:

The Chef and crew at O’Callahan’s Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray. Your choice of coffee, tea or decaf is included with dinner.

And don’t forget to save some room for dessert!

Cost:

\$ 17 ASQ members
\$ 20 non-members
\$ 5 presentation only

Reservations are requested by May 31. Send an email to prevette@owt.com with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at www.asq614.org/.



DENNIS ARTER

“The Audit Guy”
Author & Lecturer

Process-based audits specifically assess functions and linkages of processes and how they form systems. This approach takes a closer look at the fine details of a specific process and how they affect the success of the business. Process-based auditing is a tool that can help organizations identify opportunities for potential improvement. Process-based audits can be successfully conducted within any organization if certain requirements are met for establishing and managing an internal quality audit process.

Presenter Dennis Arter will use a case study as he walks us through the steps for performing process-based auditing. Included will be some necessary requirements, tools and techniques for conducting a successful process-based quality audit:

- Benefits of process-based auditing as a management tool for continual improvement
- The seven steps for performing a process-based audit
- The three types of business processes and how they may be analyzed and improved
- The "Turtle Diagram" and how to apply this tool to a specific operational unit.

About the Presenter:

Dennis Arter has been an independent consultant since 1984. His primary service is instruction in the field of quality auditing. Dennis has served a wide variety of clients, including government, manufacturing, energy, chemicals, aerospace, food, software, agriculture, finance, medical devices, pharmaceuticals, and health care.

Dennis is an ASQ Fellow, ASQ Certified Quality Auditor, and a licensed mechanical engineer, and has served on the ASQ Board of Director. His book, Quality Audits for Improved Performance, was first published by ASQ's Quality Press in 1989, revised in 1994, and revised again in 2002. The book has sold over 40,000 copies and is published in both Spanish and English.