



Advanced Process Auditing

1 Day Course

AT A GLANCE

Session Length:
1 day

Next Public Course:
Thursday March 4th 2010
8:30am-5:00pm
Mississauga

Who Should Attend:
This course is primarily targeted at those who are already auditors or inspectors and wish to upgrade their skill set to include the 'process approach' to auditing.

Cost:
\$949 – per attendee + GST

Call 905-567-1319 x605 to register.

Group Discount:
If you are able to round-up 6 or more participants, we will give your group a 20% discount!

In-house Discount:
If you round-up 6 or more participants and hold the course at your location, we will give your group a 30% in-house discount!

This intensive course teaches process audit methodology for inspectors and auditors who want to know what it is, how to do it and to start process auditing immediately! You will learn:

Process Audit Preparation:

- Scheduling audits by process
- Preparing a process oriented audit plan
- Internal audit procedures
- Lead auditor & auditor responsibilities
- Audit team
- Auditor qualifications
- Process audit preparation
- Review of the Policy Manual, Procedures and Work Instructions

How to Conduct a Process Audit:

- Opening & closing an audit
- Auditor's rules and conduct
- Preparing for interviews
- Difficulties in process auditing
- Process oriented questioning
- What to observe
- Using a process oriented checklist
- Using the Policy Manual, Procedures & Work Instructions
- Writing and logging Corrective Action Requests
- Audit Follow-up

Learn from our industry experts

SatiStar's **process improvement** efforts focus on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery, and above all **increasing profitability**. This training session will be facilitated by one of two senior instructors:

- **Mickey Jawa**, Chairman and CEO of SatiStar Corporation
- **Mark Lefebvre**, Executive Vice-President of SatiStar Corporation

For More Information

For registration, and other information please contact:

Angela Boychuk

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Email: angela.boychuk@satistar.com

SatiStar is
registered to
ISO9001:2008



By UL Canada
Ref#439035

SATISTAR MANAGEMENT CONSULTING

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REGISTRATION For Thursday March 4, 2010:

Number of attendees:

Pricing:

\$949/attendee + GST

-20% Group Discount

-30% In-house Discount

Name of attendee(s):	1.	2.	3.
Job Title(s):	1.	2.	3.
Name of attendee(s):	4.	5.	6.
Job Title(s):	4.	5.	6.

Company Name:

Industry:

Address:

City:

Province:

Postal Code:

Phone number:

Email:

Payment Options: Pay by Credit Card! – complete info below.

Type of credit card: (Visa, MC)

Card Number:

Expiry Date:

3-4 Digit Security #:

(Usually located on the back of the card)

Signature:

We also accept payment by Cheque & Purchase Order :

Please call Angela at 905-567-1319 x 605 for details.

Please see next page for Terms & Cancellation Policy.

TORONTO
LONDON
PITTSBURGH
SINGAPORE

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Terms of Service:

Payment must be received by SatiStar prior to the start of the course.

This covers all course fees, materials and refreshments during the course. Participants are responsible for their own travel and lodging.

Cancellations, Transfers, Substitutions and No-Shows:

We realize that it may be necessary for registrants to cancel or postpone training under certain circumstances. In fairness to our other course attendees, please note the following Cancellation, Transfer, Substitutions and No-Show Policy.

- Cancellations:
 - Cancellations made more than 30 days prior to the start of the course are fully refundable.
 - Cancellations made within 30 days of the course will be payable at 50% of the tuition fee, or you may prefer to postpone by transferring to another session within the following 12 months without penalty.^{1, 2}
 - Cancellations made within 14 days of the course are non-refundable.¹
- Transfers:
 - Transfers will not be allowed within 14 days of the start date of the course.
- Substitutions:
 - Substitute participants are acceptable with 24 hours advance notice prior to the start of the course.³
- No-Shows:
 - Registrants who fail to attend their course are liable for 100% of the course fee.¹

¹ If course payment has not been received at the time of cancellation/transfer and a fee is due, an invoice payable by the attendee will be mailed for this fee.

² Credits for postponed sessions (Transfers) will expire 12 months after the start date of the originally scheduled course session, and are non-refundable.

³ Courses cannot be split among multiple participants.

In the rare event that we must cancel a course, SatiStar's liability is limited to the course fee, plus applicable taxes.

Course certificates and Continuing Education Units will be issued to participants who complete the entire course.