

# QUALICITIES

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PRESENTATION

AFAQ AFNOR CERTIFICATION

# THE PILOT AUDITS

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# THE PILOT AUDITS

## Their objectives

- ↪ **check the application of the referent document ;**
- ↪ **assess the duration of the audit of the referent document according to the size of the communities;**
- ↪ **determine the items to audit in priority during the follow-up audits**
- ↪ **evaluate the work completed by the cities in order to deliver an opinion to the brand committee**

# THE PILOT AUDITS

**Their release is possible as soon as :**

- ↪ **the check points are validated ;**
- ↪ **communities are voluntary and ready to be audited**
- ↪ **the check point file is fulfilled by the community and sent to the auditor**

➡ **Validation of these items in Cosenza on February 2007**

# THE PILOT AUDITS

## Statement on their organization :

↪ **A maximum of 10 pilots audits are planned**

↪ **Selection of 2 AFAQ AFNOR Certification auditors**

↪ **planning of the pilot audits from March until mid-June 2007**

↪ **debriefing and recommendations following the audits (brand committee)**

➔ **BARANYA July 2007 : launching of the brand**

# THE PILOT AUDITS

## The AFAQ AFNOR Certification auditors:

- ↪ **control the audit of services standards ;**
- ↪ **know the activity sector which is covered by the referent document;**
- ↪ **participate to the redaction of the check points ;**
- ↪ **realise the pilot audits ;**
- ↪ **write down the report ;**
- ↪ **propose an opinion to the brand committee.**

# THE PILOTS AUDITS

## Before the audit

« Preparation to the implementation of an audit »

### The community :

- ↪ has **upgraded to the level of** the referent document,
- ↪ has **transmitted the documents to the auditor** (involvement letter, list of the different locations to audit, folder on the check points and the community's documents)
- ↪ has sent back the **fulfilled program of the audit day** (with the name of the persons to meet)

# THE PILOTS AUDITS

## During the audit

« The audit takes place in normal conditions of running of the community »

↳ **opening meeting** (persons available, at least the local committee representatives) ;

↳ **interviews with the interested persons** who are concerned with the referent document involvements ;

↳ **documents must be easily accessible** and at auditors disposal ;

↳ **trips between meeting places should be planned** to save time.

# THE PILOT AUDITS

## Following the audit

« Outcome of the audit and follows-up »

**Closing meeting** (final result with at least the coordinator and the local elected officials)

↳ **Synthesis of the audit** written down by the auditor (sent to the community)

↳ **Opinion proposed by the auditor**, for decision by the brand committee

# THE PILOT AUDITS

## What does the auditor look for ?

« The purpose of an audit is to check the implementation of previewed provisions that are included in the referent document »

**For that, the auditor :**

- ↪ **interviews designated people ;**
- ↪ **collects evidences and elements giving confidence** on the application of the referent document;
- ↪ **does not ask « tricky » questions ;**
- ↪ **carries out a synthesis** of the observations of the audit (based on fact elements).