

SPC consulting group

LAYERED PROCESS AUDITS (CQI-8)

2ND VERSION, JANUARY 2014

Objective:
At the end of the course the participant will know how to implement Layered Process Audits (LPA) to improve product quality and customer satisfaction.

Prerequisites:
- Basic knowledge of the process of product

Duration:
8 hours

Introduction
- LPA definition and purpose
- LPA benefits

Top Management Planning
- LPA process owner
- LPA planning team
- LPA scope
- Customer specific requirements
- Process prioritization
- Audit layers
- Developing templates for auditing and reports
- LPA procedure
- Stakeholder buy-in

Deployment
- LPA Implementation team
- Train the auditors
- Communicate the LPA rollout to the process area

Conducting the Audit
- Conducting the audit
- Recording the findings
- Observations
- Verify corrective actions

Top Management Review and Continuous Improvement of LPAs