



# **Basic Compliance Auditing for AVS Personnel**

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*Welcome Package Information*



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## Basic Compliance Auditing for AVS Personnel Training

This three-day duration workshop teaches basic auditing skills and techniques. No prior knowledge of auditing is required. On completion of this course, participants will understand and be able to describe in their own words:

- The purpose of auditing
- How to plan an audit
- The preparation for an audit
- The elements of an efficient and effective audit
- Three quality management systems commonly found in aerospace organizations
- **Audit methods**
- **Audit tools and techniques**
- **Audit documentation**
- Auditor roles and responsibilities
- Audit reports
- Post audit activities
- Follow up and verification of audit corrective action

**Note:** Approximately 75% of the allotted time for this training course will be dedicated to the three outcomes underlined and in bold above.

### Training Course Content

#### Day 1 - Morning

##### Introduction

Workshop Agenda  
Workshop Introduction

##### Introduction to Auditing

What is a Quality System Audit?  
Audit Purposes  
Types of Audits  
Guidelines for Auditing Quality Systems  
The “Triangle” of Commitment  
An Audit Exercise

##### Developing an Audit Program

Management of Audit Programs  
Auditing “Must Do” Requirements  
Implementing an Audit Program  
Sample Audit Plan  
Tracking Audit Results  
Successful Audit Programs  
Communication

## Quality Systems

Process and System Model  
Conceptual Framework of Quality Management Systems  
Overview of Quality Management Systems found in Aerospace  
ISO 9001:2000, ISO 9001:1994, AS9100  
ISO 9001:2000 Intent Assignment

## Auditor Characteristics, Roles & Responsibilities

Auditor Qualifications  
Realities of Auditing  
Auditor Characteristics  
Roles  
Audit Team Leader:  
Auditor

### Day 1 - Afternoon

## The Four Phases of an Audit

The Basic Audit Process  
What Auditors Look For  
Four Phases of an Audit  
Phase 1: Planning & Preparation  
*Planning Steps*  
*Purpose & Scope*  
*Individual Auditor Preparation*  
*The Evaluation Process*  
*Documentation Audit Exercise*  
*Auditing Directions*  
*Product Audits*  
*Process Audits*  
*Systems Audits*  
*Audit Styles*  
*Preparing a Process Audit Guidelist*  
*Guidelist Exercise*  
*Checking the Audit Plan*  
Phase 2: Conducting the Audit  
*Beginning the Audit – “Opening Meeting”*  
*Gathering Evidence*  
*Collecting Information*  
*The Performance Phase*  
*Perform “Systems” Audits*  
*Human Relations in Auditing*  
*12 Golden Rules of Audits*  
*Audit Role Play Exercise*

**Day 2 – Morning**

*Interview Techniques*  
*Types of Questions*  
*A Questioning Sequence*  
*Listening Skills*  
*Case Study Exercise*  
*Note Taking*  
*Audit Notes Form*  
*Notes on Flowchart*  
*Mental Cues*  
*Interviewing Exercise*

**Day 2 – Afternoon**

*Interviewing Practice*  
*Nonconformity - Definition*  
*Levels of Issues*  
*Effective Audit = Objective Evidence*  
*The Decision Process*  
*Objective Evidence Exercise*  
*Perception of “Facts”*  
*Perception Exercise*  
*Types of Audit Bias*  
*Case Study Exercise*

**Day 3 – Morning**

Phase 3: Closing the Audit  
*Closing Meeting*  
*Processing Nonconformity Findings*  
*Model for N/C Write-up*  
*Writing Tips*  
*Problem Statements*  
*Reviewing N/C Statements*  
*Audit Reporting Options*  
*Nonconformity Review*  
*Nonconformity Exercise*  
*Finishing the Audit*  
*Audit Summary Reports*

**Day 3 – Afternoon**

*Case Study Exercise*  
Phase 4: Post-Audit Follow-up  
*Post-Audit Follow-up Activities*  
*2 Stages and 5 Steps of Corrective Action*  
*Evaluating Corrective Action*



*Corrective Action Evaluation Checklist*

*Corrective Action Review Exercise*

*Management Review*

*Things to Remember*

### **Training Course Wrap-up**

Key Lessons

Appendix

Audit Plan Sample

More Listening Techniques

Audit Summary Report Sample

### **Welcome to Seattle**

A twenty-minute drive from Kent, Washington, The City of Seattle is defined by air and water. The birthplace of the Boeing Airplane Company, Seattle has strong links with aviation. The Museum of Flight is a must visit for any aviation enthusiast. In the steel and glass great gallery, the history of aviation soars past, with dozens of full-size aircraft flying in formation six stories above. You can sit in the cockpit of a real SR-71 Blackbird or an F/A-18 Hornet, you can board America's first presidential jet—Air Force One, or walk through Concorde. From fly-ins to interaction with the people who made aviation history, The Museum of Flight has something for everyone. More information is available at [www.museumofflight.org](http://www.museumofflight.org).

To the west of Seattle lies The Puget Sound; to the east Lake Washington and in the middle is Lake Union. Everywhere, the focus is on the water. Odyssey, the Maritime Discovery Center, The Seattle Aquarium, the Center for Wooden Boats and the waterfall fountains of Harbor Steps linking the waterfront to First Avenue. Seattle's maritime heritage began when the Klondike Gold Rush established it as a major Pacific port in the 1890s. Fisherman's Terminal is a working commercial fishing port, the Port of Seattle is vital to marine trade, and the urban waterfront is booming with commercial, retail and tourist ventures. Ferries crossing Puget Sound and seaplanes lifting off from Lake Union support an island culture in the San Juan's and on Vashon and Bainbridge Islands. Always listed in "Most Romantic Things to do in Seattle" is taking a ferry ride. Other popular visitor attractions include:

**Seattle Waterfront** West of Pike Place Market, Seattle, WA. With a knockout view of Elliott Bay, the hub of the city brims with Northwest goods and sea fare quirk.

**Pike Place Market** 1508 Pike Pl, Seattle, WA. A very popular open-air market.

**Snoqualmie Falls** 6501 Railroad Ave SE, Snoqualmie, WA. Lesser-known falls surpass Niagara in height, with breathtaking views of the Cascade Mountains.

**Space Needle** 219 Fourth Ave N, Seattle, WA. This sleek form has become the icon for Seattle.

**Argosy Cruises** Pier 55, Suite 201, Seattle, WA. If water, a cool breeze, and captivating views are calling your name, this just might be the ticket.

**Ballard Locks** 3015 NW 54th St, Seattle, WA. A short drive from downtown, this water-bound spectacle is a great place to get the feel for Seattle's maritime life.

**Bill Speidel's Underground Tour** 608 First Ave, Seattle, WA. A tour beneath Seattle's streets reveals the city's past

**Safeco Field** 1250 1st Ave, Seattle, WA. Open-air baseball stadium.

## Training Facility Address, Map, Directions and Class Times

The *Basic Auditing for AVS Personnel* training program will be held at the Green River Community College, which is located in the Kent Business Campus Building. This three-day duration program will be scheduled on Tuesdays, Wednesdays and Thursdays. All classes will commence at 8:00am and conclude at 5:00pm. Lunch will be scheduled each day from 11:30am thru 12:30pm. Additional short breaks will be provided during the training class.

### Training Facility Address:

Green River Community College  
417 Ramsay Way Suite 112  
Kent, WA 98032

### Training Site Contact:

Director of Training  
Tel: 253-856-9595 Ext. 5022

### Parking:

Ample free parking is available next to the Kent Campus Building.

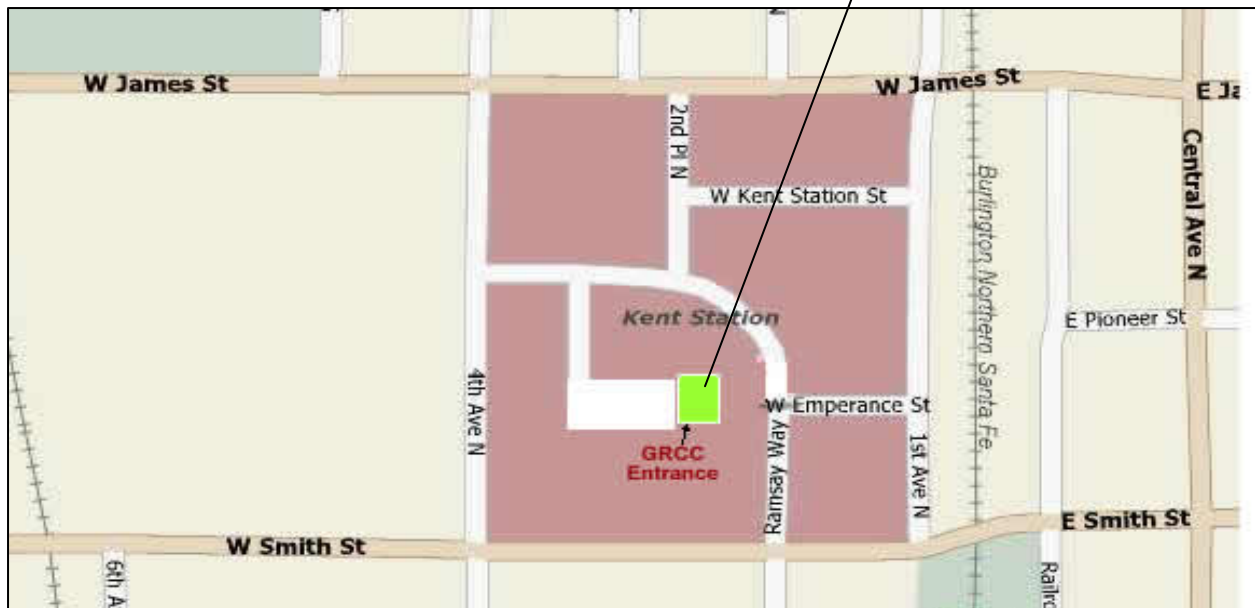
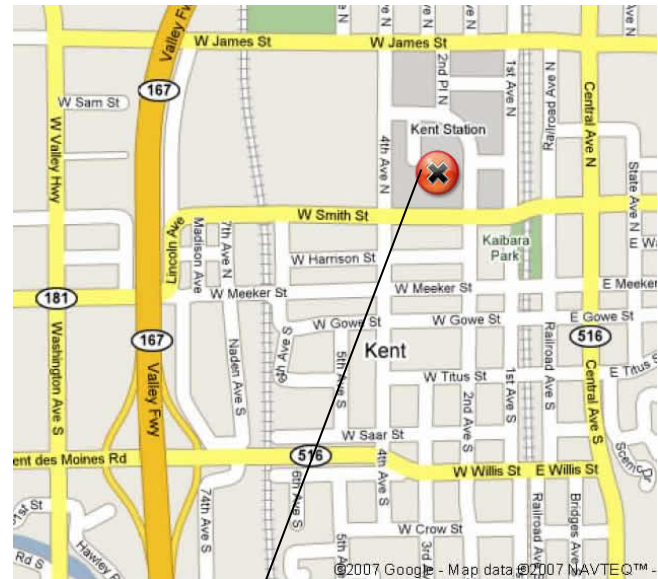
## Map and Directions:

### Southbound

1. From Highway 167, take the Willis Street exit. Take a left onto Willis Street.
2. Heading east on Willis Street, turn left (north) on 4th Avenue S.
3. Turn right on Ramsay Way.
4. Take the first right into a parking lot. Green River Community College, Kent Satellite Campus located in the Kent Station shopping complex at the far corner of the parking lot.

### Northbound

1. From Highway 167, take the Willis Street exit. Take a right onto Willis Street.
2. Heading east on Willis Street, turn left (north) on 4th Avenue S.
3. Turn right on Ramsay Way.
4. Take the first right into a parking lot. Green River Community College, Kent Satellite Campus located in the Kent Station shopping complex at the far corner of the parking lot.





## ETI Group Local Point of Contact

### Jay Benham, Training Services Coordinator

ETI Group

1002 NW Whitman Street

Camas, WA 98607

**Office Tel:** 360-681-2188

**Office Fax:** 360-838-0457

**Email:** info@etigroupusa.com

### Lodging and Local Transportation

<b>Hotel Name</b>	Towne Place Suites by Marriott - Seattle Southcenter
<b>Street Address</b>	18123 72nd Avenue South, Kent, WA 98032
<b>Telephone Number</b>	(253)796-6000
<b>Transportation</b>	Free airport shuttle service to hotel.
<b>Distance to Training Site</b>	4 miles. Will require taxi or own transportation
<b>Government Daily Rate</b>	\$136.00
<b>General Comments</b>	<p>Located 3 miles from SeaTac Airport, this hotel is close to Hwy 167 and Interstate Highway 405. The Southcenter Mall with its many department stores, specialty stores, restaurants and cinema is minutes away. Driving time to downtown Seattle is 20-minutes.</p> <p>This hotel features fully equipped kitchens in every room.</p> <p>This is a 100% smoke-free facility.</p>

<b>Hotel Name</b>	Holiday Inn Hotel
<b>Street Address</b>	22318 84 <sup>th</sup> Avenue S., Kent, WA 98032
<b>Telephone Number</b>	(253) 395-4300
<b>Transportation</b>	Free airport shuttle service to hotel, will also provide local shuttle service to training site if vehicle available
<b>Distance to Training Site</b>	1 mile...may require taxi or own transportation
<b>Government Daily Rate</b>	\$79.00
<b>General Comments</b>	<p>Located 10 miles from SeaTac Airport, this hotel is close to Hwy 167, which connects with all major freeways. The Southcenter Mall with its many department stores, specialty stores, restaurants and cinema is a 10-minute drive. Driving time to downtown Seattle is 30-minutes.</p>



<b>Hotel Name</b>	Best Western at Southcenter
<b>Street Address</b>	15901 W. Valley Road, Tukwila, WA 98188
<b>Telephone Number</b>	(800) 544-9863
<b>Transportation</b>	Free airport & 5 mile area shuttle service, will also provide local shuttle service to training site if vehicle available.
<b>Distance to Training Site</b>	7.3 miles...may require taxi or own transportation
<b>Government Daily Rate</b>	\$83.16
<b>General Comments</b>	Located close to SeaTac Airport, major freeways and the Southcenter Mall, which has numerous department stores, specialty stores, restaurants and a cinema. Driving time to downtown Seattle is 20 – 25 minutes.

<b>Hotel Name</b>	Homewood Suites by Hilton
<b>Street Address</b>	6955 Ft. Dently Way, Tukwila, WA 98188
<b>Telephone Number</b>	(206) 433-8000
<b>Transportation</b>	Free airport & 5 mile area shuttle service
<b>Distance to Training Site</b>	7.4 miles...will require taxi or own transportation
<b>Government Daily Rate</b>	\$128.00 plus Taxes
<b>General Comments</b>	Located 4 miles from SeaTac Airport, this hotel is close to major freeways and the Southcenter Mall, which has numerous department stores, specialty stores, restaurants and a cinema. Driving time to downtown Seattle is 20 – 25 minutes.

<b>Hotel Name</b>	Hampton Inn Southcenter
<b>Street Address</b>	7200 South 156th Street, Tukwila, WA 98188
<b>Telephone Number</b>	(425) 228-5800
<b>Transportation</b>	Free airport & 5 mile area shuttle service
<b>Distance to Training Site</b>	7.3 miles...will require taxi or own transportation
<b>Government Daily Rate</b>	\$79 - \$108 depending on dates
<b>General Comments</b>	Located 4 miles from SeaTac Airport, this hotel is close to major freeways and the Southcenter Mall, which has numerous department stores, specialty stores, restaurants and a cinema. Driving time to downtown Seattle is 20 – 25 minutes.



<b>Hotel Name</b>	Days Inn Kent
<b>Street Address</b>	1711 W. Meeker St., Kent, WA 98032
<b>Telephone Number</b>	(253) 854-1950
<b>Transportation</b>	Free airport shuttle service to hotel
<b>Distance to Training Site</b>	1.7 miles will require taxi or own transportation
<b>Government Daily Rate</b>	\$55.00
<b>General Comments</b>	Located 10 miles from SeaTac Airport, this hotel is close to Hwy 167, which connects with all major freeways. The Southcenter Mall with its many department stores, specialty stores, restaurants and cinema is a 10-minute drive. Driving time to downtown Seattle is 30-minutes.

**Please Note:** The Government Daily Rate information provided above was accurate on July 12, 2005 but may be subject to change.

### Dining Options

There are many fine restaurants in the Greater Seattle Area. The restaurants listed below are all located within ten miles of the training site - Green River Community College, Kent Campus.

### Tukwila, Washington – Local Restaurants

<b>Applebee's Neighborhood Grill &amp; Bar</b> 17790 Southcenter Parkway, Tukwila	<b>Azteca Mexican Restaurants</b> 17555 Southcenter Parkway, Tukwila
<b>Azteca Mexican Restaurants</b> 17555 Southcenter Parkway, Tukwila	<b>Bahama Breeze</b> 15700 Southcenter Parkway, Tukwila
<b>Barnaby's</b> 16401 West Valley Highway, Tukwila	<b>Benny's Riverside Inn</b> 14040 Interurban Avenue South, Tukwila
<b>Best Cafe and Teriyaki</b> 10990 East Marginal Way South, Tukwila	<b>Cafe Manna</b> 10700 27th Avenue South, Tukwila
<b>China Pavillion</b> 14855 Tukwila International Boulevard	<b>Claim Jumper Restaurant</b> 5901 South 180th Street, Tukwila
<b>Emerald Greens Restaurant</b> 13100 48th Avenue South, Tukwila	<b>Domino's Pizza - Tukwila</b> 15439 53rd Avenue South, Tukwila
<b>Emerald Greens Restaurant</b> 13100 48th Avenue South, Tukwila	<b>Georgio's Subs</b> 896 Southcenter Mall Suite F, Tukwila
<b>Golden Indian Curry House</b> 17155 Southcenter Parkway, Tukwila	<b>Gordy's Steak &amp; BBQ Smokehouse</b> 13500 Interurban Avenue South, Tukwila
<b>Grazie Restaurant</b> 16943 Southcenter Parkway, Tukwila	<b>Hay Chihuahuas</b> 12449 East Marginal Way South, Tukwila



<b>Hong Kong Express</b> 17155 Southcenter Parkway, Tukwila	<b>Jack in the Box</b> 16400 West Valley Highway, Tukwila
<b>Mali Thai Cuisine</b> 17310 Southcenter Parkway, Tukwila	<b>Mayflower of China Restaurant</b> 17005 Southcenter Parkway, Tukwila
<b>Miyabi Restaurant</b> 16820 Southcenter Parkway, Tukwila	<b>Newport Bay Restaurant</b> 17920 Southcenter Parkway, Tukwila
<b>Nina's Mexican Restaurant</b> 12541 East Marginal Way South, Tukwila	<b>Old Saigon PHO Restaurant</b> 971 Industry Drive, Tukwila
<b>Olive Garden Italian Restaurant</b> 310 Strander Boulevard, Tukwila	<b>Outback Steakhouse</b> 16510 Southcenter Parkway, Tukwila
<b>Paradise Cafe</b> 6810 South 180th Street, Tukwila	<b>Pizza Hut - Tukwila</b> 14638 Tukwila International Boulevard
<b>Pizza Schmizza-South Center</b> 17780 Southcenter Parkway, Tukwila	<b>Randy's Restaurant</b> 10016 East Marginal Way South, Tukwila
<b>Quizno's Classic Subs</b> 385 Strander Boulevard, Tukwila	<b>Sakkio Japan</b> 896 Southcenter Mall, Tukwila
<b>Red Robin America's Burgers &amp; Spirits</b> 17300 Southcenter Parkway, Tukwila	<b>Salaama Restaurant</b> 13820 Tukwila International Boulevard, Tukwila
<b>Sandy's Corner</b> 12930 East Marginal Way South, Tukwila	<b>Simply Thai</b> 375 Strander Boulevard, Tukwila
<b>Sizzler Restaurants</b> 16615 Southcenter Parkway, Tukwila	<b>Stanford's Restaurant &amp; Bar</b> 17380 Southcenter Parkway, Tukwila
<b>Subway Sandwiches and Salads</b> 17105 Southcenter Parkway, Tukwila	<b>Taco Del Mar</b> 17410 Southcenter Parkway, Tukwila
<b>Sweet Basil</b> 16876 Southcenter Parkway, Tukwila	<b>Taquira El Rinconsito</b> 14406 Tukwila International Blvd, Tukwila
<b>Teriyaki Wok</b> 654 Strander Boulevard, Tukwila	<b>The Riviera</b> 15901 West Valley Highway, Tukwila
<b>Tony Roma's</b> 17305 Southcenter Parkway, Tukwila	<b>Winners American Grill</b> 17401 Southcenter Parkway, Tukwila

### Kent, Washington – Local Restaurants

<b>2 in 1 Taco Bell &amp; Pizza Hut</b> 23920 104th Avenue Southeast, Kent	<b>A &amp; W Kent Drive-In</b> 421 S. Central Avenue, Kent
<b>A Pizza Mart</b> 24618 36th Avenue South, Kent	<b>Andy's Restaurant and Lounge</b> 623 Central Avenue South, Kent



<b>Asian Gardens Buffet</b> 406 Washington Avenue S., Kent	<b>Asian Choice</b> 23845 108th Avenue Southeast, Kent
<b>Azteca Taqueria</b> 24010 104th Avenue South East, Kent	<b>Azteca Mexican Restaurants - Kent</b> 25633 102nd Place Southeast, Kent
<b>Azteca Taqueria</b> 24010 104th Avenue South East, Kent	<b>Baja Fresh</b> 8825 South 180th Street, Kent
<b>Barclay Seafood</b> 19115 84th Avenue South, Ken	<b>Bittersweet</b> 211 1st Avenue South, Kent
<b>Black Bull Sports Bar &amp; Grill</b> 1771 Central Avenue South, Kent	<b>Bucks Teriyaki</b> 10611 Southeast 240th Street, Kent
<b>Burger King - Kent</b> 1240 West Meeker Street, Kent	<b>Burger King - Kent #5782</b> 22442 84th Avenue South, Kent
<b>Cafe 212</b> 8433 South 212th Street, Ken	<b>Can Am Pizza</b> 23819 104th Avenue Southeast, Kent
<b>Cafe Taipan</b> 18230 East Valley Highway Suite 116, Kent	<b>Chang's Mongolian Grill - Kent</b> 24060 104th Avenue Southeast, Kent
<b>Cave Man Kitchens</b> 807 West Valley Highway, Kent	<b>Chao Praya</b> 21222 84th Avenue South, Kent
<b>Chopsticks</b> 2103 108th Southeast, Kent	<b>City Pizza</b> 23843 108th Avenue Southeast, Kent
<b>Country Burger and Teriyaki</b> 1605 West Meeker Street, Kent	<b>Cue Lounge</b> 19611 S 84th Ave S, Kent
<b>Cuzz's Family Restaurant</b> 12220 Southeast 207th Street, Kent	<b>Denny's Restaurant - Kent</b> 1246 North Central, Kent
<b>Domino's Pizza</b> 26019 104th Avenue Southeast Ste 104, Kent	<b>Domino's Pizza - Kent</b> 24705 38th Avenue South, Kent
<b>Edokko Japanese Restaurant</b> 18230 East Valley Highway Suite 156, Kent	<b>El Charro Mexican Restaurant</b> 10218 Southeast 240th Street, Kent
<b>El Herradero</b> 310 Washington Avenue North, Kent	<b>Eng's Restaurant</b> 25410 104th Avenue Southeast, Kent
<b>Gator's Sports Bar &amp; Grill</b> 21609 84th Avenue South, Kent	<b>Godfather's Pizza - Kent Downtown</b> 328 Washington Avenue South, Kent
<b>Golden Steer Steak 'n Rib House</b> 23826 104th Avenue Southeast, Kent	<b>Green Village Restaurant 3</b> 21226 84th Avenue South, Kent
<b>I LUV Teriyaki</b> 23615 104th Avenue Southeast, Kent	<b>ICHI Teriyaki</b> 1317 West Meeker Street, Kent



<b>ICHI Teriyaki Restaurant</b> 13215 Southeast 240th Street Suite B, Kent	<b>Imperial Garden Restaurant</b> 18230 East Valley Highway Suite 116, Kent
<b>India Bazaar</b> 20936 108th Avenue Southeast, Kent	<b>Keg Steakhouse &amp; Bar</b> 25812 104th Avenue Southeast, Kent
<b>La Bamba</b> 21240 84th Avenue South, Kent	<b>Little David's Sub Shop</b> 136 Washington Avenue North, Kent
<b>Mayas Restaurant</b> 105 Central Avenue North, Kent	<b>McDonald's Restaurant</b> 8320 South 212th Street, Kent
<b>Mexico Lindo Family Restaurant</b> 203 4th Avenue South, Kent	<b>Mitzel's American Kitchen</b> 22244 8th South, Kent
<b>One 4 the Road</b> 24013 104th Avenue Southeast, Kent	<b>PHO BAC Cafe</b> 18119 East Valley Highway, Kent
<b>PHO Kim</b> 214 East Meeker Street, Kent	<b>PHO To CHAU Vietnamese Restaurant</b> 18230 East Valley Highway Suite 146, Kent
<b>Paolo's Italian Restaurant</b> 23810 104th Avenue Southeast, Kent	<b>Pony Keg Grill &amp; Bar</b> 8535 South 212th Street, Kent
<b>Red Robin</b> 25207 104th Ave SE, Kent	<b>SAYA Restaurant</b> 8455 South 212th Street, Kent
<b>Shelly's Restaurant &amp; Lounge</b> 1734 Central Avenue South, Kent	<b>Shin Dynasty</b> 1819 West Meeker Street, Kent
<b>Spenser's Burgers &amp; Sandwiches</b> 21422 84th Avenue South, Kent	<b>Subway #28676</b> 8433 South 212th Street, Kent
<b>Subway Sandwiches</b> 20628 108th Avenue Southeast, Kent	<b>Sun's Teriyaki</b> 323 Washington Avenue South, Kent
<b>Taco Del Mar</b> 21110 84th Avenue South, Kent	<b>Taqueria El Riconsito</b> 501 Central Avenue North, Kent
<b>Taqueria MI Pueblo</b> 1513 West Meeker Street, Kent	<b>Teriyaki House</b> 21220 84th Avenue South, Kent
<b>Thai Basil Restaurant</b> 25684 104th Avenue Southeast, Kent	<b>Thai Chili Restaurant</b> 120 Washington Avenue North, Kent
<b>The Interchange Bar &amp; Grill</b> 8429 S 228th St, Kent	<b>Tokyo Teriyaki</b> 8463 S 212th St, Kent
<b>Tony's Grill</b> 326 West Meeker Street, Kent	<b>Trax Bar &amp; Grill</b> 226 1st Avenue South, Kent
<b>Virginia Saloon &amp; Chili Parlor</b> 114 Railroad Avenue North, Kent	<b>Won Kim</b> 23412 68th Avenue South, Kent



## Instructor Biographies

Depending on the dates that you are scheduled to participate in the *Basic Auditing for AVS Personnel* training workshop, your instructor will be Clayton Kuehl, David J. Kinne or Mar Meyerhoefer. Biographical information for these ETI Group instructors is provided below:

### *Clayton Kuehl – Program Manager and Lead Instructor*

**Education:** - BS, Physical Science, Oregon State University, 1987

**Certifications:** - Registered ISO 9000 Lead Assessor, IRCA, 1997

- SPC, Transformation of American Industry, 1988

**Experience:**

**- Delivering Audit Training to Adults**

Presented more than 80 on-site and public training workshops for ISO 9001, AS9100 and Basic Compliance Auditing. His recent aerospace industry clients include: Columbia Helicopters, Forward Looking Infra Read (FLIR Systems) Onboard Systems and Simplex Corporation.

**- Audit Team Leader**

Led Audit Teams in approximately 100 facilities for registration and/or compliance audits to ISO 9001 and AS9100.

**- Compliance Audits in Aviation Related Organizations**

Performed ISO 9000 and/or AS9100 compliance audits in aviation related organizations, including: Columbia Helicopters, Onboard Systems, Simplex

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### *David J. Kinne Jr. – Senior Instructor*

**Education:** - B.Sc., Biomedical Engineering, Colorado College, 1980

- MBA, Southern Illinois University, 1982

**Certifications:** - ISO 9000 Auditor, 1999, registration number US00914

**Experience:**

**- Delivering Audit Training to Adults**

Presented approximately 50 public and on-site training workshops for ISO 9000 and NQA-1 compliance auditing.

**- Audit Team Leader**

Led Audit Teams in approximately 30 organizations to audit for compliance to ISO 9000, AS9100 and NQA-1 standards.

**- Compliance Audits in Aviation Related Organizations**

Performed ISO 9000 and AS9100 compliance audits in aviation related organizations, including: Edmo Distributors, Flight Safety International, Kaiser Aluminum and Thales Aviation.

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### ***Mar Meyerhoefer – Senior Instructor***

**Education:** - B. Sc. Manufacturing Engineering, Weber State University

**Certifications:** - British Standards Institute, Certified Lead Assessor, 1999  
- Oregon Quality Award Lead Assessor, 1994  
- AT&T - Malcolm Baldrige National Quality Award Assessor, 1993

**Experience:**

**- Delivering Audit Training to Adults**

Presented more than 50 public and on-site training workshops for ISO 9000 and AS9100 auditing.

**- Audit Team Leader**

Led Audit Teams in approximately 25 organizations auditing for compliance to ISO 9000, AS9100, AS9000 and QS-9000 standards.

**- Compliance Audits in Aviation Related Organizations**

Performed ISO 900, AS9100 and AS9000 compliance audits in aviation related organizations, including: Air-Oil Products, Artex Aircraft Supplies, Columbia Helicopters, FLIR Systems, Micropump, Onboard Systems and PECO Manufacturing.

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## **ETI Group**

Established in 1981, ETI Group is a leading training and consulting firm specializing in Process Management and Improvement. With specific regard to prior auditing experience, the firm has:

- *Provided ISO 9000, AS9100, TS16949, NQA-1, TL 9000 and ISO 13485 training and support services for more than 1,000 organizations.*
- *Trained 100,000 people in the tools and methods of quality management/improvement, including 40,000 people in the skills and techniques of compliance auditing.*
- *Guided 450 companies through the complete ISO 9000 / AS 9100 implementation process — all passed their certification audits at the first attempt.*
- *Conducted more than 1,200 ISO 9000 / AS 9100 / QS 9000 compliance audits.*
- *Been recognized by many organizations as a primary resource for Process Management System planning, training, implementation, and auditing support.*

**A partial client list is provided below**



## **ETI Group Client List**

Accel Plastics ■ Alcoa ■ Achilles USA ■ Adec ■ Advanced Silicon Materials ■ Aero Plastics ■ Agilent Technologies ■ Airborne Express ■ Aiphone ■ Alcan Aluminum Corporation ■ Allied Signal ■ Alliant TechSystems ■ Alstom Esca ■ Altheon (formerly Boeing Flight Safety) ■ Anderson Quality Spring ■ Applied Microsystems ■ ARCO ■ Artex Aircraft Supplies ■ Aviation Partners Boeing ■ Avocent ■ AT & T Wireless ■ Barnes Machine ■ B/E Aerospace ■ BBA Non Wovens ■ Bemis Company ■ Bio Diagnostic Sciences ■ Boston Scientific ■ Boart Longyear ■ BF Goodrich ■ Boeing Airplane Company ■ Boise Cascade ■ Borden Chemicals ■ Bowman Manufacturing ■ Boyd Corporation ■ Bumstead Manufacturing ■ C.H. Perrot, Inc. ■ Cablecraft ■ Cascade General ■ Cascade Corporation ■ Carlton Company ■ Capital Industries ■ Certainteed ■ City of Lacy ■ City of Seattle ■ Circuit Services ■ Continental Mills ■ Data i/o ■ Datacom Technologies ■ Delta Computer Systems ■ Department of The Air Force ■ Department of The Navy ■ DHL Express ■ Digital Microwave Corporation ■ Dynacraft ■ Dynic USA Corporation ■ EFP/Meggitt ■ EFTC ■ Edmo Distributors ■ Electro Scientific Industries ■ Eldec Corporation ■ Enoch Manufacturing ■ Epson ■ Fatigue Technology ■ Federal Aviation Administration ■ Flow International ■ FLIR ■ Freightliner Corporation ■ Flextronic Structures ■ FlightSafety International ■ Flight Structures ■ Fujitsu of America ■ Gage Industries ■ General Dynamics ■ Georgia Pacific ■ GM Nameplate ■ Grakon ■ GT Development ■ Hansen Machine ■ Hatch & Kirk ■ Hercules Chemical Corporation ■ Hexel Corporation ■ Hewlett Packard ■ Honeywell ■ Holaday Parks ■ Hunter Douglas ■ Hughes Aircraft ■ HydroSabre ■ Ingersoll-Rand ■ IDD Aerospace ■ Index Sensors ■ Integrex ■ InFocus Systems ■ Intracel Corporation ■ Intel ■ Intermec Technologies Corporation ■ JAE Oregon ■ JAMCO America ■ Jefferson General Hospital ■ JD Ott ■ J I Haas ■ Johnson Controls ■ Jorgensen Forge Corporation ■ Kaiser Aluminum ■ Kaiser Permante ■ Kaso Plastics ■ Kelly Moore ■ Kenworth Truck Company ■ Kimball International ■ Kim Hotstart ■ Korry Electronics ■ Kyocera Industrial Ceramics ■ Landa Incorporated ■ Leupold & Stevens ■ Leviton Telcom ■ Logic General ■ Lucent Technologies ■ Magic Metals ■ Matsushita Electronic Materials ■ Matsushita Kotobuki America ■ Mechanical Products ■ Medallion Foods ■ Medtronics Physio Control ■ Micro Encoder ■ Microsoft ■ Micron ■ Microvision ■ Moore Electronics ■ Multnomah County ■ North American Coal Corporation NMHG ■ Naval Undersea Warfare Center ■ NEC Corporation ■ Onboard Systems ■ Oregon Catholic Press ■ Panasonic Industrial Company ■ Pascal Company ■ P & A MetalFab ■ Pacific Circuits ■ Parkes Medical Electronics ■ Pac-Services ■ PECO Manufacturing ■ Phillips Oral Healthcare ■ Phillips Medical ■ PGE ■ Power Conversions ■ Precision Aviation Products Company ■ Precision Interconnect ■ Premier Packaging ■ Primus International ■ Prototron Circuits ■ Printing Press ■ Quinton Instrument Co. ■ Renton Coil Spring ■ Ropak Corp. ■ Ryan Instruments ■ SAS Fluid Power ■ SEH America ■ Shimadzu USA ■ Siemens Medical Systems ■ Silicon 2000 ■ Sonosite ■ St. Gobain ■ Talgo America ■ Temco ■ Tensolite ■ The Gearworks ■ Todd Pacific Shipyards ■ Tyee Aircraft ■ United Defense ■ Vanguard-EMS ■ Vaupell Industrial Plastics ■ Wafertech ■ Warn Industries ■ Washington Mutual ■ White's Boots ■