



After the Quality Audit: Closing the Loop on the Audit Process

J. P. Russell, Russell

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Written for those who are charged with fixing what the auditor finds wrong in an organization, this second edition goes beyond the quality audit process to thoroughly examine how to initiate appropriate corrective or preventive actions. The book's focus is on defining problems, making sure the problems are understood, ensuring that the solutions work, and effectively managing the audit program.

Thoroughly updated to reflect the changes in the ISO 9000 standards, including new chapters on customer service and auditing follow-up protocol, the new edition features a chapter on the Reason-Pain Matrix (which links audit results with organizational benefits), the survey results of hundreds of professionals, and expanded case studies. The second edition of *After the Quality Audit* is a powerful tool for improving your auditing techniques and offers solid advice on how to get the most out of the audit process for your company.

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