8 STEPS

to Maximizing Audit Engagement

1

If the person you're auditing doesn't know you, **introduce yourself**

2

Focus on having conversation— not just running through a list of items

3

Make eye contact with the person you're auditing

4

Show genuine interest in responses

5

If a question is confusing, **ask the operator to explain** what that question means to them

6

Positively recognize the operator for following standards—and explain why that's important

7

Ask for suggestions and take notes

8

Flag items for follow-up and notify supervisors

EASE