

8 STEPS

to Maximizing Audit Engagement



1

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

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

2

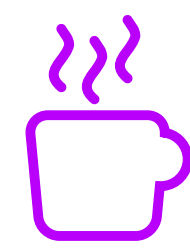


3

Make eye contact
with the person you're auditing

Show genuine interest
in responses

4

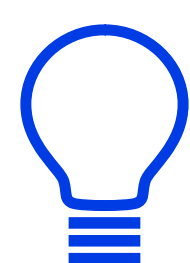


5

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

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

6



7

Ask for suggestions
and take notes

Flag items for follow-up
and notify supervisors

8

