



## Game: Are You Audit-Ready?

Welcome to Audit Readiness: The Challenge! This interactive scenario game will test your knowledge and preparedness for an ISO certification audit. At each step, you'll make decisions about how to handle typical audit situations. Your choices will determine your readiness score and provide feedback to help you improve.

### Scenario 1: The Auditor Arrives Early

The certification audit is scheduled for 10:00 AM, but the auditor arrives at 9:00 AM. Your team isn't fully ready yet. What do you do?

- A) Politely ask the auditor to wait until the scheduled time while your team finishes preparations.
- B) Welcome the auditor, provide a comfortable waiting area, and use the remaining time to finalize your documents.
- C) Rush to start the audit immediately, even if your team feels unprepared.

#### Outcome:

- A) Your politeness is appreciated, but the delay might reflect disorganization. (Score: -1)
- B) This is the best choice! You demonstrate professionalism and hospitality while ensuring your team stays on track. (Score: +2)
- C) Rushing into an unprepared audit can lead to poor performance. (Score: -2)

### Scenario 2: A Document Is Missing

During the audit, the auditor requests a document you cannot immediately locate. What's your next move?

- A) Admit you don't have it and promise to provide it later.
- B) Take a moment to calmly search for the document and explain the delay to the auditor.
- C) Quickly create a new version to satisfy the auditor's request.

#### Outcome:

- A) Honesty is good, but failing to produce a document could raise red flags. (Score: -1)
- B) Great choice! Staying calm and transparent demonstrates competence and professionalism. (Score: +2)
- C) This is risky; creating a document on the spot could undermine trust. (Score: -2)

### Scenario 3: A Process Deviates from the Standard

The auditor notices that one of your processes does not fully align with the ISO standard. What do you do?

- A) Acknowledge the deviation and provide evidence of a plan to correct it.
- B) Try to justify why your method is better than the standard.
- C) Avoid discussing the issue and move the auditor to the next section of the audit.

#### Outcome:

- A) Perfect! Demonstrating a commitment to improvement is key to success in audits. (Score: +2)
- B) While creativity is good, it's better to show you're working to meet the standard. (Score: -1)
- C) Avoiding issues reflects poorly on your readiness. (Score: -2)



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### Scenario 4: Employee Interviews

The auditor asks to speak with employees about their roles in the quality system. Your team is nervous. How do you handle it?

- A) Coach employees beforehand to only provide basic answers.
- B) Encourage employees to speak honestly about their work and understanding of the system.
- C) Ask to be present during the interviews to control the conversation.

#### Outcome:

- A) Over-coaching can make answers seem rehearsed and inauthentic. (Score: -1)
- B) Excellent choice! Transparency and confidence in your team showcase strong leadership. (Score: +2)
- C) Trying to control the conversation might make the auditor suspicious. (Score: -2)

### Your Final Readiness Score

- 8–10 points: Audit Superstar! You're well-prepared and poised for certification success. Keep up the great work!
- 4–7 points: Almost There! You're on the right track, but a few tweaks could make a big difference.
- 0–3 points: Time to Prepare! A little extra focus on audit readiness will help you shine.

### Want to Improve Your Audit Readiness?

Contact us for a consultation or schedule a mock audit with our experts. We'll help you ace the real thing!