

– ROLLS-ROYCE GROUP PLC

LRQA CASE STUDY

Background

In 1998, Dr David Orton, the newly appointed Director Quality Audit identified a need to ensure that quality auditing within the Rolls-Royce Group was conducted to the highest possible standard. As the process owner for internal quality auditing for the Group worldwide, he recognized the value an external training provider could bring to the table.

He approached LRQA to develop a series of in-company training events for delivery to its lead auditors and auditors within the UK. An important consideration was that the courses should support the achievement of external auditor registration to IRCA standard or national equivalent.

The solution

LRQA has delivered a series of five-day lead audit and two-day transition auditing training courses since this time that have been customized to reflect the Rolls-Royce QMS and audit procedures. Each course has also been designed to be compatible with the requirements of ISO 19011.

Albert is a trainer first and an auditor (a close) second which means he can communicate and convey knowledge in a practical and meaningful way.

Dr David Orton, Director Quality Audit, Rolls-Royce Group plc

The program has now been extended to include a two-day course for internal auditors who are either members of an audit team or conduct lower level audits. It was recognized that with the introduction of ISO 9001:2000 with its clearer focus on effectiveness, additional support was required to help teams provide higher value from their audits, rather than merely conducting basic compliance auditing.

In an innovative move, LRQA has developed the two-day course using a bespoke 'train the trainers' program for Rolls-Royce. This has seen David Orton and a colleague being supported by their LRQA trainer to deliver the course themselves with progressive handover conducted over five courses. This was necessary because of the complexity of the case study, which David regards as a particular strength of the course, and the need to preserve the standard set by LRQA. To date the course has been delivered internally to over 200 delegates.



Trainer quality

With LRQA delivering around six lead audit courses to Rolls-Royce a year in addition to other customized courses, the quality and consistency of the training experience was crucial to the success of the overall program.

LRQA has assigned Albert Fessey as the company's lead trainer. "We are extremely impressed with Albert. He is a trainer first and an auditor (a close) second which means he can convey knowledge in a practical and meaningful way. He brings quality training skills to the table and our delegates find it easy to relate to him," comments David Orton

"I am also impressed with LRQA's response to any requests I have made for modification or improvement to the course and support offered between the courses. Delegates worry greatly about the infamous exam in the lead auditor course and LRQA have helped me develop some pre-course coaching material, and offer first rate coaching during the course and this is much appreciated."

Benefits

Rolls-Royce has seen a direct benefit since adopting professional quality auditing that has contributed to improvements in quality. David Orton explains. "We have world-class targets for quality metrics such as parts per million defects which we have been able to reduce down a curve that requires a 90% reduction over each two year period on a continual basis.

"Improved auditing has definitely been a major enabler," David concludes.

To learn more about LRQA products and services, contact our business advisors on [281-646-6390](tel:281-646-6390).

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