Workshop II
Improvement Ideas
Workshop II

• MDSAP is still a relatively young program.
• There are opportunities for improvement.
Workshop II

• In small groups, brainstorm on improvement ideas for the program.
• We will share answers.
Workshop II

• What could be improved in terms of:
  – Training
  – Communication
  – Access to information
  – Process
  – Audit flow
  – Other
Feedback

• The following slides collate the comments received from the Stakeholder participants.
Feedback

• What could be improved in terms of:
  – Training
    • On regulations (publicly available training is only on the MDSAP audit model)
    • Webinars by Regulatory Authorities
Feedback

• What could be improved in terms of:
  – Communication
    • Positive comment: Transparency / responsiveness from Regulatory Authorities
    • Responsiveness of Auditing Organisations to enquiries
    • Direct communication from Regulatory Authorities to manufacturers by emails (or other means) after changes to the program
    • How to use REPs
    • Audit reports in French
Feedback

• What could be improved in terms of:
  – Access to Information
    • Regulations in multiple languages
    • Availability of MDSAP information from each Regulatory Authority’s website
Feedback

• What could be improved in terms of:
  – Process
    • Benchmark with AS 9100 with regard to staging new scheme / revision – IAQG
    • More organized checklist – especially for stage 1
    • Clarification about post-audit timeline
    • Possibility to audit from a facility some activities taking place at a difference facility
Feedback

• What could be improved in terms of:
  – Audit Model / Audit Flow?
    • Clarify to auditors that the audit model is not inflexible in terms of:
      – Sequence of tasks
      – Allocation of time per task (not all tasks require the same time – the in the procedure to determine audit duration is based on averages)
    • Auditors should not issue NCs without first confirming the facts with the manufacturer
Feedback

• What could be improved in terms of:
  – Audit Model / Audit Flow?
    • Competence / consistency between auditors
      – Ensure that auditors only raise NCs directly relevant to the scope of certification
      – Interpretation vs. requirements
    • Audit Model Document:
      – Where and audit task includes several ideas, make them more visible (bullet points, paragraphs, etc.)
    • Provide understanding on multi-path audits to limit overlap (perceived or real)
    • Group tasks that are related
Feedback

• What could be improved in terms of:
  – Other?
    • Consistency between auditing organisations
    • Cost reductions
Feedback

• Benefits:
  – Cost savings
  – Avoidance of inspections