Guide	What It Covers
G0920-05 Checklist User Guide	Column-by-column reference for the master checklist, scoring criteria, root causes, and pivot reports
G0930-01 Management Review Tool User Guide	Reference for the programme and agenda sheet, the 9.3.2 inputs, the action log, and the Gantt chart
G1020-02 Corrective Action Tracker User Guide	Reference for the tracker columns, risk scoring, the corrective action plan sheet, and record capacity
Manager's Implementation Guide	Strategic deployment plan: prerequisites, phased rollout, training curriculum, governance, and success metrics
Training decks (folder 08)	19 decks: auditor training (6), ISO 9001 clause training (7), dashboard training (1), and Excel tool training (5)

1.3 How the Files Connect

The files work together in a clear data flow:

1. **Plan** your audits in F0920-03 (Programme workbook) — set process criticality, schedule audits across the 10-year horizon, and detail the annual programme.
2. **Conduct** each audit using F0920-05 (Checklist workbook) — record findings, score conformity, classify root causes, and specify corrective actions.
3. **Analyse** the results by uploading both workbooks to the D0920-01 Internal Audit Dashboard (HTML) — the dashboard reads the data and generates interactive charts, heatmaps, and tooltips.
4. **Report** to management using the dashboard's charts (export as PNG or present live in the browser) and the pivot table reports in the checklist workbook.

Data flows one way: Excel → Dashboard. The dashboard never modifies your workbooks. It reads a snapshot at the point of upload. All data entry happens in Excel.

2. Initial Setup (One-Time)

Complete these steps once when first deploying the toolkit. Allow 2–4 hours. Each step references the relevant detailed guide for additional information.

1

Read the Procedure

Open P0920-01 Internal Auditing. Read sections 1.1–1.3 to understand the audit process, the scoring criteria (Conforms [+100], Minor NC [−25], Major NC [−75], OFI no deduction), and role assignments. Identify who in your organisation will fulfil each role: Top Management, Quality Manager, Audit Team Lead, Internal Auditors, Process Owners, and Auditees.

2

Configure Process Names

Open F0920-03 Internal Audit Programme. Go to the Input Lists sheet. Update the process names in column B (rows 11–34) to match your organisation's actual processes. Group them into Management, Operational, and Support categories — six slots each, plus six spare. These names propagate to all other worksheets automatically. See: G0920-03 Programme User Guide.

3

Complete the Process Matrix

In F0920-03, go to the Process Matrix sheet. Assign RACI codes (R, A, C, I, or –) at each ISO 9001:2026 clause × process intersection. Rule: only ONE "A" per row. This matrix identifies which processes are accountable for which standard requirements. See: G0920-03 Programme User Guide.

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2. **Record findings:** For each relevant question in F0920-05, select the process name (column E), the audit result (column F: Conforms, Minor NC, Major NC, or Opportunity), and — for any non-conformance — the root cause (column M) and action plan (column N). Record evidence in column O.
3. **Check for errors:** Monitor column P for error alerts. Resolve any flagged issues before closing the audit.
4. **Closing meeting:** Summarise findings with the auditee. No surprises — all findings should have been communicated during the audit (procedure Section 1.4.3.7).

3.3 After the Audit

1. **Update progress:** In F0920-03, set the Audit Progress value (column R) to reflect completion (1 = 100%). The Gantt chart will show a green tick.
2. **Refresh reports:** In F0920-05, open the Process Report and Action Report sheets. Right-click each pivot table and select Refresh to update the summaries.
3. **Upload to dashboard:** Open D0920-01 Internal Audit Dashboard in your browser. Upload the updated F0920-05 checklist. The System Metrics tab will show the latest conformity data, process scores, Pareto analysis, and heatmap.
4. **Write the audit report:** Complete the F0920-02 Internal Audit Report. Reference the dashboard charts (export as PNG) to support your findings. The report deadline is shown in column Q of the Annual Programme. Route any nonconformity to P1020-01 by raising an F1020-02 Corrective Action Report and logging it in the F1020-01 tracker.

Important: Always resolve all column P errors in the checklist before uploading to the dashboard. Errors (e.g., unanswered questions, conflicting entries) will produce inaccurate charts and process scores.

4. Analysing Results in the Dashboard

Once the checklist is uploaded, the dashboard provides instant analysis. Here are the key views to check:

4.1 Quick Health Check (30 seconds)

- **Summary doughnuts —** The Overall Audit Results doughnut shows the proportion of Compliant, Minor NC, Major NC, and OFI findings. If Compliant is ≥85%, the system is healthy.
- **Summary cards —** Six KPI cards show the headline numbers: Compliant, Minor NC, Major NC, Opportunities, Issues to Correct, Entry Errors.

4.2 Deep Dive (5–10 minutes)

- **Process scores —** The Process Conformance bar chart shows which processes are above or below the 85% target. Hover for score, status, risk, and rank.
- **Clause conformity —** The stacked bar shows which ISO clause groups have the most non-conformances. Hover for compliance %, NCs, and total questions.
- **Heatmap —** The Clause × Process grid pinpoints the exact intersections where findings are concentrated. Red cells need immediate action.
- **Pareto —** The root cause Pareto chart identifies the vital few causes that account for 80% of findings. Focus corrective action here.
- **Severity filter —** Click Major NC to isolate the most critical findings across all charts simultaneously.

4.3 Programme Tracking

- **Gantt chart —** Upload F0920-03 to see the visual timeline. Filter to Overdue to identify audits past their deadline. Hover for full team, schedule, and progress details.

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