

FACILITATOR EVALUATION SUMMARY

Training: Internal Auditor Course 4010-1205 **Facilitator(s):** Ned Gravel
Location: Livonia (Detroit) MI **Date:** Sept. 24 & 25, 2012

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?					15
Were they well defined?			1	2	12
Were they achieved?	1		1	2	11
Course Content:					
Was the material appropriate?			1	3	11
Complexity (1=too complex or too simple ← → Perfect=5)			4	8	3
Was the material clear to you?			1	7	7
Volume (1=too much or not enough ← → Perfect=5)		1	3	5	5
Did the handouts fit with this training – did they help?			3	2	10
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				2	13
Did the facilitator encourage participation?				1	14
Did the facilitator help bring out new group ideas?				1	14
Did the facilitator help close out discussions?				3	12
Would you accept this facilitator again?				1	13
Catering and Facility:					
Was the seminar facility appropriate for the course?					15
Was the lunch and breaks service acceptable?					15

Participant Feedback	MOTIVA Response
Include root cause slide information in the handbook.	Good idea. It is already included in the presentation material. It will be added to the Handbook.
<ul style="list-style-type: none"> More tabs needed in notebook – hard to flip between sections during exercise. Binders were damaged in transit, made it difficult to turn pages. 	Will pass this comment off to the coordinator of the binders.

Participant Feedback	MOTIVA Response
I would have liked to have more info on how you set up audits by type (horizontal, vertical or witness testing). I thought these were going to be covered but they were not. The notebook needs to be better organized with labelled tabs and only one document type in each section. Would have liked to have to seen/heard more about best practices in an Internal Audit – how to set up a plan, how to cover all your areas to satisfy the 17025 requirements.	The differences in audit types is normally part of the larger 3 day or 5 day course used for Lead Assessors or Lead Auditors. There isn't really enough time in this two day course for that. This is a practical course for getting started.
Wish it could have been longer just to pick the instructor's brain.	It all comes down to the costs of a third day of training. Some participants may not want that added cost. However, facilitator is only an e-mail away and always willing to respond to questions.
Another day needed	See comment above for costs. If the participants have signed up for that, it is easy to deliver.
Could have been one more day longer to cover in depth 17025:2005 Standards for novice/first time auditor/potential auditors and another group audit scenarios.	See comment above for costs. If the participants have signed up for that, it is easy to deliver. It is recommended that participants have already taken a 17025 understanding course before taking this one.
A few slides presentation were skipped as part as lectures.	True. They had to do with parts that were extraneous to the needs of the group.
The information was presented on how you plan and implement an internal audit.	And that was the objective of the course.
Instructor spent too much time telling us stores of his personal experiences, not all value added.	Noted. Examples were for the benefit of those not so familiar with the process of auditing.
I felt a little intimidated by some of the material while in a room of more experienced quality personnel. I needed a more basic class to get started in auditing.	Noted. But worry not. This course is the basic course.
Would have enjoyed more in depth discussions since I already had some knowledge in the area.	Noted. Not all were at the same level for this course. See comment above about lack of experience.

Other comments:

- Wide array of attendee knowledge at course, so “too simple” and “not enough” may be just right for others. Gained knowledge at course and would recommend.
- Excellent Trainer/Facilitator able to apply business related scenarios to course docs and standards.
- Tanks a bunch, Ned. I know I still have a tremendous amount to learn about ISO/IEC 17025 but your class was a huge step in the right direction.
- Great balance of real world examples (Shared experiences) mixed with the “process”. I was an unprepared, ill-experienced auditor coming into the subject matter.
- Course good.
- Ned does an excellent job with this course. I was very happy with the material.
- Interactive and well presented

- Showing good example of forms used in audit.
- Concise clear presentation. Willing to take questions.
- The objectives of the course met my expectation to improve internal auditing skills and improve audit report writing knowledge/skills.
- The information was presented on how you plan and implement an internal audit.
- The knowledge of the instructor was very good. The method used involved lots of interaction with students, and encouraged participation. I now have the confidence to perform internal audits of our quality system.
- Exercises were simplified to allow us to conduct an audit and report results.
- I liked most the knowledge and ability to “teach” by the instructor.
- I liked most all the objectives.
- Role playing exercises and emphasis on document review was useful. Also root cause discussion. Recommendations on reporting very useful.
- Overall a good course with lots of shared knowledge.
- Ned is very knowledgeable.
- Ned was an excellent trainer, well informed, gave practical/useful information to perform good internal audits.
- Instructor/facilitator was excellent, applied real business related scenarios to the course documents. Well versed in Standards 17025:2005 and able to convey them effectively.