

LPA Information			
Auditor:			
Department:			
Process or work station:			
<p>This layered process audit checklist template can help organizations get started with process audits. Note that this layered process audit (LPA) checklist is a starting point and should be customized to the department, work area and process being audited.</p> <p>As you create your own LPA checklist, try to limit it to 10 questions that take no longer than 10 minutes to answer. Questions should be:</p> <ul style="list-style-type: none"> • Objective: Use yes or no questions where yes means pass and no triggers mitigation or corrective action. • Specific: Avoid terms like “properly” or “correctly.” • Concise: People who are not process experts should be able to easily answer the question. 			
Questions for Operators			
	Y	N	Reaction Plan
Operator Knowledge			
1. Can the operator demonstrate or explain each step of the posted work instructions?			Make a note of the specific steps the operator could not demonstrate, provide necessary coaching if possible, and ask the operator to redemonstrate the step(s) in question.
Reason for question: If the operator cannot demonstrate the steps of the SOP, the chances of deviating from the standard go up.			
PPE Being Worn			



2. Is the operator wearing personal protective equipment (PPE) according to posted requirements?			Ask the operator why PPE was not worn, note the type of PPE, and ensure the operator is wearing the correct PPE prior to submitting the audit.
<i>Reason for question: Not wearing safety equipment increases the risk of employee injury. People who don't adhere to safety protocols are also less likely to follow work instructions.</i>			
Operator Following Work Instructions			
3. Is the operator following each step in the order outlined in work instructions?			Ask the operator why the work instructions were not followed, take note if they have found a better way to accomplish their tasks and file an engineering change notice (ECN) with the industrial engineer.
<i>Reason for question: Not following the order of steps in work instructions increases the risk of defects.</i>			
All Tools Available			
4. Does the operator have all necessary materials available at the workstation?			Ask the line manager why the operator did not have the correct tools available and make of note of each tool not available along with why it was not available.
<i>Reason for question: Having to retrieve materials increases the risk of missing a step.</i>			
Tagging Scrap			
5. Are scrap or defective parts tagged and placed in a separate area?			1) Quarantine the scrap area. 2) Notify the quality engineer immediately and thoroughly photograph the area.
<i>Reason for question: Not separating defective parts means they could mix with finished parts and end up shipped to the customer.</i>			
Operator Understands Big Picture			

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6. Can the operator describe how their work impacts the customer?			Set aside 5-10 minutes to be sure the operator feels valued by the company and is an important part of the team.
<i>Reason for question: When operators understand the larger impact of their work, they are more likely to follow the standard.</i>			
Poka Yoke/Error-Proofing Test			
7. Does the error-proofing device identify defective parts introduced as a test?			Fill out a 5-Why form and submit to staff quality engineer.
<i>Reason for question: If error-proofing devices aren't working, defective products are more likely to escape detection and get shipped to customers.</i>			
Customer Complaint # ___			
8. Custom question: Identify a question from a recent customer complaint.			Fill out a specific reaction plan that a non-subject matter expert can follow.
<i>Reason for question: This question will allow you to verify that previous mistakes are not repeated, a key driver of customer satisfaction problems.</i>			
High Urgency Mandatory Question			
9. Custom question: Identify a question from a high-risk failure mode identified in process failure mode and effects analysis (PFMEA).			Fill out a specific reaction plan that a non-subject matter expert can follow.
<i>Reason for question: This question allows you to pinpoint process steps with a large impact on finished product quality.</i>			
90-Day Window Question			
10. Custom question: Identify a question to verify that a recent corrective action is working as intended.			Fill out a specific reaction plan that a non-subject matter expert can follow.

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Reason for question: This question will help ensure that you're sustaining gains made through corrective action, and not slipping back into old ways.

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