

## FACILITATOR EVALUATION FORM

**Training:** T60-02 Internal Auditor Course

**Location:** NRC - M36, Ottawa

**Date:** September 30 - October 3, 2002

**Facilitator(s):** Ned Gravel

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
<b>Course Objectives:</b>	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?	1	0	3	4	7
Were they well defined?	0	0	1	7	7
Were they achieved?	0	0	2	5	8
<b>Course Content:</b>					
Was the material appropriate?	0	1	3	5	6
Complexity (1=too complex or too simple ← → Perfect=5)	0	1	3	7	4
Was the material clear to you?	0	2	0	7	6
Volume (1=too much or not enough ← → Perfect=5)	0	1	2	10	2
Did the handouts fit with this training - did they help?	0	1	1	9	4
<b>Facilitator Methods</b>					
Did the facilitator allow sufficient discussion?	0	0	0	2	13
Did the facilitator encourage participation?	0	0	0	1	14
Did the facilitator help bring out new group ideas?	0	0	0	1	14
Did the facilitator help close out discussions?	0	0	0	4	11
Would you accept this facilitator again?	0	0	0	2	13

Other Comments/Concern	Remedial Action
<ul style="list-style-type: none"> <li>If this is a participant's first experience with any kind of ISO, s/he might have difficulty without knowing the contents of 17025. In such a case, more time should be spent reviewing the content of the standard, not just how to apply it.</li> <li>Familiarity with 17025 prior to course should be specified. If not, more intro/details of 17025 would have helped.</li> <li>The course did a very good job of meeting stated objectives. However, there should be a survey of prospective attendees' needs well in advance of designing the course to enhance its impact and relevance, e.g.; the emphasis should be on adequately preparing auditees rather than auditors - which is the major concern of INMS staff.</li> </ul>	<p>Some experience in a laboratory making use of a quality system is normally a pre-requisite for this course. This will be emphasised for future versions of this course.</p> <p>This course is primarily aimed at teaching lab personnel how to conduct internal audits.</p>

<b>Other Comments/Concern</b>	<b>Remedial Action</b>
<ul style="list-style-type: none"> <li>The written notes are reproductions of the slides presented in the sessions. It would also have been useful to have examples of completed audit plans and findings.</li> </ul>	<p>We may be able to develop some sanitised examples for future courses.</p>
<ul style="list-style-type: none"> <li>Too much time was spent on certain sections, which are self-evident, or motherhood.</li> </ul>	<p>Will not be able to modify the material to cut out the parts that may be obvious to some. They are not obvious to all.</p>

**Other Comments:**

- Ned showed considerable flexibility and dexterity in "customising" the course to the INMS environment. In addition, the training was much more entertaining than expected.
- This course served to build confidence and remove the mystery of what conducting an audit was all about. The facilitator accomplished this in a relaxed but professional manner that was extremely agreeable.
- Ned not only teaches how to do it but he also motivates you to improve your Quality System.
- Well and enthusiastically done.
- Excellent material, delivery, and knowledge level.
- Practical exercises were much appreciated.