



European Society for Blood and  
Marrow Transplantation

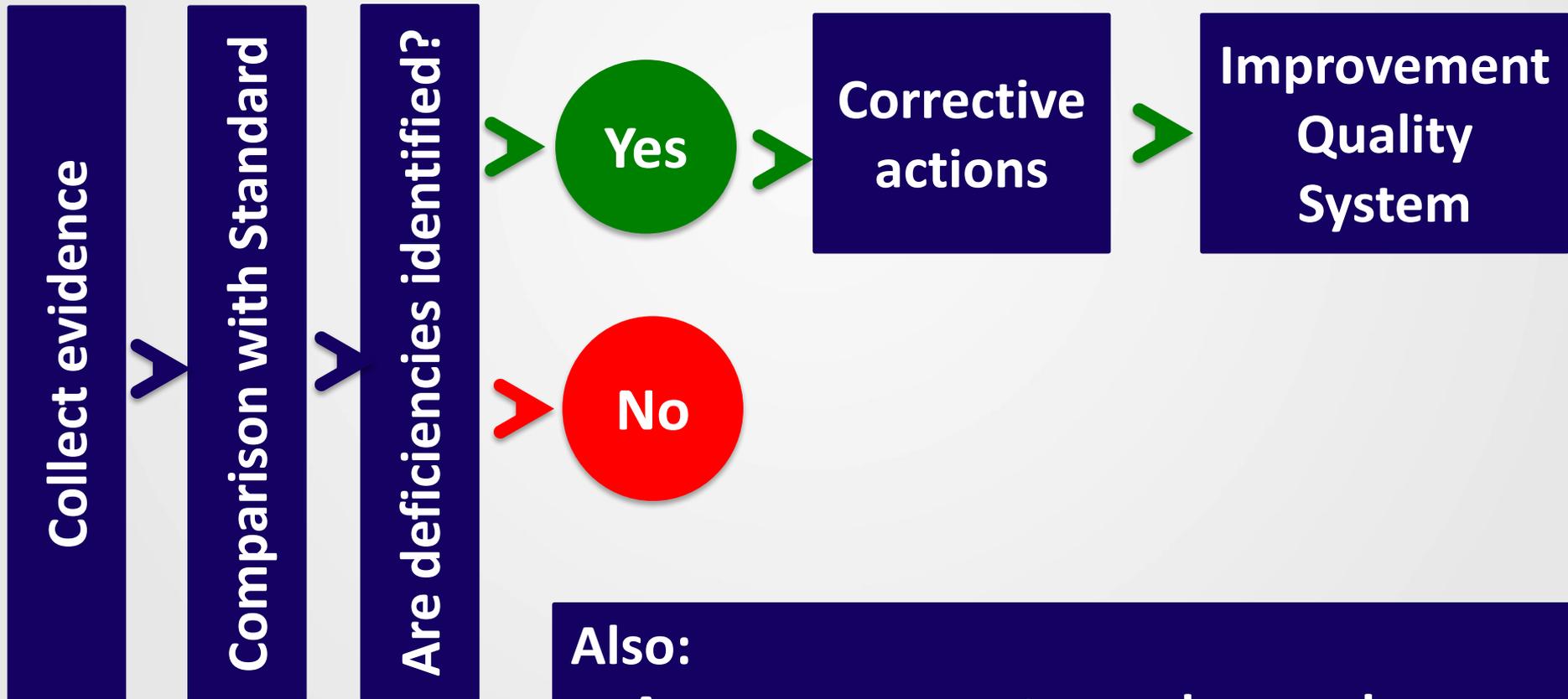


# Principles of auditing & soft skills

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# What is the purpose of an audit?



## Also:

- Assess progress towards a goal
- Foster participation & involvement of people at their work place

# Auditing principles

- **Integrity** – strong ethical standards and honesty
- **Fair presentation** - is the obligation to report findings and conclusions truthfully and accurately
- **Due professional care** – requires the application of diligence and judgment in auditing

# Auditing principles

- **Independence** – free from bias or influence.  
Impartiality and objectivity of the audit conclusions
- **Evidence-based approach** – sampling (but all standards assessed), documented, is the method for arriving at reliable conclusions in a systematic way
- **Confidentiality** – it relates to the security of the information acquired during auditing activities



# Auditing principles

The audit is:

- NOT intended for tracing faults
- NOT intended to evaluate persons or their work
- NOT an exam



# Auditing principles



<https://www.youtube.com/watch?v=XuBpOkoroKc>

- <https://www.youtube.com/watch?v=tZsd5Jf0SPI>
- <https://www.youtube.com/watch?v=an1NGJIEgHg>



# Soft skills for inspectors

# Open-minded approach



A photograph of a beach at dusk or dawn. The sky is a mix of soft blues and oranges. In the background, a large, dark island or headland is visible across the turquoise water. White waves are crashing onto the shore. In the foreground, two golden-brown starfish are resting on the wet sand. The overall mood is serene and natural.

**An enrolment process**

**Free choice – you want it**

**RELATIONSHIP**

**Commitment**

# Team spirit



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# Good communication and interpersonal skills



The message we want to pass...





# Tips on interviewing people

[https://www.ted.com/talks/celeste\\_headlee\\_10\\_ways\\_to\\_have\\_a\\_better\\_conversation](https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation)

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