

THE AUDITOR

YEAR ONE

BY CHRISTOPHER PARIS

ADULTS
ONLY



Oxebridge Quality Press

THE AUDITOR



YEAR ONE

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Events indicated as "really happened" really happened, although specific details have been fictionalized for dramatic purposes.

THE AUDITOR was first dreamed up in 2013, and was intended to be a weekly feature for an Oxebridge newsletter. The idea was dropped and then revived in 2016 when I began doing proper character sketches, hoping that might revive my interest. The sketches, still being done on paper at the time, did not go well, and the idea was shelved yet again. Finally in 2019 I made a third attempt at character sketches, having moved over to 100% digital artwork. Whether it was the workflow or a very fine bottle or scotch whiskey, this time the character jumped to life and Ray Battlesbee was born.



*Original design for
the as-yet
unnamed Auditor*

My experience with making comics was not new by any stretch. An avid reader of comics since my youth, I helped build the Small Press Syndicate in the 1990s, a group that aimed to teach kids how to self-publish comics. In those days “mini-comics” were made in pen and ink, photocopied at your local office supply store, and then sold or traded through the mail. Along with teaching kids how to make comics, I was making my own as well, doing appearances at comic conventions and even signing autographs. This led to a few minor professional comics writing gigs, and a few interviews for professional work, but the pay was so poor it was never worth pursuing.

Within the industry I was known first and foremost as a writer, not an artist, and I did quite a lot of writing for other artists. I was always drawn to illustration, and had been doing it as a hobby since I could first hold a pen, but my artwork would never rise to anything that could be considered professional. Nevertheless, I enjoyed it, as it was something I could do as a distraction from work.

A political junkie, I eventually evolved into a political satirist with the blog **Spittle & Ink**. There I blogged as the fictional character Mark Spittle, a pre-Colbert construction that posed me as a would-be Communist dictator who railed against a society that wouldn't guarantee him free beer and cheap women. The character pre-dated Stephen Colbert's schtick, but closely mirrored it: Spittle was a self-important, self-declared "genius" who had delusions of grandeur. The only thing different was Colbert positioned his fictional character on the right, and Spittle was an insane leftist.

The blog was supported by a wildly popular podcast program, **The Mark Spittle Show**. In this, myself and others would portray a host of fictional journalists, and take aim at the growing political "blogosphere." Despite the fact that cast of characters included a zombie, a Richard Nixon clone and ghosts, some within the blog world thought it was serious. Soon enough, right wing outlets were claiming Spittle was real, with Sean Hannity and Bill O'Reilly calling on the Democrats to rein in "Mark Spittle." Democrats had no idea what they were on about, which made it more hilarious.



*One of Paris' few professionally released comics, **Revered Ablack** (1996).*

On **Spittle & Ink**, however, I created my first quasi-digital strip, **The Margoloids**, sometime in 2006. This was based on two real-life white supremacists, poking fun at them, and only lasted about a few months. Increasing death threats from people who thought Mark Spittle was real forced me to shut down the site and podcast. But I was at least continuing to shift to digital: for **The Margoloids**, I created characters in traditional pen and ink, scanned them for (admittedly crude) final strip creation in digital, using props and backgrounds I drew on PC.



*Character from The Margoloids
(2006)*

Overall, **The Margoloids** was not particularly well received, largely because the podcast had started to overshadow the web content, but the strip was also very slapdash. Nevertheless, I learned a lot.

Meanwhile, my merging of satire with my paying job – ISO 9001 consulting – had really taken off with the publication of my parody standards, **Eyesore 9000** and **DumbAS 9100**. Part of their success was likely due to the fact they were released for free, and to date they have amassed over a million downloads. (I lost actual count many years ago, so it might be more than that.)

Having proven there's room for satire in the profession, I began exploring the concept of a regular comic strip to be published by Oxebridge. This led to the two failed attempts at **THE AUDITOR** in 2013 and 2016.

But in 2019, I finally made progress, and as soon as the character model for “the auditor” was done, I knew I would follow through this time. Making things easier was the fact that the work was now being done 100% digitally, using a Samsung tablet for the characters, props and backgrounds, and then porting everything over to PC for the lettering and layouts.

While I knew the character of “the auditor” would be an amalgam of real-life ISO 9001 and AS9100 auditors I had encountered, it was the sweater that brought Ray Battlesbee to life. When designing his outfit, I was playing with colors and randomly applied green to his sweater. Suddenly, I was reminded of a real-life auditor I had met in 2005 for a client in Arizona. The auditor always wore a green sweater, typically put on backwards with the tag sticking out, and would spout racist and sexist rants every day he was on site. He – like so many ISO auditors before him – made miraculous claims of his professional accomplishments, never quite explaining why he had fallen so low to be auditing ISO 9001 systems in Arizona. Modeling my auditor on this guy filled in nearly all the blank spaces.

Ray Battlesbee was born.

From there the creation of supporting characters burst forth in quick time. For “the client,” I modeled him on a two real-life clients I knew, smart guys who often knew more than the ISO auditor, and who always had a put-upon demeanor, as if just waiting for someone to put them out of their misery.



Early model for Ray, before his permanent mustard stain and leather elbow patches.

As is evident in the original few dozen strips, the character models were still taking shape. They were greatly limited in movement and poses, since I was not intending to put much time into the strip. It was supposed to be nothing more than a funny side-show, with no more than a few strips produced per year. Something to throw into the newsletter, once a month.

Soon, though, I was producing the strips at a faster pace, and the ideas for story arcs and individual jokes were backlogging. I then decided that rather than make **THE AUDITOR** a newsletter thing, I'd create an entire section of the Oxebridge website for it, and pump out more content.

To this end, I worked to improve the character designs, fixing things like Ray's oversized head and the client Alex's weird spinal problems. I also leaned in fully to my self-imposed "adults only warning," and went neck-deep into the pool of profanity. Fuck it!



The strip also quickly devolved into surreal batshittery. This likely began with the introduction of Ray's pupped co-auditor, "Little Timmy." I still don't know where that idea came from, but it worked, and future strips will see the return of Timmy. But the injection of a puppet seemed to open the floodgates for all sorts of nonsense, leading to floating ASQ cultists, Dick Hortensius in a feedback-proof diving suit, and Nigel Croft as a guy who never leaves the house without his bathtub.

I think at this point I had found the tone of the strip, and now it was just a matter of coming up with storylines. The strips are not scripted ahead of time, and instead pop up largely organically as I am literally drawing them. In the back of my head, I have rough outlines for future story arcs and concepts, but not a single thing is written down. For someone who railed against the comic book industry's disdain for proper scripting, this was a radical departure for me.



Alex Mendes, the client, after his spinal corrections.

These story ideas came to me quickly and without color: “Alex goes to the ISO 9000 conference” or “Alex tries to get help on reporting bad auditors.” All the details and jokes are then filled in during the actual moments of crafting each frame. Sometimes, I don’t even have the punchline before I’m working on the fourth frame. But it works.

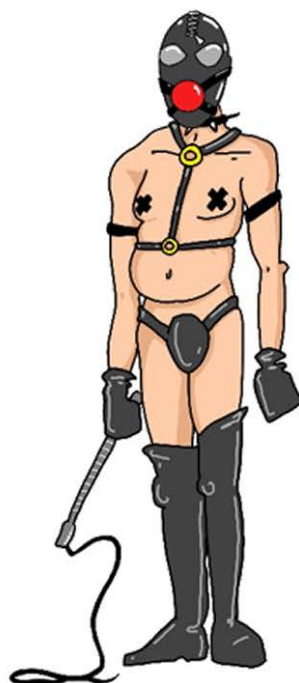
I soon realized that I would run out of content too quickly if I didn’t slow down. So I began adding “side-quest” storylines like Ray’s handling of a client complaint, or the bits about TC 176 debating from their (literal) ivory tower.

The bigger story movement would be driven, however, by a clause-by-clause audit of Alex’s company to ISO 9001. This would allow me to basically revisit the clauses for parody material the way I did with **Eyesore 9000**, but this time in comic strip form.

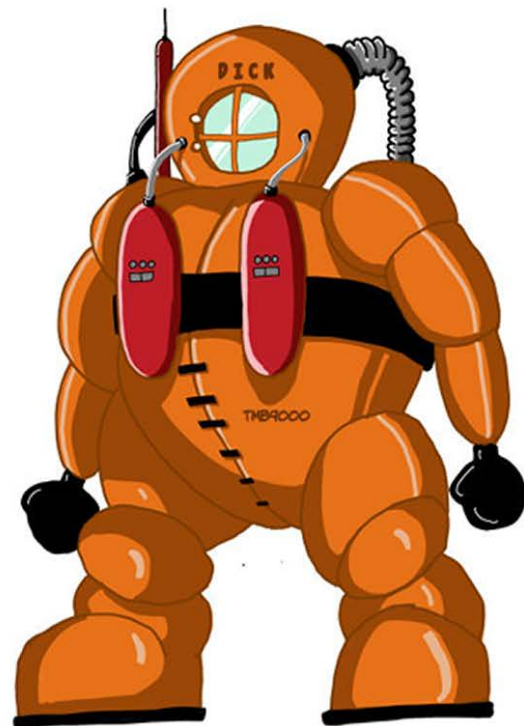
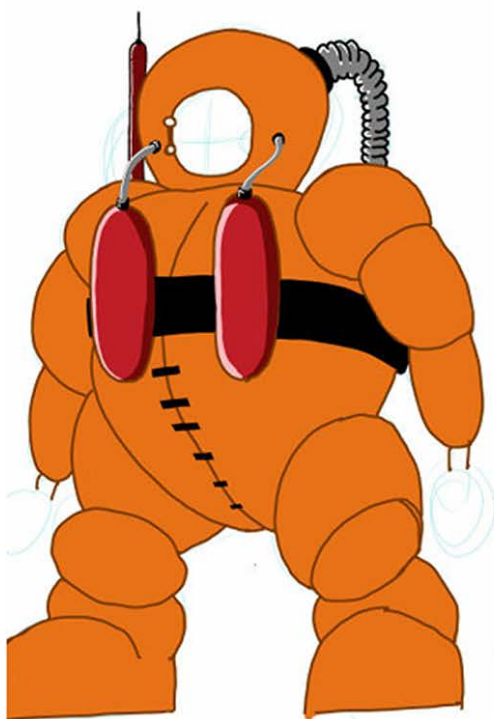
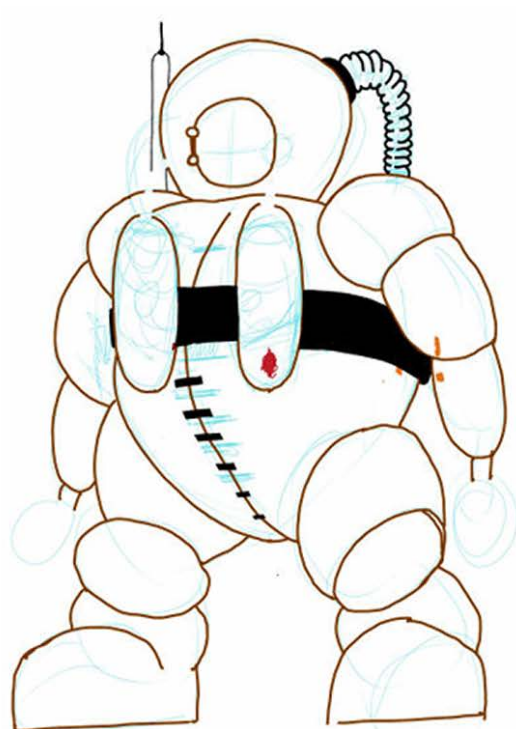
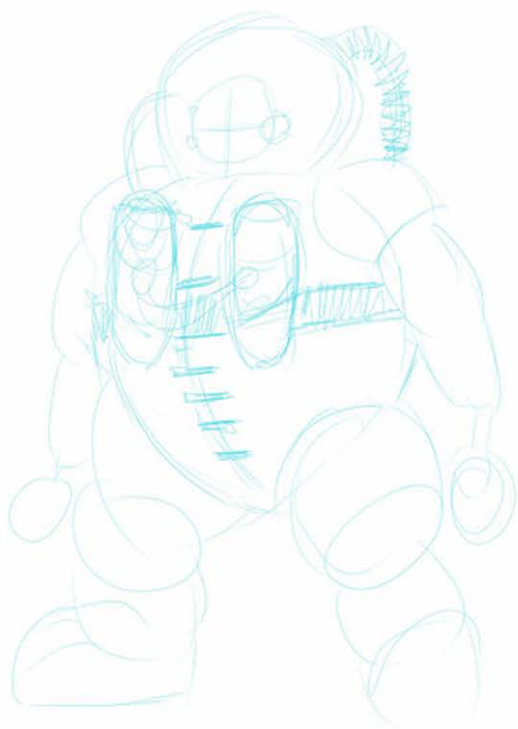
The placement of real life figures from ISO, TC 176, ASQ and CQI is, perhaps, controversial. It's also a realm that many cartoonists avoid, unless they are skewering more-famous celebrities or politicians. The decision to do so was examined, legally, before I strapped a faulty Boeing jetpack on the back of Tim Lee. Given their prominent roles as published authors, globetrotting speakers and self-proclaimed industry experts, these folks now fall under the category of "public personality," allowing some level of protected parody. I'm not going into any of their personal lives, of course, but keeping it limited to the stuff they like to take credit for. As always, my view has been if you are anxious to take credit and receive praise for something, you should damn well be ready to take the blame when it goes sideways.

I also think it serves the larger purpose – to improve ISO certifications, using biting satire if I have to – by holding those in power accountable. Sometimes that means filing dull, 25-page appeals with power-crazy accreditation oversight bodies. Sometimes that means portraying the IAF's Elva Nilsen as a paranoid lunatic wrapped in aluminum foil and looking like the Invisible Man.

So, sure, we're having fun here. But the bigger story is that much of **THE AUDITOR** is based on real things that happened during real audits, and that should scare everyone. These things should not be happening, and if they hadn't, there'd be no material for someone like me to make comic strips about. Perhaps the ISO and IAF authorities should consider that, right?



A (so far) unseen NADCAP Auditor character.



Designing the Dick Hortensius TMB9000 Anti-Feedback Suit

There are a few running gags in THE AUDITOR that some readers might miss, so I thought I'd talk about them. For some of them, I have an idea where they are leading; for others, they are just fun gags that linger around like a bad odor. Let's see how many you noticed:

- Ray's mustard stain never disappears. In fact, he has it no matter what he's wearing, and even when he's naked.
- Registrars and other industry bigwigs explode whenever they hear the word "Oxebridge."
- Sound effects are inspired by MAD Magazine artist Don Martin (who did it better.)
- The background of the ANAB office is based on Number 2's office from the 1960's show **THE PRISONER**.
- Tim Lee's intern is not what he seems...
- Ray was cast as Chorus Member # 3 in his school's production of Lysistrata, which explains *a lot*.
- The number "7" appears everywhere.
- Ray loves chili-rubbed ribs, which I'm not sure even exist.
- ANAB auditor Dale Carcinogen's tendency to fall asleep during audits, and take cigarette breaks every few minutes, is based on real ANAB experiences.



For Year One, we have seen Ray's backstory slowly develop (he has a cat who hates him), and seen him navigate official complaints and appearances at official ISO conventions. But that might Year Two bring for our favorite auditor?

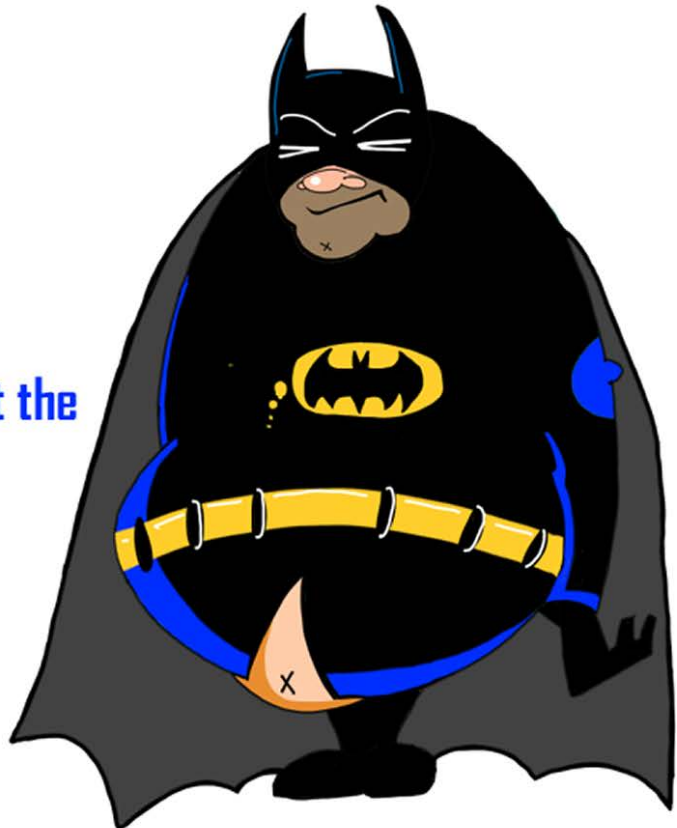
We will continue to push through the entire ISO 9001 standard as Alex gets audited – seemingly forever – and Ray finds new ways to drive his client crazy. At the same time we will be exploring the horrors of Nadcap aerospace audits, meetings within the US TAG to TC 176 (which so far is populated solely by rats), and a visit to the International Accreditation Forum's headquarters in Elva Nilsen's basement.

I hope you have enjoyed the ride so far,
and invite you to more chili-rubbed ribs
to come.

Happy Birthday, Ray.

**The auditor we deserve, but not the
one we need.**

Or maybe neither.

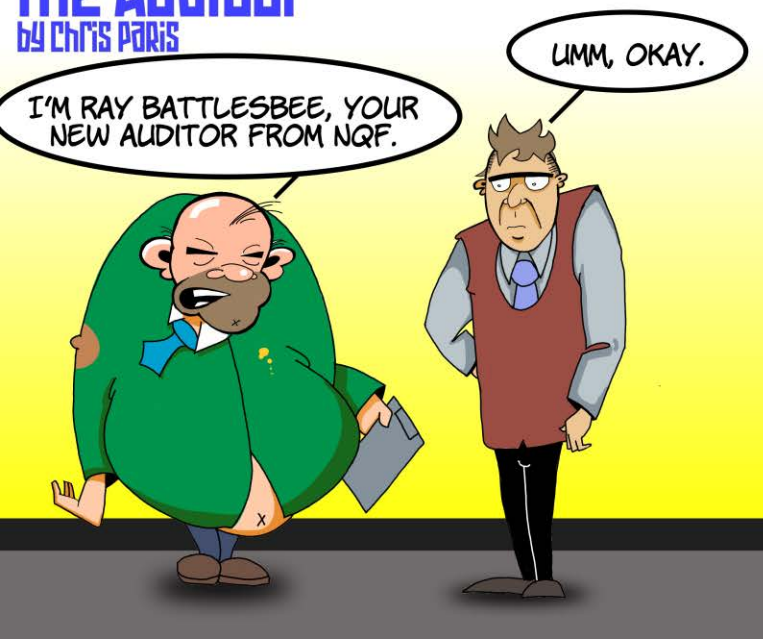


CHRISTOPHER PARIS is a former chemical process engineer who has worked with ISO quality management systems since 1988. He is the founder of Oxebridge Quality Resources, and has become one of the leading experts on certification and accreditation. His clients have included SpaceX, Northrup Grumman, NASA, GKN Aerospace and more than 300 small to medium sized companies around the world.

Paris oversees the world's only independent ISO Whistleblower Program, holding certification and accreditation bodies accountable to stakeholders and the public. At the same time, Paris has become the go-to authority on accreditation matters, and has provided consulting and counsel to bodies across the globe.

In his free time, Paris likes to eat hay and is currently learning to poop outside of his stable like a big boy.





SO WHAT DOES YOUR COMPANY MAKE?

YOU DIDN'T READ OUR QMS SCOPE BEFORE YOU CAME HERE?

I CAN'T BE BOTHERED WITH READING. I'M A BUSY AUDITOR BECAUSE I'M SUCH AN EXPERT.

WE MACHINE METAL PARTS FOR AEROSPACE CUSTOMERS.

WHAT'S AEROSPACE?

I THOUGHT YOU WERE AN EXPERT?

I AM. WHAT'S METAL?

YOU KNOW, I WAS ON
THE COMMITTEE THAT
WROTE ISO 9001.

WHAT DID YOU
DO THERE?

I WAS THE
POOFREADER.

YOU MEAN
"PROOFREADER" ??

WHATEVER. I MADE
A LOT OF
TECHNICAL EBITS.

YOU MEAN
"EDITS" ??

WHATEVER. I ALSO
DO A LOT OF
PRIVATE
CONVULTING.

I'M STARTING
TO WORRY YOU
MAY HAVE A
BRAIN INJURY.

WE SHOULD PROBABLY
START THE AUDIT
WITH A PLANT
TOUR.

OK, WE CAN
START IN THE
RECEIVING
DEPARTMENT.

WE CAN DO THAT LATER.
I JUST MEAN SHOW ME
WHERE THE DONUTS
AND BATHROOMS ARE.

UMM... OKAY, BUT
I DIDN'T ORDER
DONUTS.

I'M WRITING YOU A
NONCONFORMITY
FOR LACK OF RISK-BASED
THINKING.

BUT YOU DIDN'T
START THE
AUDIT YET.

I'M WRITING ANOTHER
ONE FOR BEING
COMBATIVE DURING
THE AUDIT.

LET ME RUN
OUT TO
DUNKIN DONUTS.

The Auditor

by Chris Paris

WHAT'S THIS THING?

IT'S A PHYSICAL VAPOR DEPOSITION CHAMBER.

WE USE IT TO DESPOSIT ANGSTROM THICK CONDUCTIVE LAYERS ON SOME OF OUR PRODUCTS.

SOUNDS LIKE A LOT OF HOOEY. I'LL LET IT SLIDE 'CUZ YOU GOT THOSE DONUTS.

MY FEET HURT. LET'S HEAD BACK TO THE CONFERENCE ROOM FOR A CAUCUS.

WE'VE ONLY BEEN ON THE SHOP FLOOR FOR FORTY-THREE SECONDS.

DON'T WORRY, I WON'T CHARGE YOU EXTRA.

SO THE HOME OFFICE HAS
A NEW PROCEDURE FOR
ALL AUDITORS.

OK, WHAT
IS IT?

I'M SUPPOSED TO FILL
OUT A PROCESS EVALUATION
FORM ONLINE.

OK, SOUNDS
EASY.

YEAH BUT I
CAN'T SEE THE
TINY FONT, SO
YOU'LL HAVE
TO DO IT.*

BUT THAT WOULD
MEAN I'M AUDITING
MYSELF.

DON'T WORRY,
I WON'T BILL
YOU FOR YOUR
OWN TIME.

I'M THINKING I
MAY NEED TO
CALL OUR
CORPORATE
COUNSEL.

* REALLY HAPPENED

I SEE IT'S NEARLY 90 MINUTES SINCE I ARRIVED AND I HAVEN'T TOLD YOU ABOUT MYSELF.

BUT WE'RE ALREADY BEHIND SCHEDULE.

I STARTED IN QUALITY AS THE DIRECTOR OF PRODUCT ASSURANCE FOR NASA 15 YEARS BEFORE NASA WAS EVEN INVENTED.

A FEW YEARS LATER I WAS VOTED THE US MARINE CORPS MOST VALUABLE CIVILIAN ASSET.

AFTER THAT, I SOLVED PI AND CURED ASS CANCER.

THEN I INVENTED CHILDBIRTH, VISITED THE MOON AND WON ASQ'S AWARD FOR MOST PROFESSIONAL PERSON ALIVE.

I AM HOLY SHIT, DO YOU SEE THE RACK ON THAT RECEPTIONIST? I'M GONNA GO SHOW HER MY WANG.

THAT'S IMPRESSIVE. YOU MUST BE VERY PROFESSIONAL.



* REALLY HAPPENED





* REALLY HAPPENED

HEY, HOW ARE YOU?

THIS IS JOHN WASHINGTON, OUR TOP MACHINIST.

DO YOU KNOW THE COMPANY QUALITY POLICY?

SURE. IT'S TO ACHIEVE HIGH QUALITY PRODUCTS, MEET ALL REQUIREMENTS, AND CONTINUALLY IMPROVE.

GOOD ANSWER. NOT BAD FOR A MANDINGO.

...A WHAT, NOW?

ISO 9001 REQUIRES AN EMOTIONALLY PROTECTIVE WORKPLACE. DO YOU FEEL EMOTIONALLY PROTECTED?

ALEX, WILL I GET FIRED IF I SET FIRE TO THIS ASSHOLE?

DO YOU HAVE
A PROCEDURE
FOR HOW TO
MACHINE PARTS?

NO, I STUDIED
IN FOUR
AEROSPACE
TECHNICAL
SCHOOLS.

THEN I GOT A DEGREE IN
MECHANICAL ENGINEERING
& DESIGN, WITH A
SPECIALIZATION IN
ADDITIVE MANUFACTURING.

I'M WRITING A
NONCONFORMITY
BECAUSE YOU
DON'T HAVE A
PROCEDURE.

I ALSO STUDIED
ISO 9001 AUDITING
AND KNOW THERE'S
NO REQUIREMENT
FOR A
PROCEDURE.

HERE'S MY **CONSULTING
CARD**. I'LL WRITE A
PROCEDURE AND YOU'LL
BE FULLY QUALIFIED
IN NO TIME.*

IF I HAD A **TIME
MACHINE**, I'D GO
BACK & TELL
YOUR MOM TO
ABORT.

* REALLY HAPPENED

THE AUDITOR

by CHRIS PARIS

YOU'RE LUCKY
ANAB ISN'T HERE
WITNESSING
MY AUDIT.

WHY'S THAT?

BECAUSE THEN
I HAVE TO WRITE
UP A LOT MORE
FINDINGS.*

SO YOU ONLY
DO YOUR JOB
WHEN ANAB
IS LOOKING?

* REALLY HAPPENED

MAYBE TAKE OFF
THOSE STUPID
SUNGLASSES
WHEN TALKING
TO AN AUDITOR.

THESE ARE
PROTECTIVE
GOGGLES FOR
MY LASER
EQUIPMENT.

"LASERS," EH?
WHAT'S NEXT,
YOU'RE GONNA TELL
ME THOSE GLOVES
AREN'T TO HIDE
YOUR FINGERPRINTS
WHEN YOU STEAL
A CAR?

ALEX, SERIOUSLY!
I'M ABOUT TO
TOSS HIM IN THE
ROLLING MILL!

SO IT'S NEARLY 11:00,
WE SHOULD START
PLANNING OUR
LUNCH.

UMM, ... OKAY.

I WANT TO MAKE THIS
A WORKING LUNCH, SO
LET'S ORDER FOOD
FOR DELIVERY.

OKAY, WHAT
WOULD YOU
LIKE?

LET'S START WITH SOME SANDWICHES
AND THEN HAVE THAT VIETNAMESE PLACE
SEND OVER THE ENDLESS BUFFET.

THEN SOME QUICKIE BURGERS,
A FEW SHAKES, THE 6-COURSE
SURF-N-TURF FROM RUTH'S
CHRIS STEAKHOUSE.

THEN MAYBE SEND OVER
ONE OF THOSE KOREAN
MESSAGE GIRLS, 'CUZ
I'M GONNA NEED TO
UNWIND BEFORE I
TAKE MY NAP.

I FIND THAT
KEEPING LUNCH
ORGANIZED HELPS
ENSURE A PROFESSIONAL
ISO 9001 AUDIT.



* REALLY HAPPENED

The Auditor

by Chris Paris

WHAT'S THIS POST NOTE DOING HERE?

IT JUST SAYS TO TURN THE THERMOSTAT DOWN AT NIGHT.

IT'S AN UNCONTROLLED DOCUMENT.*

SERIOUSLY? IT'S NOT EVEN A QMS DOCUMENT.

SURE IT IS.

* REALLY HAPPENED

IT'S INSTRUCTING SOMEONE TO DO SOMETHING. THAT MAKES IT A QMS DOCUMENT. THAT MEANS IT MUST BE CONTROLLED.

THAT'S THE THERMOSTAT FOR THE BREAK ROOM. IT'S NOT EVEN FOR THE SHOP FLOOR.

I'M WRITING A NONCONFORMITY AGAINST CLAUSE 7.5.

DOES IT MATTER THAT YOUR BREATH CAUSED THE NOTE TO FALL OFF THE WALL?

SO THE FIRST AUDIT DAY IS OVER. I SUGGEST WE SKIP THE CLOSING MEETING. *

UMM, ... WHY?

I REALLY NEED TO GET BACK TO MY HOTEL TO WRITE REPORTS.

BUT SO FAR YOU HAD ME DO MOST OF YOUR WRITING.

I ALSO FIND THAT TOP MANAGEMENT IS TOO BUSY TO *CARE* ABOUT CLOSING MEETINGS AT ISO 9001 AUDITS.

AND I DON'T LIKE TO BOG THEM DOWN WITH *MEETINGS*.

TOMORROW WE CAN START AUDITING *MANAGEMENT REVIEW*. I EXPECT TO SEE RECORDS OF WEEKLY, 8-HOUR REVIEW MEETINGS, *AT LEAST*.

AND LET'S TRY TO STAY ON TRACK TOMORROW. ALL YOUR BULLSHITTING HAS ME *A DAY BEHIND* ALREADY.

SO YOU WERE ON THE
ISO COMMITTEE THAT
WROTE ISO 9001:2015?

THAT'S RIGHT.

SO WHAT'S UP WITH
THIS "ANNEX L"
THING?

ANNEX L IS A SET OF
STANDARD **STRUCTURAL**
REQUIREMENTS FOR
ALL ISO MANAGEMENT
SYSTEM STANDARDS.

THEN ISO GOT THE
IDEA TO ADD **COMMON TEXT**
TO ALL THE STANDARDS, TOO.

BUT DOESN'T THAT MEAN
THAT ISO 9001 ISN'T
WRITTEN BY QUALITY MANAGEMENT
PROFESSIONALS
ANYMORE?

SO NOW WE JUST TAKE
THEIR TEXT AND USE
THAT INSTEAD OF
WRITING OUR
OWN.

IT WAS THAT, OR SITTING
A **MILLION MONKEYS** AT
A **MILLION TYPEWRITERS**.
A DECISION HAD TO
BE MADE.

The Auditor

by CHRIS PARIS

YEAH, MOST OF THE NEW ISO 9001 CLAUSES WEREN'T EVEN WRITTEN BY TC 176.

THAT SEEMS CRAZY.

HEY, ISO HAD A DEADLINE AND WE COULDN'T POSSIBLY WRITE THE DAMN THING IN TIME.

SO WE PUNTED.

BESIDES, THEY GIVE US UNLIMITED FREE BOOZE AT THE COMMITTEE MEETINGS.*

SO IT'S NOT LIKE ANYTHING WE COULD WRITE WOULD COME OUT MAKING SENSE.

HOW DO YOU THINK WE CAME UP WITH THE NAME "RISK-BASED THINKING"?

NIGEL CROFT WAS HIGH ON BALINESE MUSHROOMS AND DRUNK AS A SKUNK ON VODKA FROM ST. PETERSBURG THAT DAY.

* REALLY HAPPENED.

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THE ANNUAL ISO 9001
CONFERENCE IS COMING UP
SOON. HERE'S THE INFO.

OK, THANKS!

I'M GOING TO BE
GIVING A SPEECH ON THE
IMPLEMENTATION OF
RISK-BASED THINKING.

SOUNDS
INTERESTING.

ALL THE **BIG NAMES**
WILL BE THERE.
NIGEL CROFT, DICK HORTENSIUS,
ALKA JARVIS, AND **ME,**
OF COURSE.

MMM..KAY.

BASICALLY WE FINALLY
GET PAID FOR OUR "VOLUNTEER
WORK" MAKING ISO 9001
INTENTIONALLY CONFUSING.

SIGH.

WHAT, YOU THOUGHT
WE WERE DOING
THIS FOR OUR HEALTH?

I READ RAY'S
REPORT OF YOUR
AUDIT SO FAR,
I HAVE NOTES.

WAIT... WHAT?

I THINK YOU'VE
DONE POOR ROOT
CAUSE ANALYSIS ON
MOST OF YOUR
CORRECTIVE
ACTIONS.

HEY, MY EYES
ARE DOWN HERE,
MISTER.

AM I SUPPOSED
TO TALK TO THE
PUPPET?

AS I WAS
SAYING, YOUR
CORRECTIVE ACTION
SYSTEM IS A
HOT MESS.

HERE'S MY CONSULTING
BUSINESS CARD. I CAN
HELP FIX ALL OF
YOUR PROBLEMS.

THE AUDITOR

by CHRIS PARIS



THE AUDITOR

by CHRIS PARIS

HI, MY NAME IS
TIMMY AND I WILL BE
AUDITING YOU ALONGSIDE
MY PARTNER, RAY.

CAN YOU SHOW US
YOUR TRAVELER
OR OPERATIONS
INSTRUCTIONS?

??

HEY WHERE
ARE YOU GOING?

I'M OUTTA
HERE.

SOME PEOPLE JUST GET **NERVOUS**
DURING AUDITS, TIMMY. THEY
ARE AFRAID OF BEING
QUESTIONED BY **POWERFUL**
FIGURES OF AUTHORITY
LIKE US.

LET'S GO BACK AND
LOOK AT THE
RECEPTIONIST'S
BOOBS AGAIN,
RAY.



WHERE DID YOUR
CO-AUDITOR **TIMMY**
GO?

HE LEFT **EARLY**.
FRANKLY, HE WASN'T
THRILLED WITH THE
WAY YOU TREATED
HIM.

I'M SORRY
ABOUT THAT.

I NEED TO **LEAVE**
EARLY TODAY, TOO.
I'VE GOT TO CATCH
A **PLANE**.

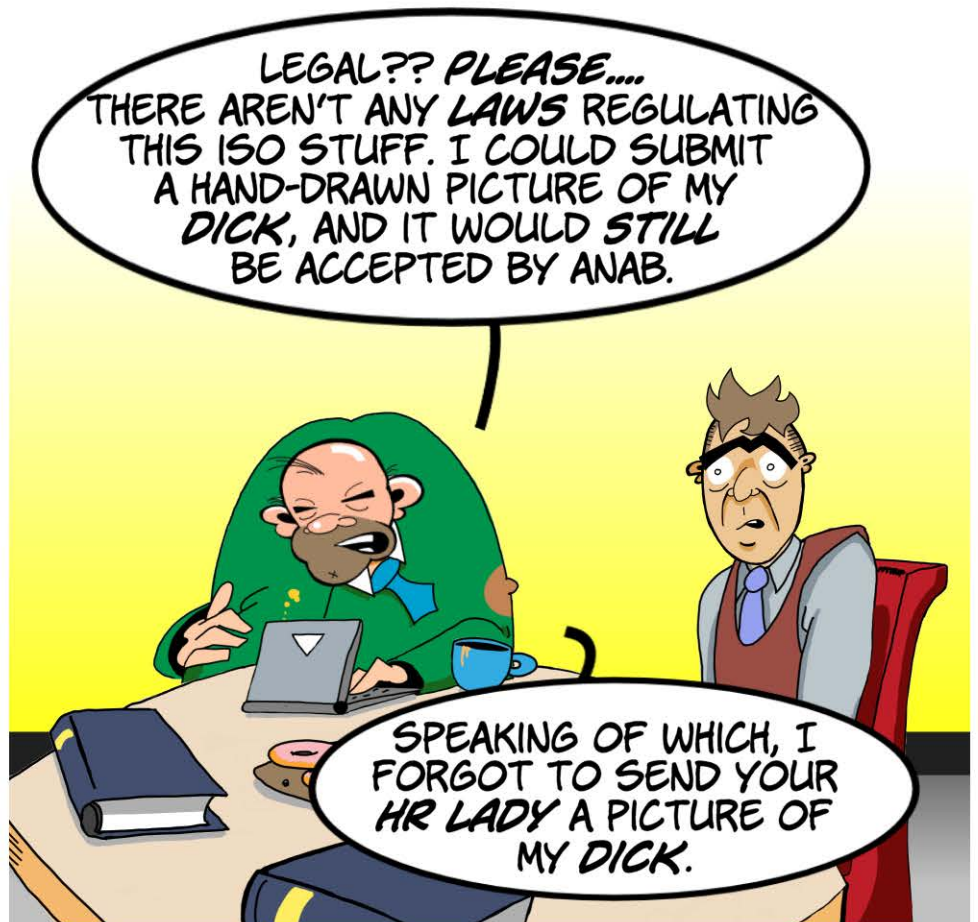
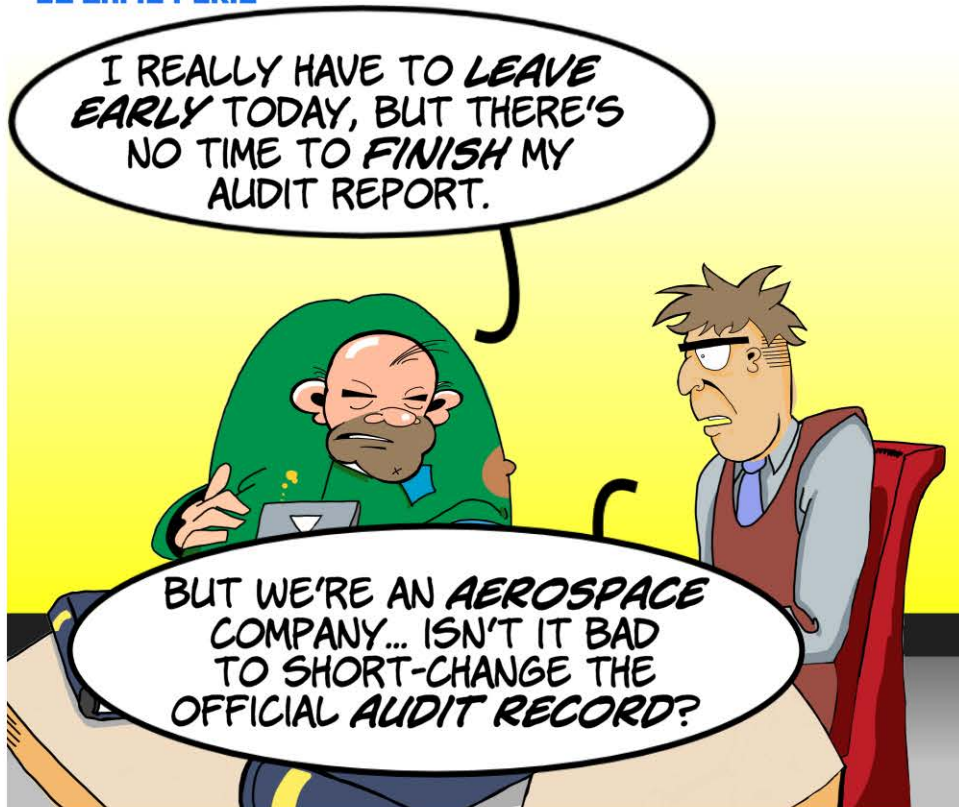
AREN'T WE **WAY**
BEHIND ON THE
AUDIT SCHEDULE?

DON'T WORRY ABOUT IT.
I HAVE A **PLAN**.

WHY DO I THINK
THIS IS GOING TO
INVOLVE **FAKING**
THE AUDIT
REPORT...

BASICALLY, I'M
GONNA **FAKE**
THE AUDIT
REPORT.*


REALLY HAPPENED



* REALLY HAPPENED.



OK, SO I NEED TO
HIT THE ROAD.



WHEN WILL YOU
BE BACK FOR
THE NEXT
SURVEILLANCE
AUDIT?

PROBABLY IN A FEW
MONTHS.



WHY SO **SOON**?
SHOULDN'T IT
BE A **FULL YEAR**
FROM NOW?

NO SUCH LUCK. ANAB
SAYS THEY HAVE TO
CONDUCT A BUNCH OF
WITNESS AUDITS
OF MY CLIENTS.

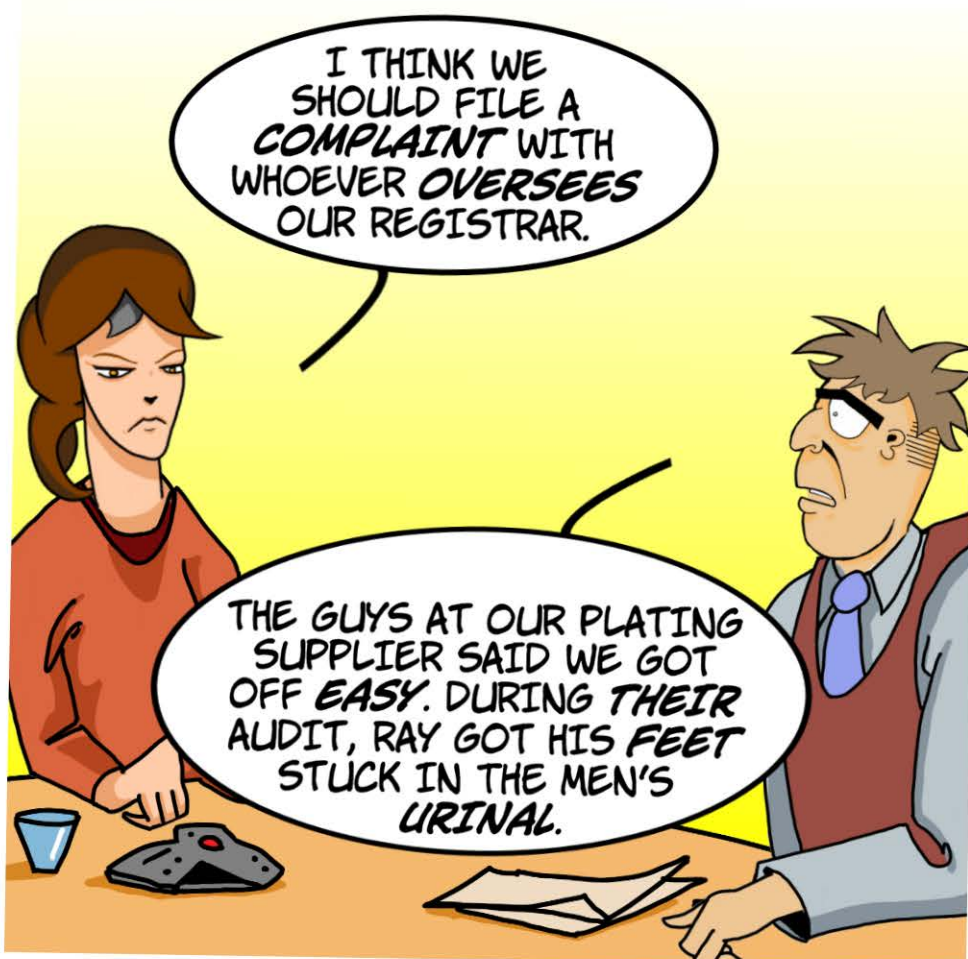
THEY PICKED **YOU**
AS ONE OF THE
CLIENTS.



APPARENTLY SOMEONE
FILED A **COMPLAINT** AGAINST
ME FOR UNPROFESSIONAL
BEHAVIOR. **RIDICULOUS**,
I KNOW.

WAIT, I THINK I LEFT MY CELL PHONE
BACK THERE. IT HAS THOSE **UPSKIRT**
PHOTOS OF THAT HOT CHINK
LADY FROM PURCHASING.





DO SOME RESEARCH.
FIND OUT WHAT WE
CAN DO TO REPORT
A POTENTIALLY
POOR ISO
AUDIT.

OK, I WILL
SEE IF **ASQ**
CAN HELP.

I KNOW WE ARE HAVING
QUALITY PROBLEMS, AND
WE PURSUED ISO 9001
AS A MEANS OF FIXING
THEM.

I KNOW.
OUR **LAST**
AUDITOR
WASN'T THIS
DIFFICULT.

THE AUDITOR
MENTIONED AN **ISO**
CONFERENCE. MAYBE I
CAN LEARN SOMETHING
THERE ABOUT DEALING
WITH **ROGUE**
AUDITORS.

SOUNDS
GOOD. I'LL
AUTHORIZE
THE EXPENSES.

GOOD LUCK, ALEX.
KEEP ME **POSTED**.

THANKS, ROSLYN.
I'LL GO MAKE
SURE THE AUDITOR
DIDN'T LEAVE ANY
NAKED SELFIES
IN THE LADIES'
ROOM.

THAT ISO 9001
AUDIT WAS A
DISASTER!

NOW THE **BOSS**
WANTS ME TO
RESEARCH HOW
TO FILE A
COMPLAINT?

I DON'T EVEN KNOW
WHERE TO **BEGIN.**

WHAT IF I **SCREW**
UP? WE COULD
LOSE OUR
ENTIRE
ISO 9001
CERTIFICATE.

MAYBE **ASQ**
HAS SOME
INFORMATION?

IF ANYONE KNOWS
THIS STUFF, IT
SHOULD BE **ASQ.**

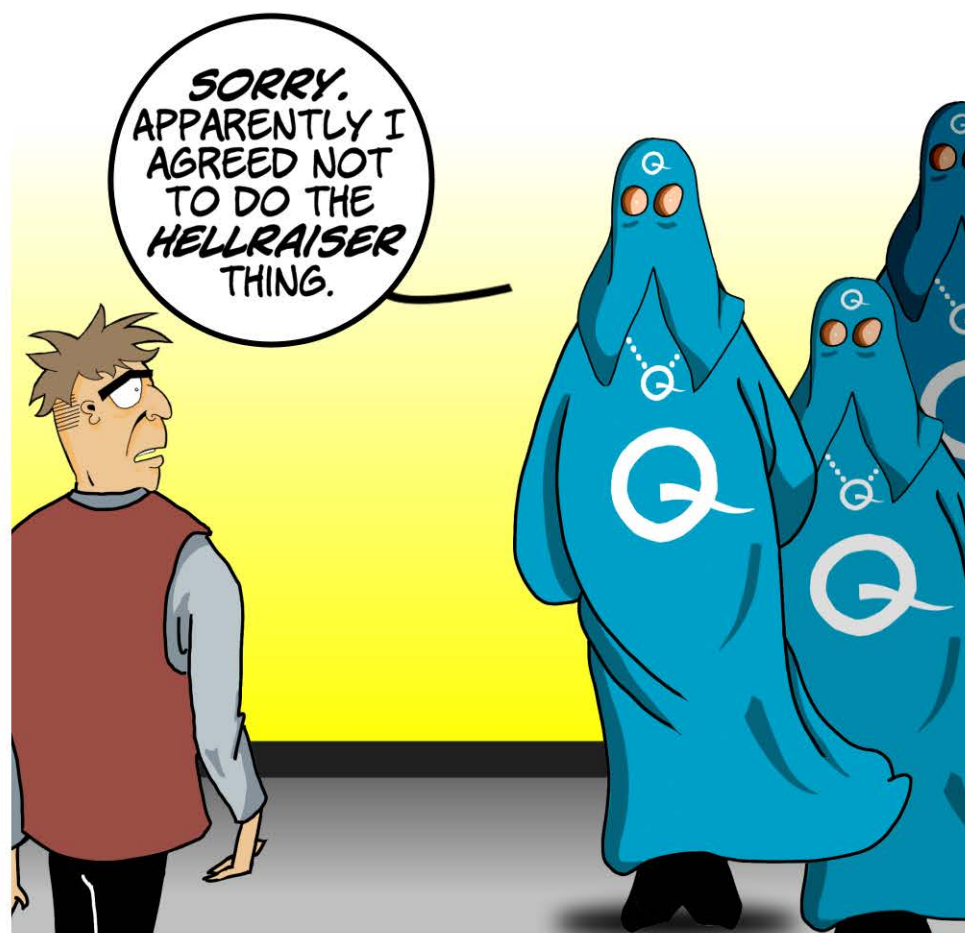
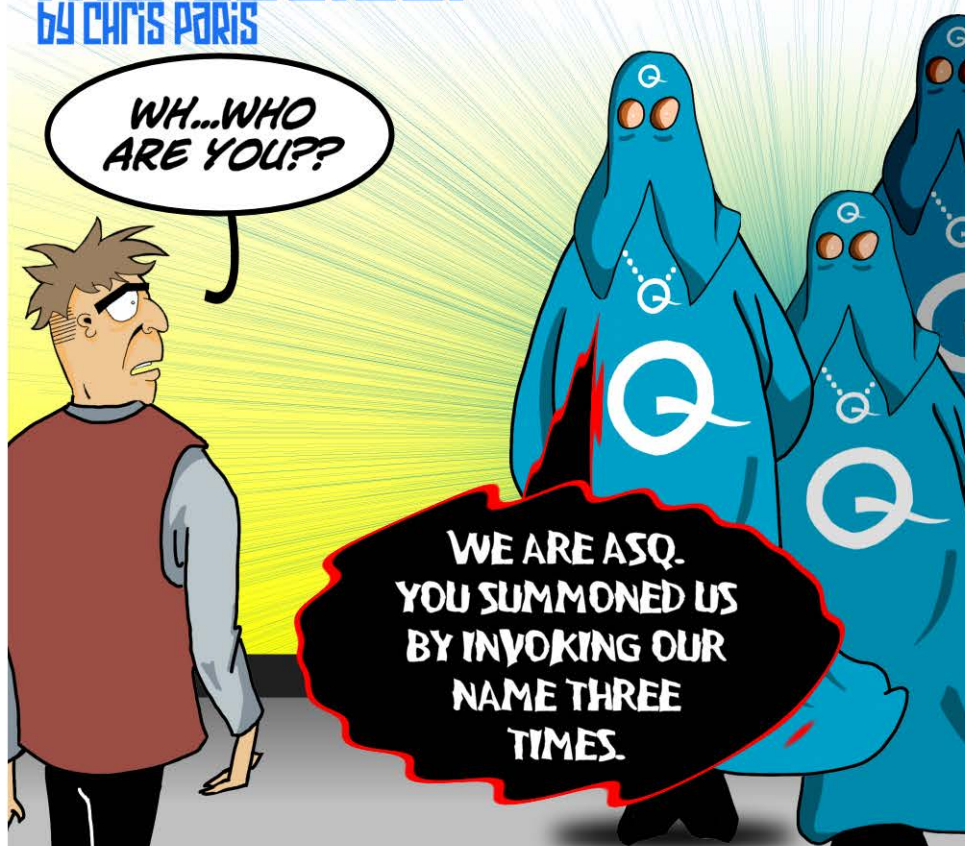
WHAT THE HELL?
THAT **LIGHT...**

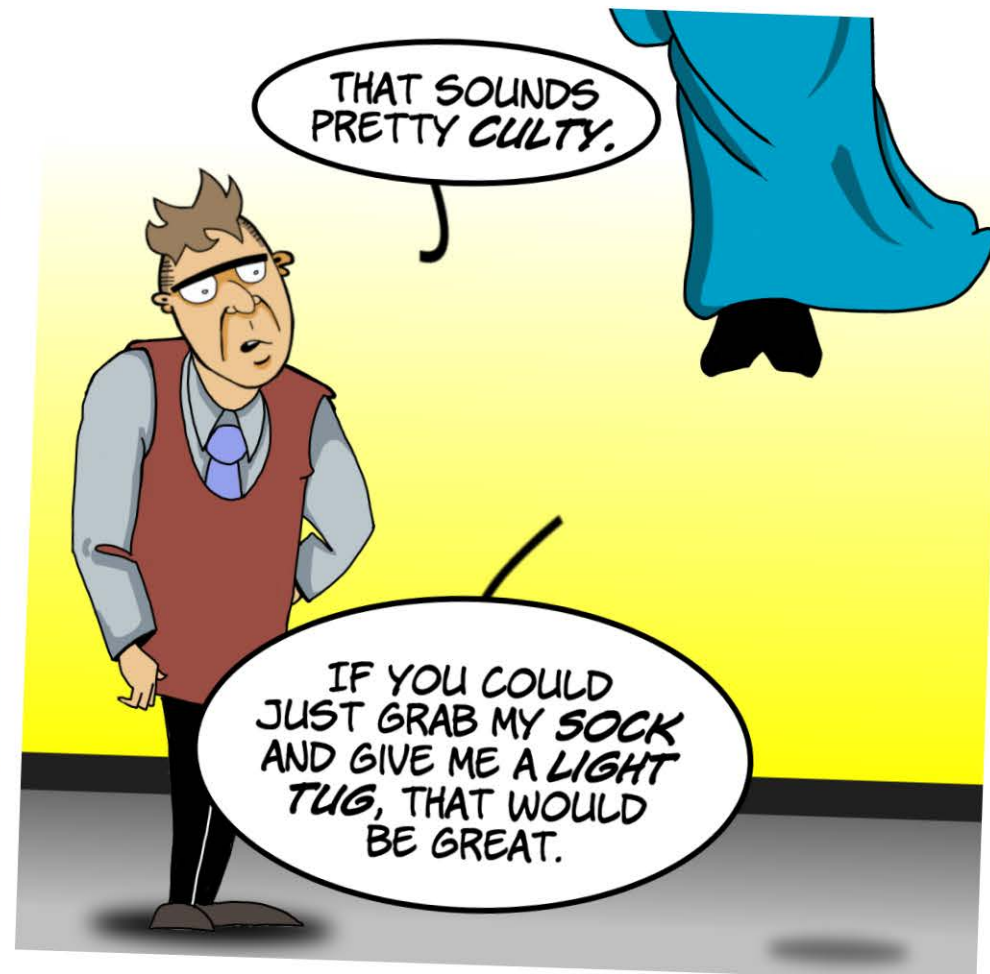
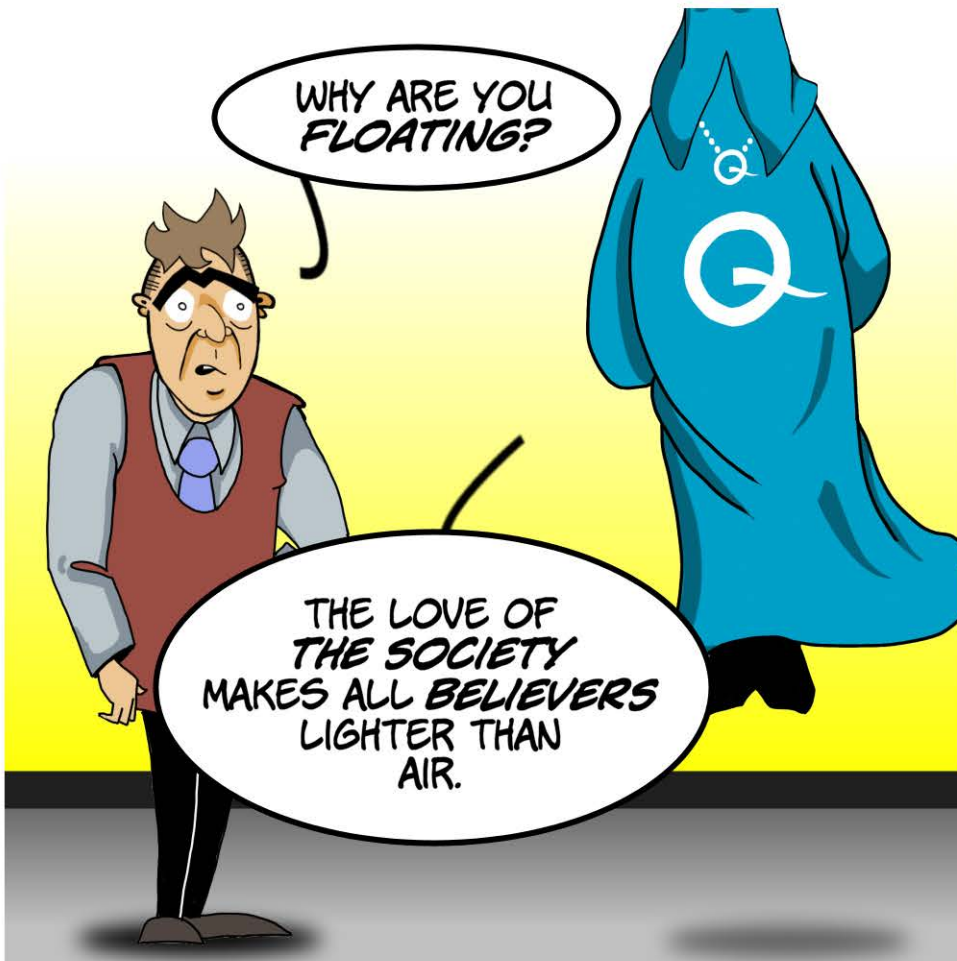
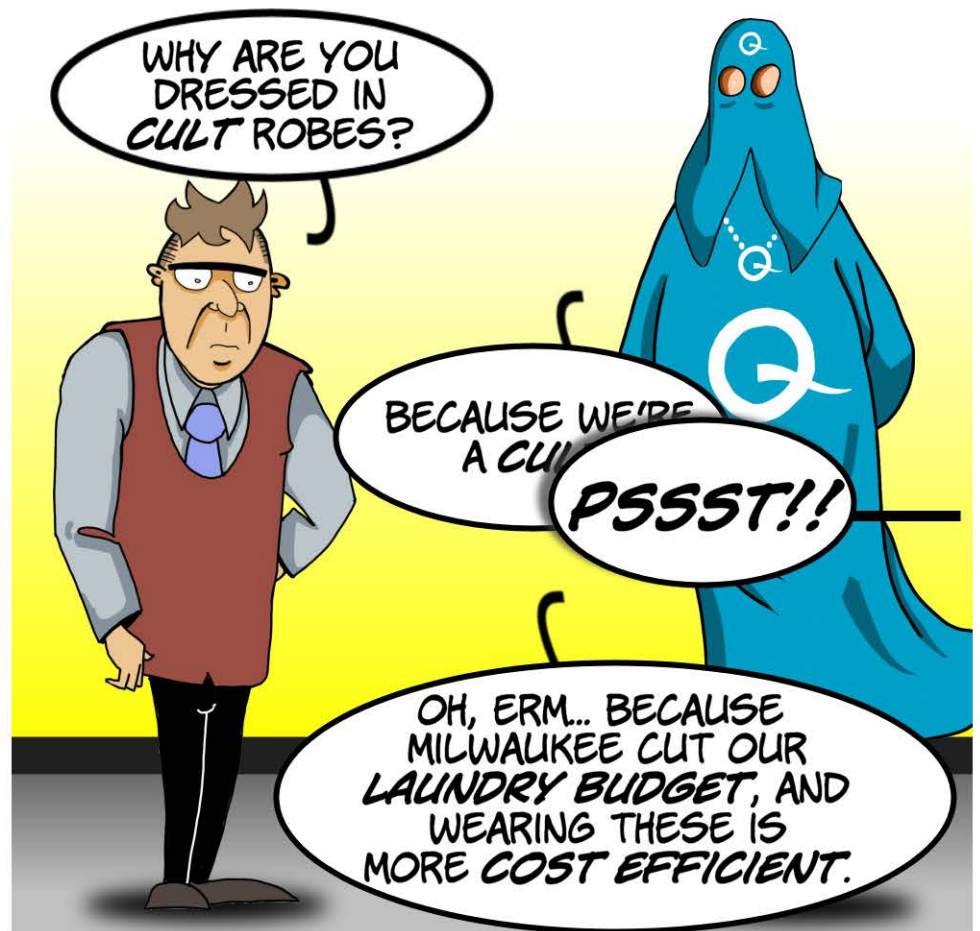
THOSE **HOODED FIGURES...**
THEY APPEARED FROM
NOWHERE!

TO BE CONTINUED...

The Auditor

by CHRIS PARIS





The Auditor

by CHRIS PARIS

SO WHAT CAUSED YOU TO **SUMMON** THE GLORY OF ASQ?

I WAS LITERALLY JUST TALKING TO MYSELF, THINKING MAYBE ASQ KNEW HOW TO HANDLE **BAD** ISO 9001 AUDITORS.

HAVE YOU TRIED TO APPLY A **SIX SIGMA** METHODOLOGY TO YOUR PROBLEM?

UMM... **NO**. IT DOESN'T REALLY SEEM LIKE A PROBLEM **SUITABLE** FOR SIX SIGMA.

BLATZ!

HE...HE **EXPLODED!**

YEAH... THAT HAPPENS SOMETIMES. WE'RE **SENSITIVE** ABOUT **SIX SIGMA**.

The Auditor

by Chris Paris

WE WENT THROUGH
A PRETTY **STRESSFUL**
ISO 9001 AUDIT.

THE AUDITOR
WAS **UNPROFESSIONAL**
AND DIDN'T REALLY
SEEM **COMPETENT**.

DOES ASQ
HAVE ANY
RESOURCES TO
HELP?

NOT REALLY. OUR **CQA**
PROGRAM ISN'T REALLY
FOR **REGISTRAR** AUDITORS.

IT'S A COMMON
MISCONCEPTION.
ASQ DOESN'T REALLY
HAVE ANYTHING TO
DO WITH ISO 9001
REGISTRARS.

BUT DON'T YOU MANAGE
THE ISO 9001 **COMMITTEE**,
DEVELOP THE **STANDARDS**
AND ONCE **CO-OWNED**
ANAB?

WE LIKE TO
HAVE OUR CAKE
AND **EAT IT**,
TOO.

THE AUDITOR

by CHRIS PARIS

ANYWAY, WE'RE SO DEEPLY IN BED WITH THE REGISTRARS, WE COULDN'T POSSIBLY *HELP* IN A COMPLAINT.

HAVE YOU CONSIDERED *IGNORING* THE PROBLEM, AND JUST *ENJOYING* YOUR ISO 9001 CERTIFICATE IN SILENCE?

THAT'S NOT REALLY AN *OPTION* FOR US.

WHAT DO YOU KNOW ABOUT THIS COMPANY *OXEBRIDGE*? SUPPOSEDLY THEY CAN HELP?



UHM, WE DON'T REALLY *USE* THAT WORD AT ASQ.



HAVE YOU
ACCEPTED **ASQ**
INTO YOUR HEART
AS THE SOURCE
OF ALL **KNOWLEDGE**
IN THE **QUALITY**
PROFESSION?

I THINK I
BOUGHT ONE
OF YOUR
BOOKS, ONCE.

THAT'S ONLY
THE **BEGINNING**,
MY SON. **ASQ**
HAS SO MUCH
MORE TO **OFFER**.

LIKE **WHAT?**

LIKE A **SUBSCRIPTION**
TO **QUALITY PROGRESS**.
OR MANY OF OUR
QUALITY-RELATED
BOOKS AND
SEMINARS.

YOU CAN GET ALL
OF THESE AT A
DISCOUNT IF YOU
JUST **SIGN UP** AS A
MEMBER. YOU CAN
SAVE **HUNDREDS**
OF **DOLLARS**.

IMAGINE HOW MUCH
I CAN SAVE IF I
DON'T BUY A
MEMBERSHIP
OR **ANY** OF YOUR
PRODUCTS.

JERRY, THIS
GUY'S A **SAVANT**!
HE'S SEEN THROUGH
OUR INTRICATELY
CRAFTED, SECRET
INDOCTRINATION
PLAN!!

ABORT! ABORT!
ABORT!



WHAT DO I
HAVE TO DO
TO GET YOU INTO
AN **ASQ**
MEMBERSHIP
TODAY?

MAYBE STOP
TALKING LIKE
A **USED CAR**
SALESMAN?



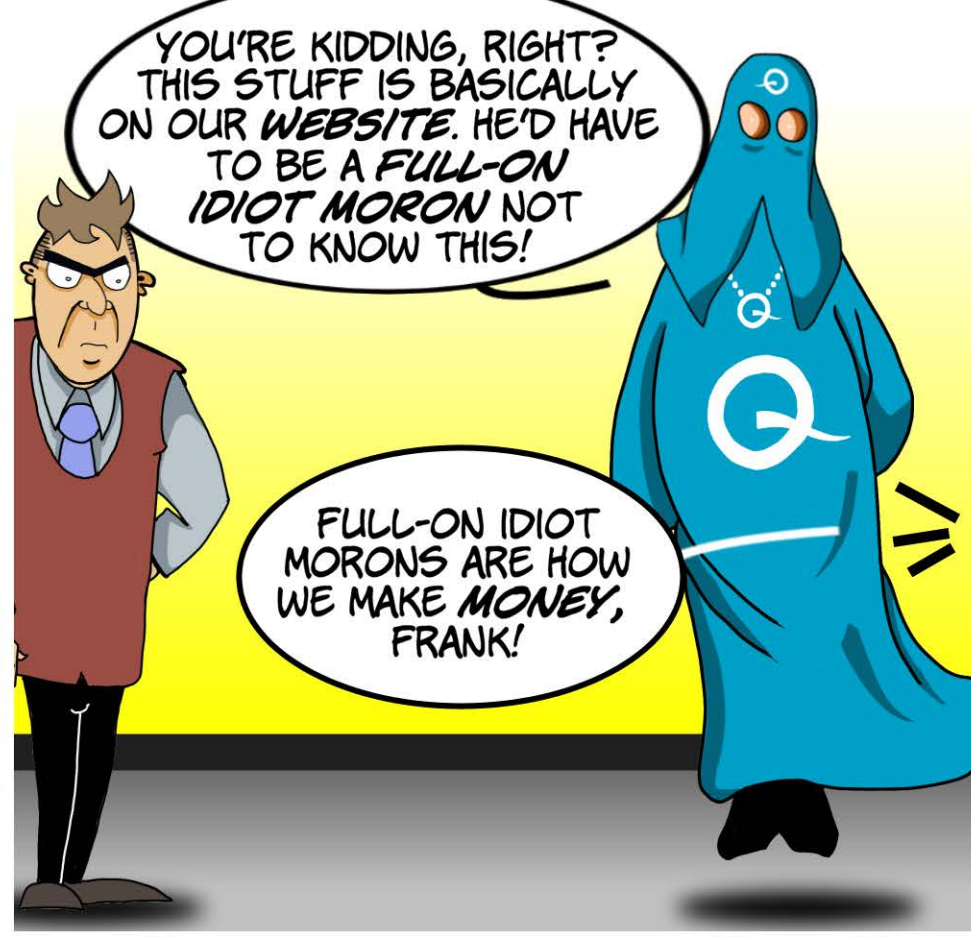
HOW ABOUT OFFERING
SERVICES TO MEMBERS
INSTEAD OF JUST **SELLING**
THEM PRODUCTS?

MAYBE LIKE LOW-COST
SUPPLEMENTAL
HEALTH INSURANCE OR
JOB PLACEMENT
SERVICES FOR
OUT-OF-WORK
QUALITY
INSPECTORS?



YEAH, THAT'S
NOT REALLY **WHAT**
WE DO. WE **RECRUIT**
MEMBERS IN ORDER TO
SELL THEM STUFF.
THEN WE USE **THOSE**
MEMBERS TO **RECRUIT**
OTHER MEMBERS, TO
SELL THEM
STUFF, TOO.

SHUT UP, FRANK!
YOU'RE REVEALING
ALL OUR **INNER**
WORKINGS!!



YOU'RE KIDDING, RIGHT?
THIS STUFF IS BASICALLY
ON OUR **WEBSITE**. HE'D HAVE
TO BE A **FULL-ON**
IDIOT MORON NOT
TO KNOW THIS!

FULL-ON IDIOT
MORONS ARE HOW
WE MAKE **MONEY**,
FRANK!

The Auditor

by CHRIS PARIS

I'M GETTING
DISILLUSIONED.
FIRST THE **ISO**
AUDITORS SEEM
UNPROFESSIONAL
& UNQUALIFIED...

UH-HUH.

...THEN I FIND
OUT I REALLY DON'T
HAVE ANYWHERE TO
TURN TO **REPORT**
PROBLEMS...

...UH-HUH.

...NOW IT SEEMS
THAT OUR ONLY
PROFESSIONAL
SOCIETY EXISTS
SOLELY TO **BILK**
MEMBERS OF OUR
PROFESSION!

...UH-HUH...

HEY, JERRY!
THIS GUY HAS AN
UNCANNY ABILITY
TO FULLY **UNDERSTAND**
THE ENTIRE **QUALITY**
PROFESSION IN
MERE **MINUTES!**

OFFER HIM A
BOARD SEAT!
I THINK **AUSTIN LIN**
QUIT TO JOIN
AMWAY OR THE
SCIENTOLOGISTS!

LISTEN, PUNK, I'M TIRED OF HEARING YOUR EXCUSES AND WHINING.

DO YOU HAVE ANY IDEA WHAT YOUR CAREER WILL LOOK LIKE IF YOU DON'T JOIN ASQ?

YOU'LL BE OSTRACIZED BY YOUR PEERS. YOU'LL BE PROHIBITED FROM ATTENDING EVENTS...

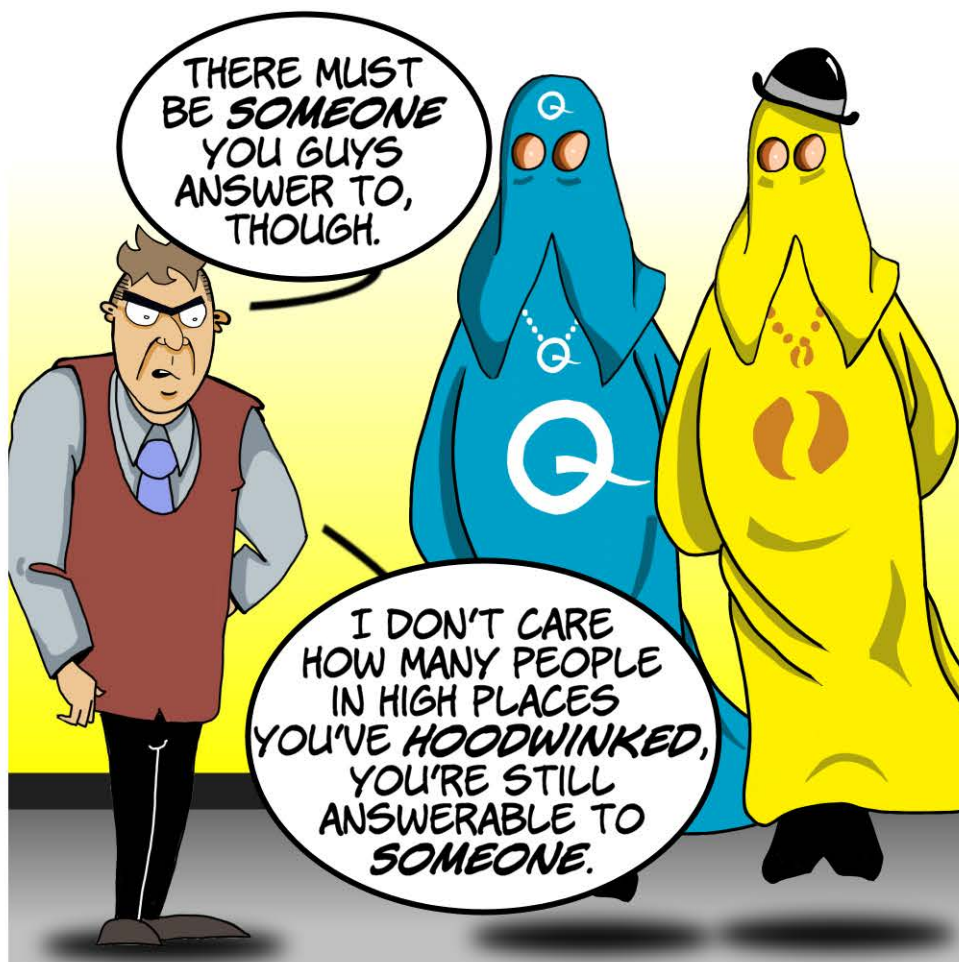
...YOU'LL BE BANNED FROM PARTICIPATING IN STANDARDS DEVELOPMENT COMMITTEES...

AND, WORSE, YOU'LL BE FORCED TO PAY FULL PRICE FOR ANY ASQ PUBLICATIONS!

UM... WHAT IF I JUST JOIN THE CQI INSTEAD?

OH, NOW YOU'VE DONE IT.

'ALLO, GLIVNAH! WOT DOES A BLOKE 'AVE TO DO TO GET YOU INTO THE CQI TODAY?



WELL, REACHING OUT TO **ASQ** AND **CQI** DIDN'T GET ME ANY CLOSER TO ANSWERS ON HOW TO DEAL WITH **BAD ISO 9001 AUDITORS**.

LET'S SEE WHAT THIS ANNUAL **ISO 9001 CONFERENCE** HAS TO OFFER.

HMM... SPEAKERS FROM **TC 176**, THE COMMITTEE THAT **CREATED** ISO 9001.

JEEZ, ALL OF THESE GUYS ARE **PRIVATE CONSULTANTS**.

SEEMS LIKE A **CONFLICT OF INTEREST** THAT WOULD ENTICE THEM TO INTENTIONALLY MAKE **ISO 9001 CONFUSING** JUST TO **SELL CONSULTING** AFTERWARDS.

SIR, THE **PSYCHIC WITCHES** IN THE **DUNGEON** SAY SOMEONE HAS **STUMBLED UPON** OUR **MASTER PLAN!**

HMM... LET'S SEE WHO **ELSE** WILL BE SPEAKING AT THIS **ISO 9001 CONFERENCE**.

... SOME **BOEING GUY** TALKING ABOUT HOW THE STANDARD WAS DEVELOPED.

... WHICH IS WEIRD, SINCE **BOEING DOESN'T EVEN USE ISO 9001 ITSELF**.

... JEEZ, ABOUT **FIFTEEN** DIFFERENT SPEAKERS ON **RISK-BASED THINKING!**

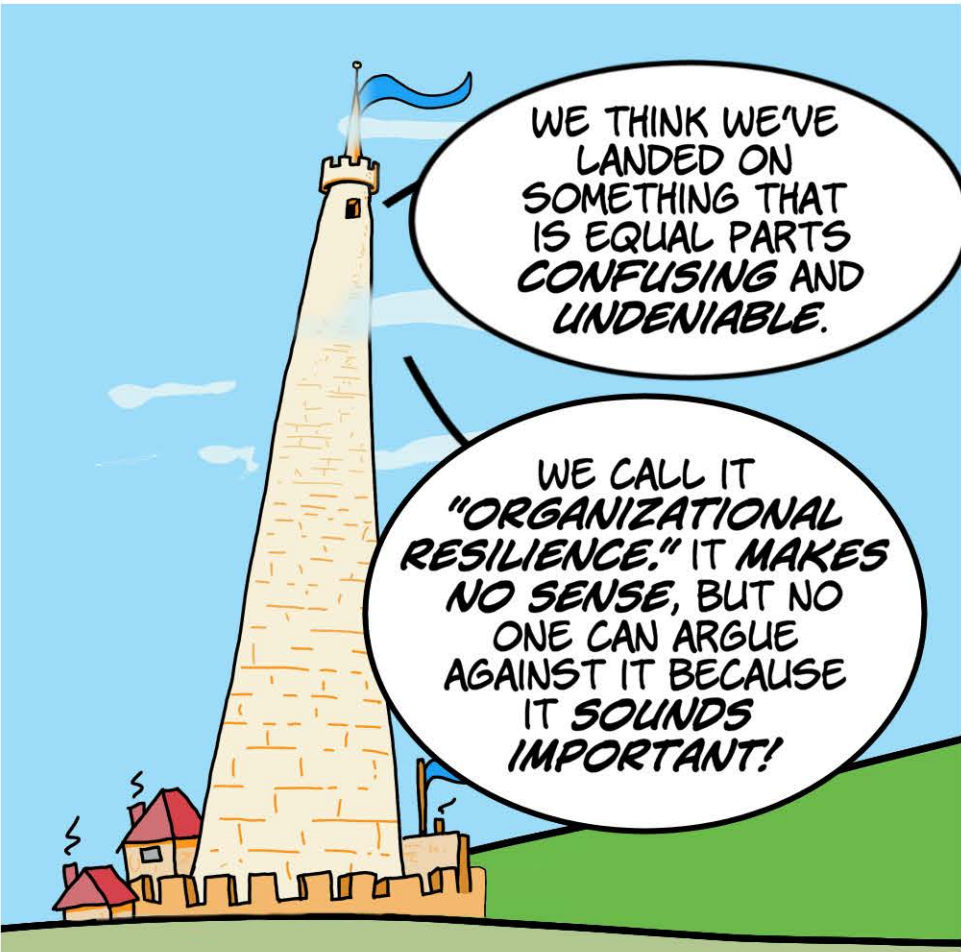
YOU'D THINK ISO WOULDN'T CREATE **CONFUSING CONCEPTS** THAT NEED SO MUCH **EXPLAINING**.

SIR, I THINK THE DEV TEAM HAS REALLY **STRUCK** ON SOMETHING THAT IS PERFECTLY **INCOMPREHENSIBLE!**

GREAT! REMEMBER, IT HAS TO MAKE **SO LITTLE SENSE**, THAT PEOPLE WILL **DOUBT THEIR SANITY** BEFORE THEY DOUBT THE **CONCEPT!**



SO, TELL ME,
WHAT'S THIS NEW
CONCEPT YOU CAME
UP WITH FOR THE
NEXT EDITION OF
ISO 9001?




WE THINK WE'VE
LANDED ON
SOMETHING THAT
IS EQUAL PARTS
CONFUSING AND
UNDENIABLE.

WE CALL IT
**"ORGANIZATIONAL
RESILIENCE."** IT MAKES
NO SENSE, BUT NO
ONE CAN ARGUE
AGAINST IT BECAUSE
IT **SOUNDS
IMPORTANT!**



WELL, GUYS,
I HATE TO TELL
YOU, BUT **BSI**
HAS BEEN SELLING
THAT FOR A
WHILE NOW.

DAMMIT! THEY
ALWAYS GET THE
JUMP ON OUR MOST
**IRRATIONAL, STUPID
IDEAS!** WE CAN'T WIN!



DON'T BE TOO
HARD ON YOURSELVES.
**"RISK-BASED
THINKING"** MAY
HAVE BEEN LIGHTNING
IN A BOTTLE FOR
US.

GOTTA ADMIT,
NIGEL CROFT
WAS ON FIRE
THAT DAY.

I THINK
TECHNICALLY
HE WAS ON
CRACK, BUT
I GET YOUR
POINT.



OK, WE'RE
TC 176, FOR
GOD'S SAKE!
WE'RE SUPPOSED
TO BE THE QUALITY
PROFESSION'S
**BEST AND
BRIGHTEST!**



LET'S **SPITBALL**.
START THROWING
OUT **BATSHIT PHRASES**
THAT WE CAN PUT
INTO THE **NEXT**
EDITION OF
ISO 9001!



THERE ARE **NO**
BAD SUGGESTIONS.
PAUL, YOU START.

"**LOGICAL
MANAGEMENT.**"

NOT BAD FOR
A FIRST TRY.
KEEP GOING.




"**MANAGERIAL
THINK-BASING!**"

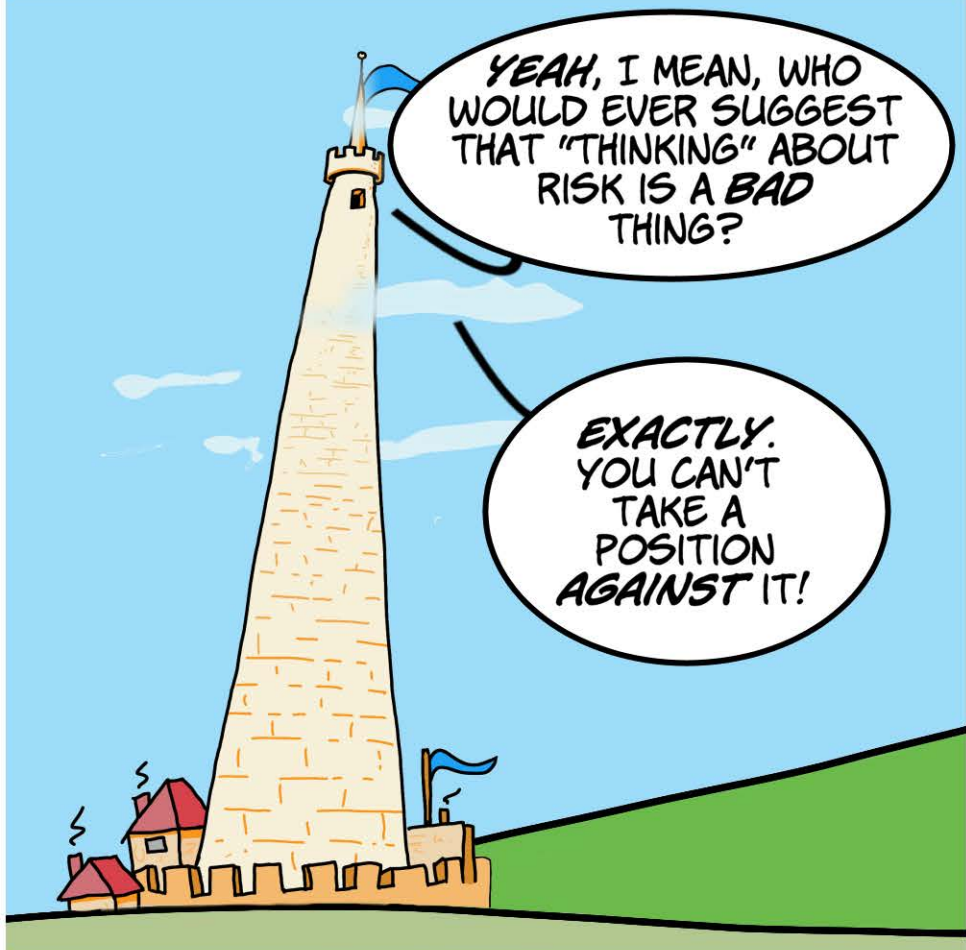
"**QUALITY
MASTURLINGERING!**"

"**BASE JUMPING
MANAGE-GAGGING!**"

OKAY, OKAY...THAT'S
ENOUGH. I THINK
YOU MIGHT HAVE
SHOT YOUR LOAD
EARLY ON THIS
ONE, PAUL.




THE BEAUTY OF
"RISK-BASED
THINKING" IS THAT IT
IS SIMULTANEOUSLY
NONSENSICAL AND
IMPOSSIBLE TO
REJECT.



YEAH, I MEAN, WHO
WOULD EVER SUGGEST
THAT "THINKING" ABOUT
RISK IS A **BAD**
THING?

EXACTLY.
YOU CAN'T
TAKE A
POSITION
AGAINST IT!



AND LUCKY FOR US,
OUR PROFESSION IS
FILLED TO THE GILL-HOLES
WITH **DUPES** WHO LOVE
TO LATCH ONTO
**MEANINGLESS
CATCHPHRASES!**

REMEMBER WHEN
WE ALL SMOKED
THAT **BAD HASH**
AND DREAMT UP
"**LEAN SIX SIGMA?**"




THOSE WERE THE
DAYS.

HEY, IF ISO REALLY
WANTS US TO COME UP
WITH A NEW **BULLSHIT
REQUIREMENT**, MAYBE
THIS TIME THEY CAN
SCORE US SOME
CRYSTAL METH!

The Auditor

by CHRIS PARIS



SIR, SOMEONE
IS AT THE **FRONT**
GATE ASKING TO
COME IN.



WHO IS IT?

I DUNNO, BUT
THEY SAID THEY
ARE A **USER** OF
ISO 9001 AND
WANT TO HAVE
SOME **INPUT** INTO
THE NEXT VERSION.

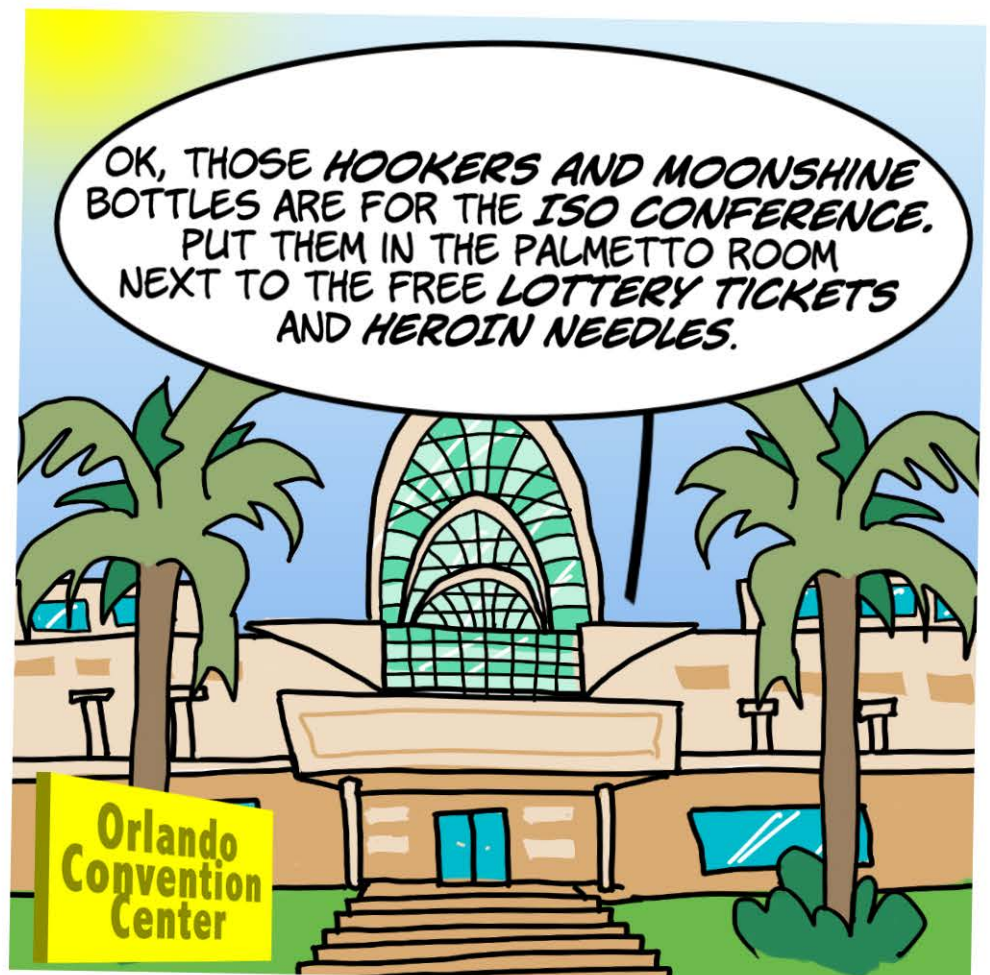
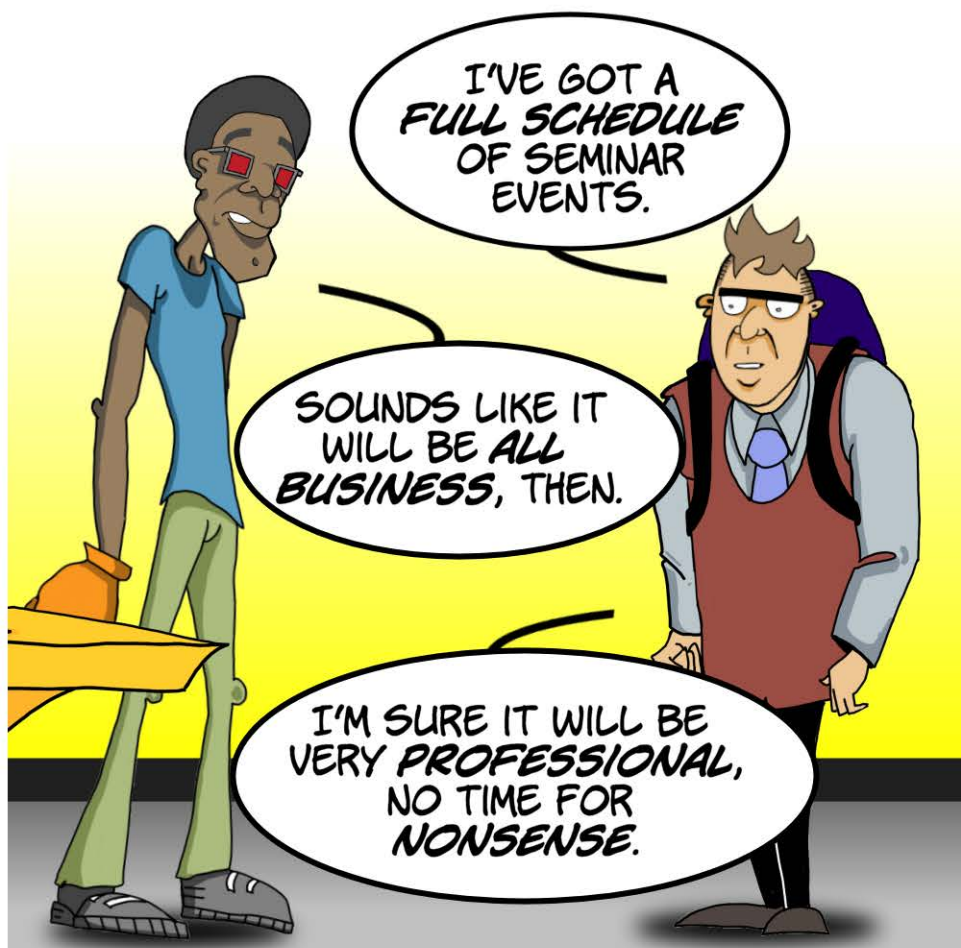


...



DO WE STILL
HAVE THOSE VATS
OF **HOT OIL** TO
REPEL SIEGES?

I'M ALREADY **AHEAD**
OF YOU, SIR. I'M
ALSO READING
THE **ARCHERS**.



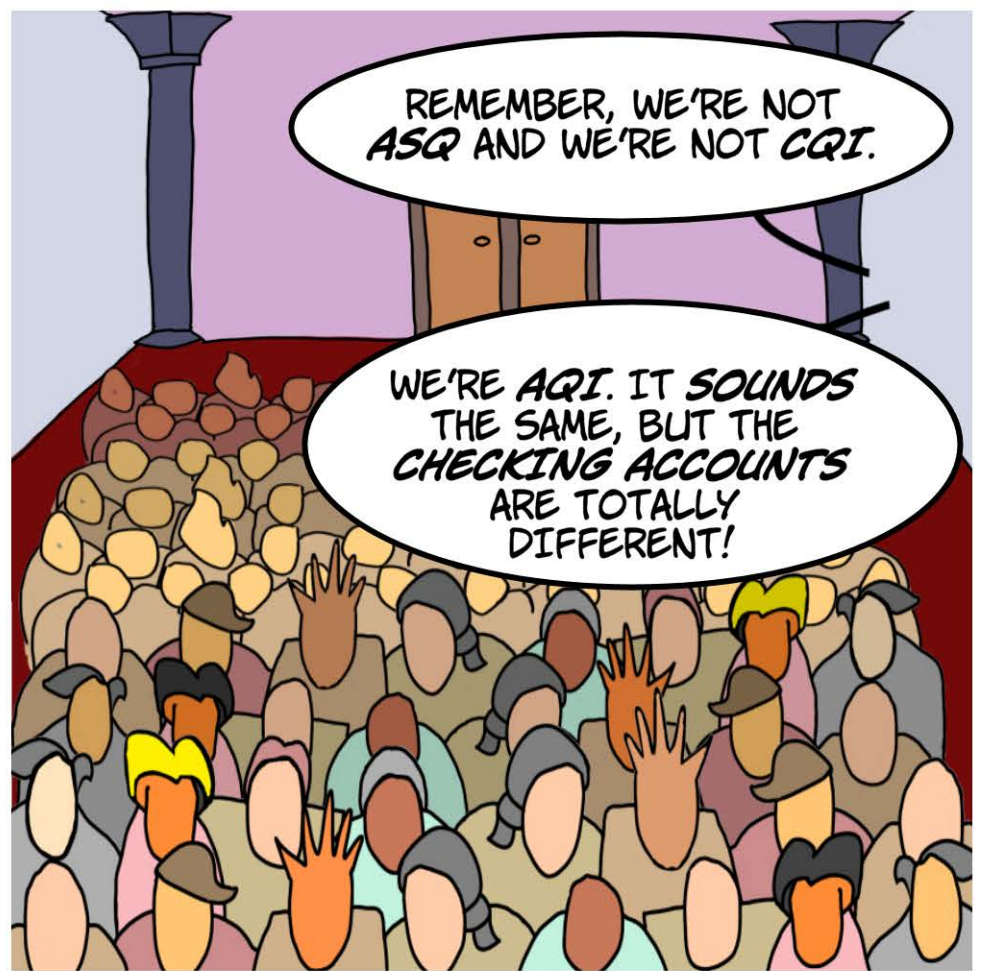


WELCOME TO THE
ANNUAL ISO 9000
CONFERENCE,
BROUGHT TO YOU
BY AQI.



REMEMBER, WE'RE NOT
ASQ AND WE'RE NOT CQI.

WE'RE AQI. IT SOUNDS
THE SAME, BUT THE
CHECKING ACCOUNTS
ARE TOTALLY
DIFFERENT!



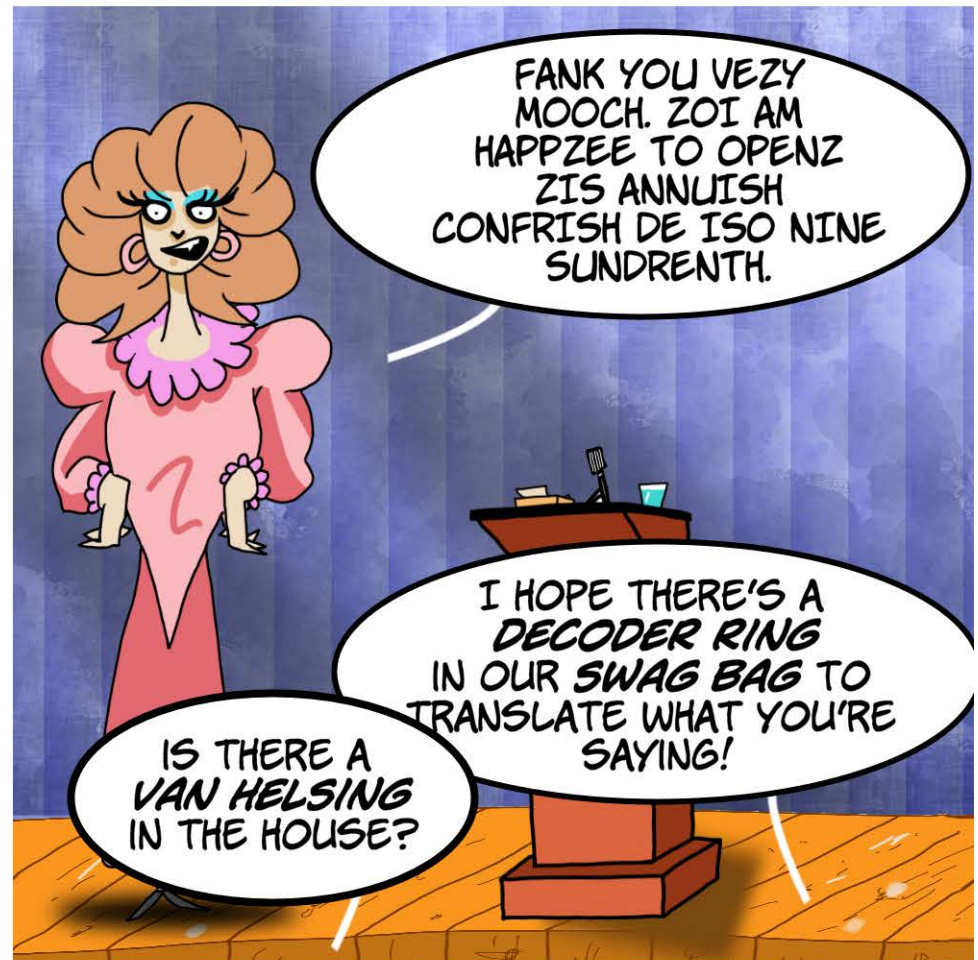
OUR OPENING REMARKS
WILL BE MADE BY OUR
FOUNDER,
VERMIN HALFENWIT!



FANK YOU VEZY
MOOCH. ZOI AM
HAPPZEE TO OPENZ
ZIS ANNUISH
CONFRISH DE ISO NINE
SUNDRENTH.

I HOPE THERE'S A
DECODER RING
IN OUR SWAG BAG TO
TRANSLATE WHAT YOU'RE
SAYING!

IS THERE A
VAN HELSING
IN THE HOUSE?



OUR KEYNOTE SPEAKER
IS **DICK HORTENSIVUS**
OF THE NETHERLANDS.



DICK IS A MEMBER
OF THE ISO JOINT TECHNICAL
GROUP THAT WROTE **ANNEX L**.

AS YOU MAY KNOW,
ANNEX L IS THE
MANDATORY TEXT
THAT ISO DEMANDS
BE INCLUDED IN
ISO 9001, AND
WHICH CAN **NEVER**
BE CHANGED.

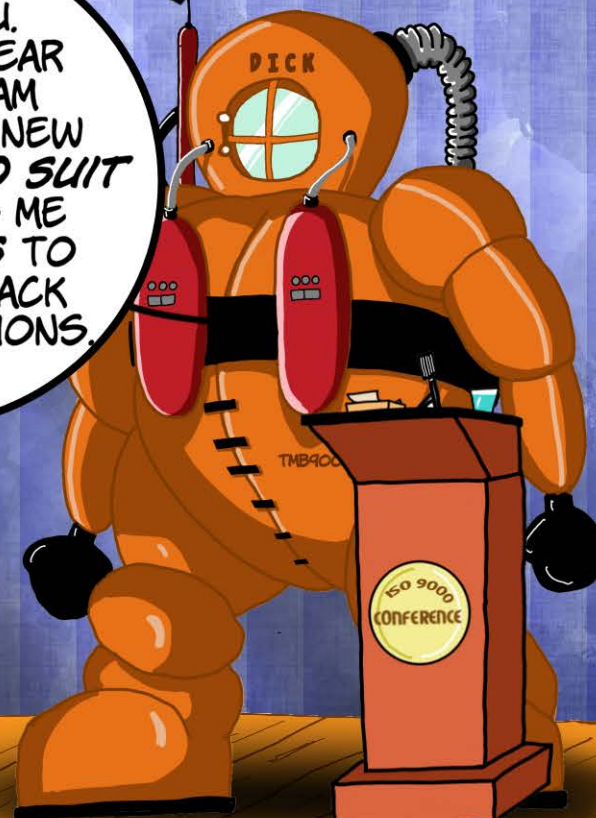


A LOT OF PEOPLE
WERE FRUSTRATED THAT
ISO AND ITS TECHNICAL
MANAGEMENT BOARD
FORCED TEXT INTO THE
ISO 9001 STANDARD
WITHOUT VOTING.

SO DICK IS HERE
TO FIELD YOUR
QUESTIONS ON THIS
CONTROVERSIAL
SUBJECT.

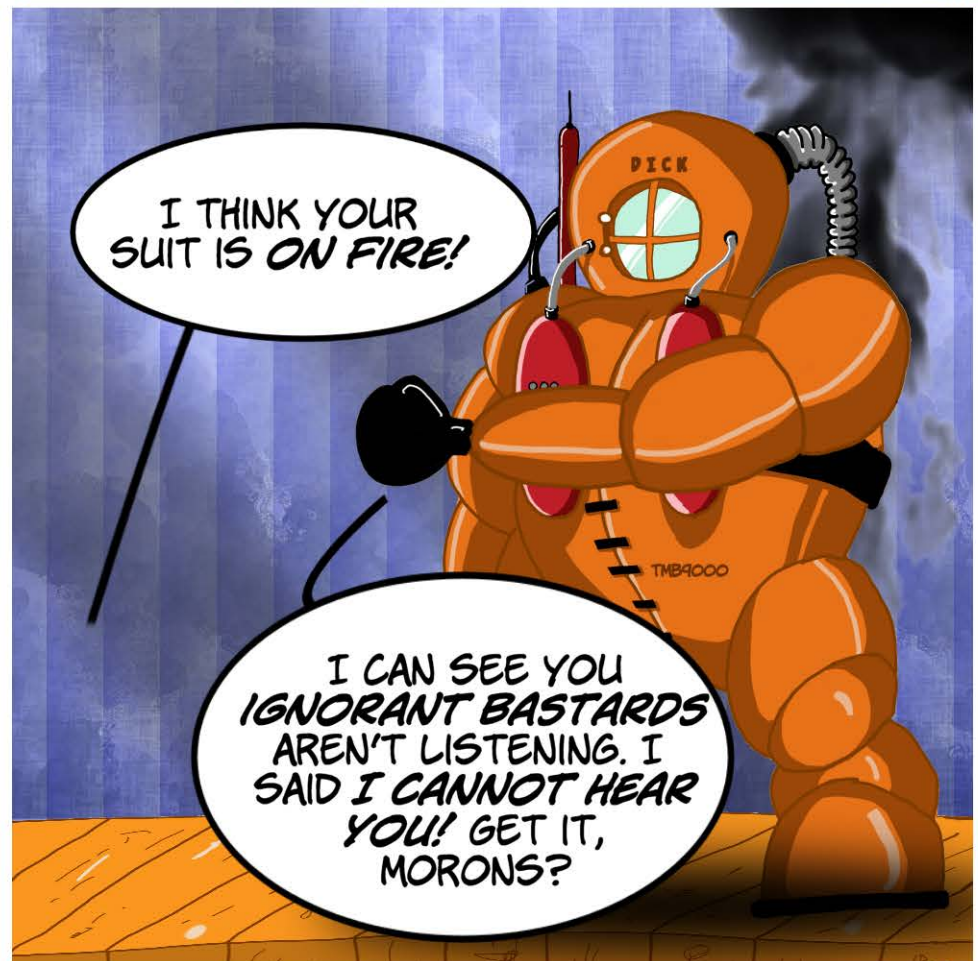
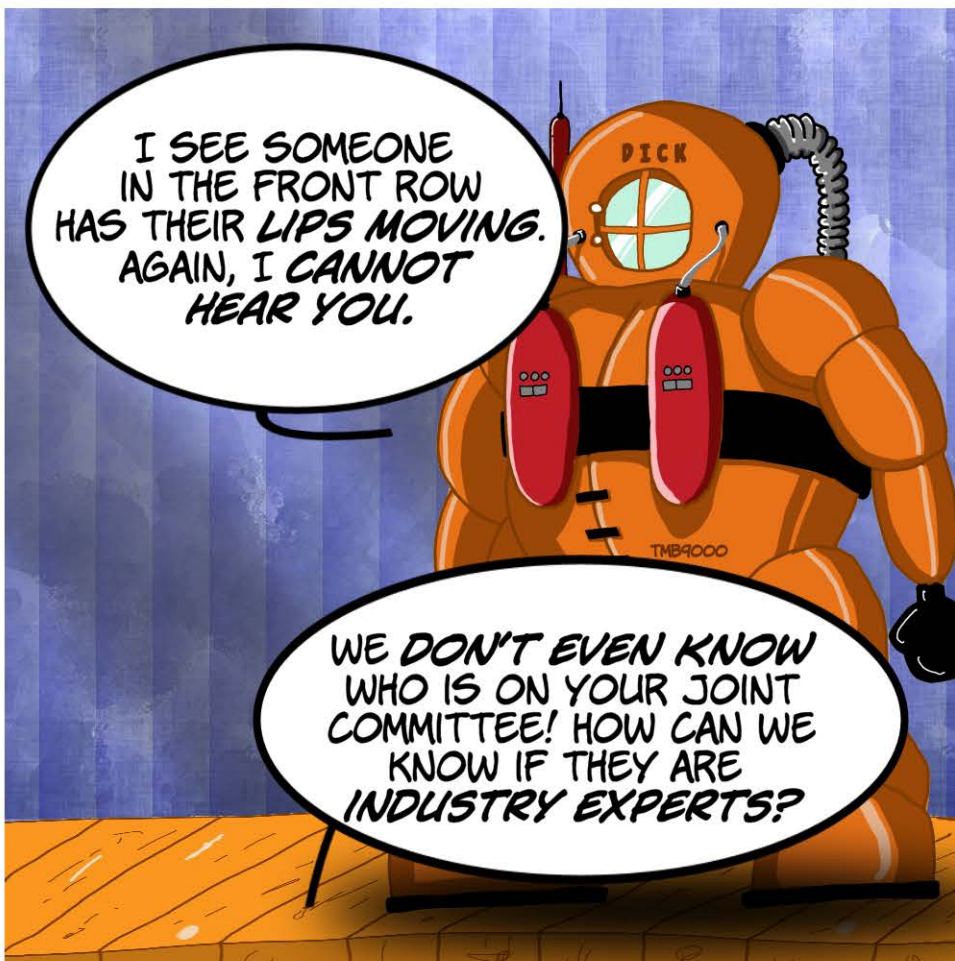
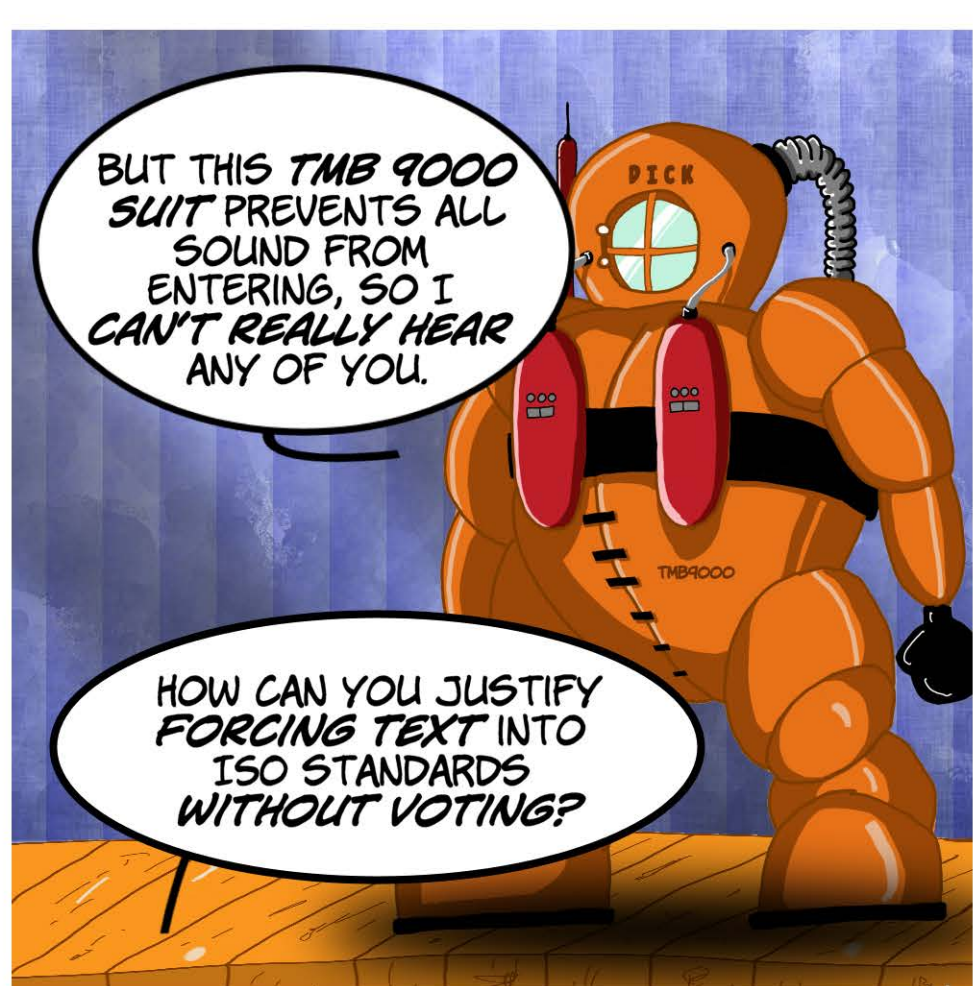
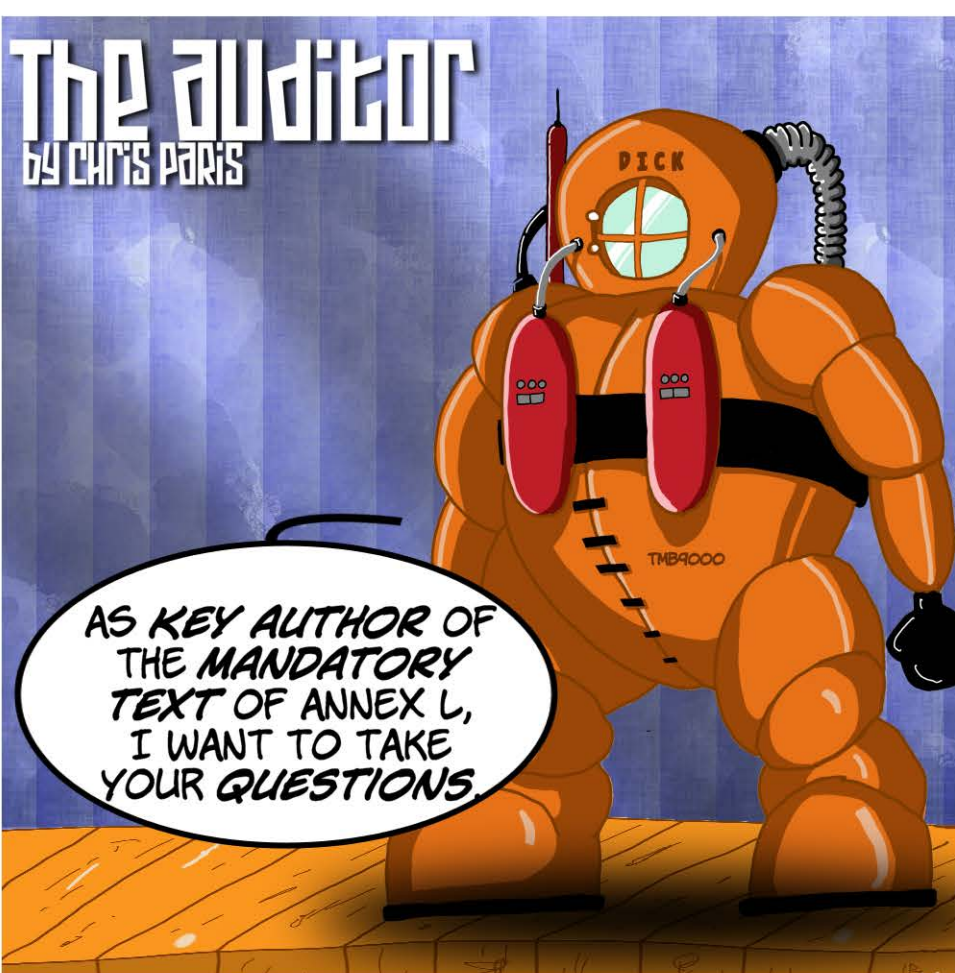


THANK YOU.
JUST TO CLEAR
THIS UP, I AM
WEARING THE NEW
ISO **TMB 9000 SUIT**
WHICH MAKES ME
IMPERVIOUS TO
USER FEEDBACK
OR SUGGESTIONS.



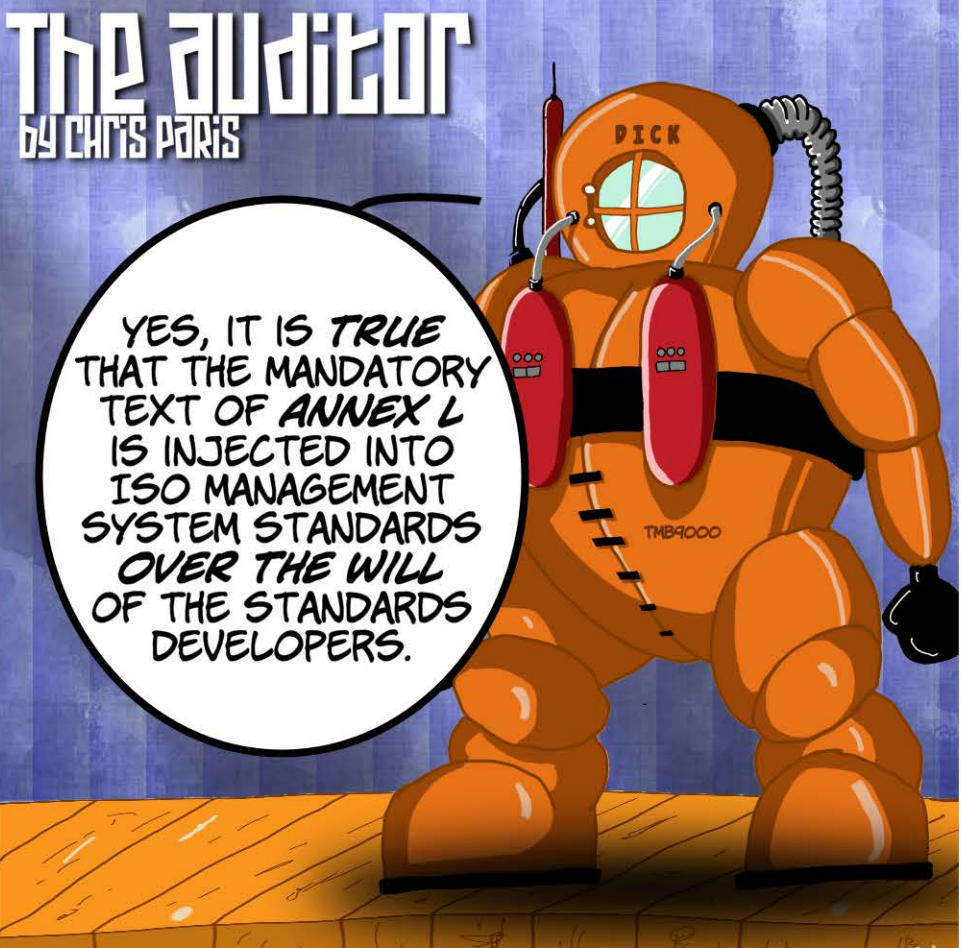
THE AUDITOR

by CHRIS PARIS



THE AUDITOR

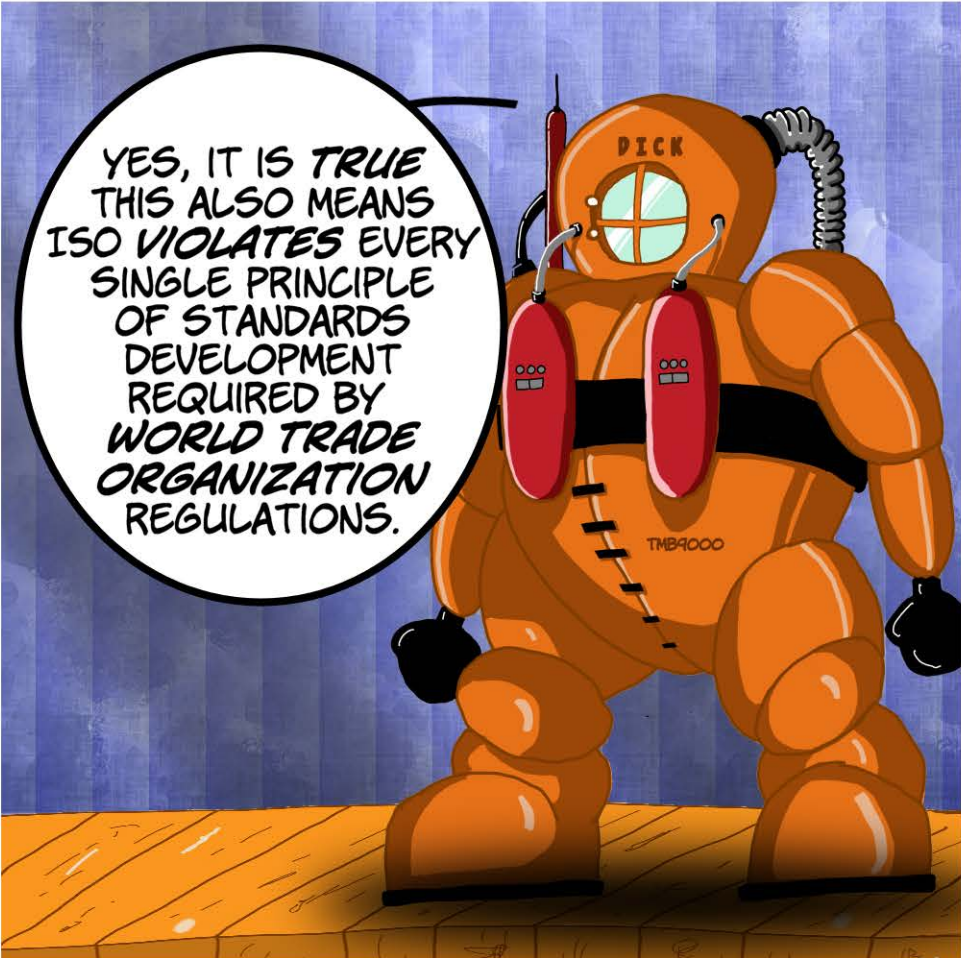
by CHRIS PARIS

A large, orange, humanoid robot with a scuba tank and a speech bubble. The robot has a green visor, a black belt, and two red rectangular devices on its chest. It is standing on a wooden floor against a blue background.

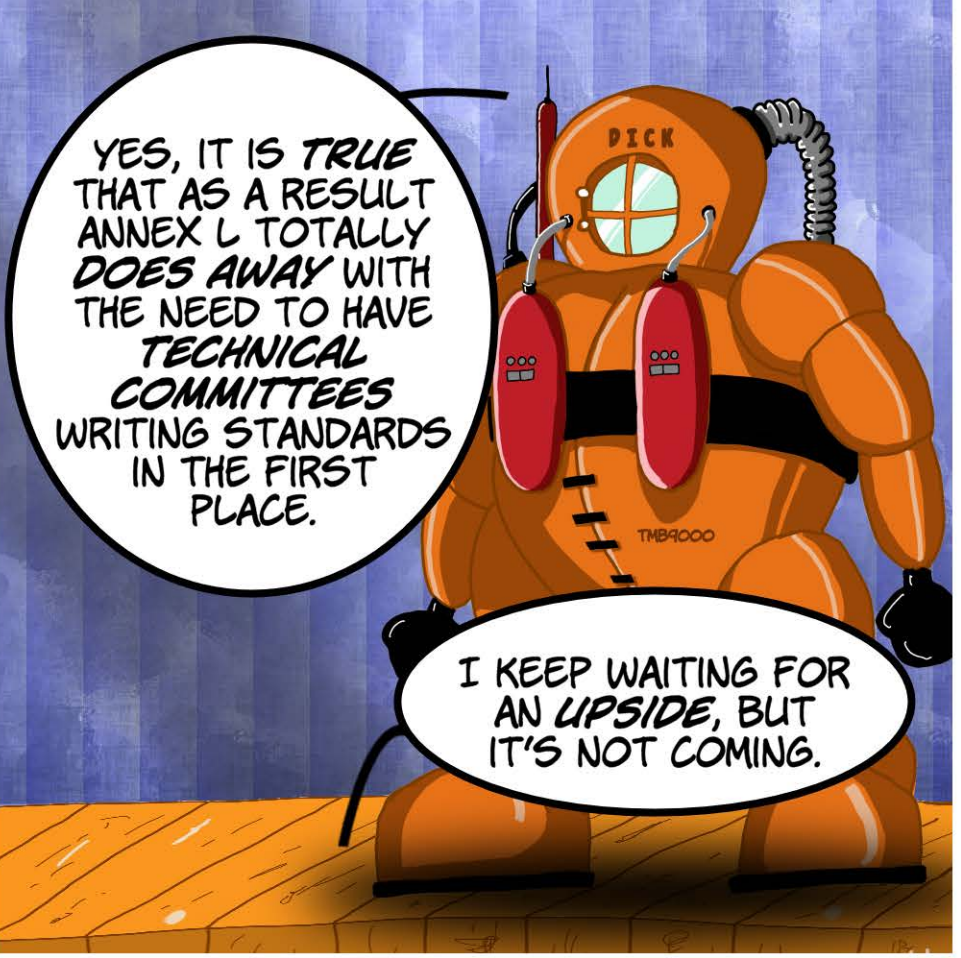
YES, IT IS *TRUE* THAT THE MANDATORY TEXT OF *ANNEX L* IS INJECTED INTO ISO MANAGEMENT SYSTEM STANDARDS *OVER THE WILL* OF THE STANDARDS DEVELOPERS.

A large, orange, humanoid robot with a scuba tank and a speech bubble. The robot has a green visor, a black belt, and two red rectangular devices on its chest. It is standing on a wooden floor against a blue background.

YES, IT IS *TRUE* THAT DOING THIS MEANS THAT ISO *ACTUALLY VIOLATES* ITS OWN RULES OF PROCEDURE ON *HOW TO DEVELOP* INTERNATIONAL STANDARDS.

A large, orange, humanoid robot with a scuba tank and a speech bubble. The robot has a green visor, a black belt, and two red rectangular devices on its chest. It is standing on a wooden floor against a blue background.

YES, IT IS *TRUE* THIS ALSO MEANS ISO *VIOLATES* EVERY SINGLE PRINCIPLE OF STANDARDS DEVELOPMENT REQUIRED BY *WORLD TRADE ORGANIZATION* REGULATIONS.

A large, orange, humanoid robot with a scuba tank and a speech bubble. The robot has a green visor, a black belt, and two red rectangular devices on its chest. It is standing on a wooden floor against a blue background.

YES, IT IS *TRUE* THAT AS A RESULT *ANNEX L* TOTALLY *DOES AWAY* WITH THE NEED TO HAVE *TECHNICAL COMMITTEES* WRITING STANDARDS IN THE FIRST PLACE.

A large, orange, humanoid robot with a scuba tank and a speech bubble. The robot has a green visor, a black belt, and two red rectangular devices on its chest. It is standing on a wooden floor against a blue background.

I KEEP WAITING FOR AN *UPSIDE*, BUT IT'S NOT COMING.

THE AUDITOR

by CHRIS PARIS

BY ALLOWING
ME AND MY
DUTCH FRIENDS
TO WRITE **ANNEX L**
TEXT, AND THEN
DENYING YOU THE
RIGHT TO VOTE
ON IT, SOUNDS
HARSH AND
UNDEMOCRATIC.

BUT WE DO
ALLOW SOME
SUFFICIENTLY
SUPPORTIVE
PEOPLE TO
PARTICIPATE AND
PROVIDE **TOTALLY**
NON-BINDING
FEEDBACK.

SOME PEOPLE
CLAIMED THAT
THIS ONLY
ENHANCES AN
ATMOSPHERE OF
TOADYISM.

THAT'S UTTER
NONSENSE!

TO PROVE IT
I'D LIKE TO PRESENT
SOME OF THE **TC 176**
CHAIRS AND MEMBERS
WHO HELPED
PARTICIPATE
IN THE
DEVELOPMENT
OF **ANNEX L.**

THE AUDITOR

by CHRIS PARIS

I CAN TELL
BY THE LOOKS
ON THE FACES OF
MANY OF YOU,
YOU AREN'T THRILLED
WITH WHAT ME AND
MY TEAM DID
REGARDING
ANNEX L.

I COULD TELL
YOU THAT I
REALLY DON'T
GIVE A **FUCK**,
BECAUSE ISO
ALREADY GAVE
ME AN "EXCELLENCE
AWARD" FOR MY
BLATANT
DISREGARD OF
YOUR OPINIONS.*

* REALLY HAPPENED

SO INSTEAD LET
ME REMIND ALL
THE **CONSULTANTS**
IN THE AUDIENCE
THAT WITHOUT MY
ABILITY TO **PULL**
CONFUSING
BULLSHIT FROM
THIN AIR, CLIENTS
WOULD HAVE NO
NEED TO **HIRE**
ANY OF YOU.

YEAH,
NOW YOU'RE
ALL ON
BOARD.

Waaaaayyyyy!!!!!!

AS SOME OF YOU
MAY KNOW, ANNEX 1 ONLY
MANDATED A CLAUSE
ON ADDRESSING
RISK.



OUR NEXT SPEAKER IS THE
LONG TIME TC 176 MEMBER
WHO "BRANDED" THAT CLAUSE
AS "RISK-BASED THINKING."

THAT **CLEVER**
DECISION ALLOWED
ISO TO **CONVINCE**
QUALITY PROFESSIONALS
ALL OVER THE WORLD
THAT THE CLAUSE ON
"RISK" ACTUALLY
HAD SOME
MEANING! *




* REALLY HAPPENED

SO LET'S PUT OUR
HANDS TOGETHER FOR
THE CHAIRMAN OF ISO'S
"BRAND INTEGRITY GROUP,"
NIGEL CROFT!

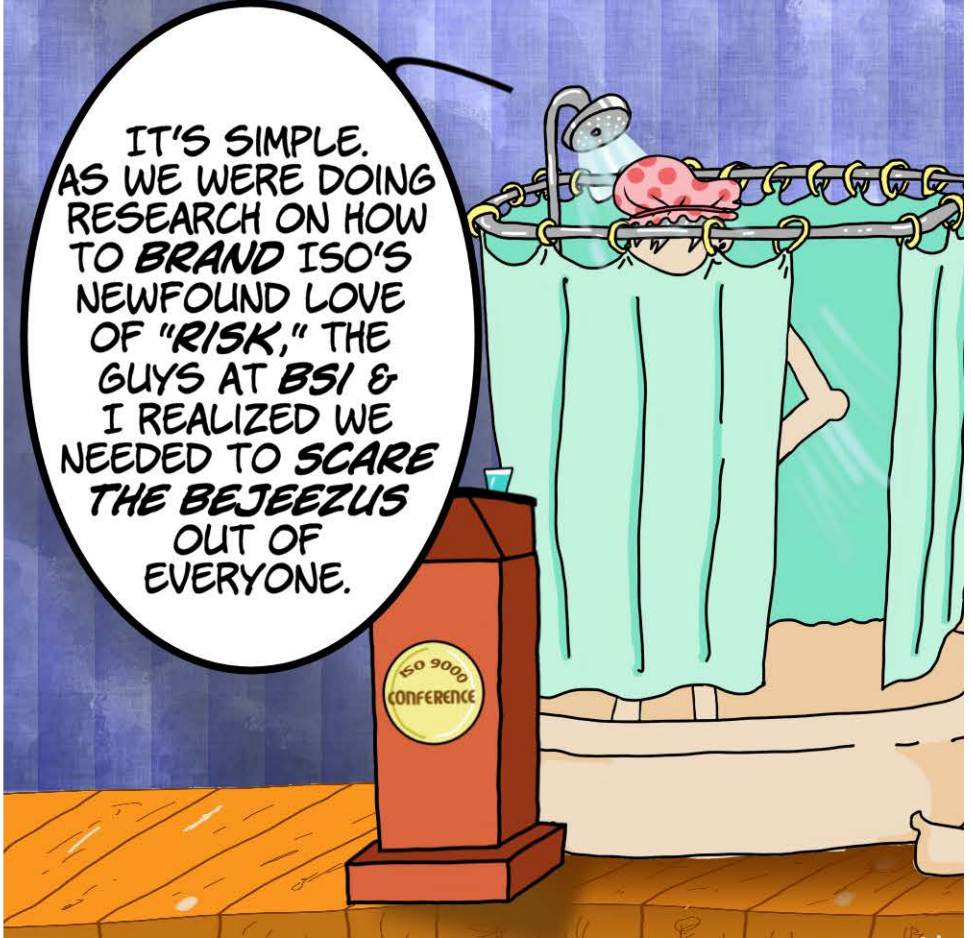


THANK YOU
VERY MUCH, I
AM **THRILLED**
TO BE HERE!






SOME OF YOU ARE PROBABLY WONDERING WHY I AM IN THE **SHOWER**.




IT'S SIMPLE. AS WE WERE DOING RESEARCH ON HOW TO **BRAND** ISO'S NEWFOUND LOVE OF "**RISK**," THE GUYS AT **BSI** & I REALIZED WE NEEDED TO **SCARE** THE **BEJEEZUS** OUT OF EVERYONE.



WE REALIZED THAT IF WE CONVINCED **EVERYONE** THAT THEY WERE AT **IMMINENT RISK** OF **DEATH** DURING EVERY MOMENT, WE COULD SELL A LOT OF **ISO 9001 STANDARDS**!

SO WE REMINDED PEOPLE THAT THEY **FACE RISK** EVERY TIME THEY **CROSS THE STREET** OR STEP OUT OF THE **SHOWER**.*



FRANKLY, I **SCARED THE SHIT** OUT OF MYSELF, SO DECIDED THE BEST WAY TO **PRACTICE** "**RISK-BASED THINKING**" IS TO **NEVER LEAVE** MY **SHOWER**!

* REALLY HAPPENED

The Auditor

by CHRIS PARIS

HI, ALEX.
WHADDYA THINK
OF THE
**ISO 9000
CONFERENCE**
SO FAR?

OH, UMM...
HI, RAY.

SO FAR IT'S BEEN
JUST A LOT OF
SALES PITCHES.

JUST WAIT UNTIL
I GIVE MY SPEECH
ON **AUDITING
TECHNIQUES.**

I'M SURE YOU'LL
GIVE EVERYONE
A LOT OF
PRACTICAL ADVICE.

YOU BET YER
SISTER'S TITS, I WILL.
IT WILL BE A
REAL BARN-BURNER.

I'M SORRY, MR.
BATTLESBEE, WE ALREADY
TOLD YOU THAT YOU
CAN'T **BURN A BARN**
IN THE HOTEL.

SHIT, THAT'S HALF MY
ACT. OH, WELL, I GUESS
I'LL JUST READ THE ISO
STANDARD ALOUD IN A
DULL MONOTONE, THEN.

HEY, RAY, WHO'S THAT **SHADOWY FIGURE** IN THE BACK, THERE?

OH, YEAH, SHE'S SOMEONE **IMPORTANT**. LET ME **INTRODUCE** YOU.

YOU KNOW THAT THE **ENTIRE** ISO AUDITING SCHEME IS OVERSEEN BY THE **INTERNATIONAL ACCREDITATION FORUM**, RIGHT?

YEAH, SURE.

THE **IAF** EXISTS TO MAKE SURE THAT ISO 9001 AUDITS ARE **TOTALLY TRUSTWORTHY, TRANSPARENT, AND FREE FROM ANY SECRECY**.

UHM... OKAY.

MEET **ELVA NILSEN**, THE HEAD OF THE IAF.

SHHHHH... DON'T SAY MY NAME OUT LOUD, YOU MORON!

THE AUDITOR

by CHRIS PARIS



SO, MS. NILSEN,
YOU HEAD UP THE IAF?

I CAN'T *CONFIRM*
OR *DENY* THAT.



UMM... OKAY. SO I READ THAT
YOU'RE FROM *CANADA*?

NEVER HEARD OF
THE PLACE. *SHHH....*
PEOPLE ARE
LISTENING....



YOU SEEM REAL *TWITCHY*.
WHY ARE YOU *COVERED*
UP LIKE THAT?

SUN ALLERGY.

I SHOULDN'T HAVE COME.
SOMEONE WILL *SEE* ME.



CAN I *GET* YOU SOMETHING?
MAYBE AN *HERBAL TEA*
OR SOME *OPIATES*?

OKAY, *THIS* SHOULD
WORK.

The Auditor

by Chris Paris

I CAME TO THIS CONFERENCE BECAUSE I'M HAVING **PROBLEMS** WITH MY **ISO 9001 AUDITOR**.

I WANTED TO SEE IF THERE ARE **RESOURCES** TO HELP IN SUCH CASES.

WHY ASK **ME** ABOUT IT?

WELL, I UNDERSTAND THE IAF **OVERSEES** ALL THE REGISTRARS AND ACCREDITATION BODIES.

I THOUGHT MAYBE YOU COULD **ADVISE** ME ON HOW TO FORMALLY FILE A **COMPLAINT**.

LISTEN, KID, FILING A COMPLAINT ISN'T LIKE **DUSTING CROPS**.

FIRST YOU HAVE TO FILE A COMPLAINT WITH YOUR **REGISTRAR**. THEN YOU HAVE TO **APPEAL** IT WITH THEM IF YOU DON'T LIKE THEIR RESPONSE.*

THEN YOU HAVE TO ESCALATE THAT TO THEIR **ACCREDITATION BODY**, THEN APPEAL IT AGAIN. THEN ESCALATE TO THE **REGIONAL ACCREDITATION GROUP**.*

I THINK I'M GONNA **HANG MYSELF**.

NOW YOU'RE BEING SENSIBLE.

*TRUE

*TRUE

THE AUDITOR

by CHRIS PARIS

AFTER YOU'VE **EXHAUSTED** ALL POSSIBLE COMPLAINTS AND APPEALS, YOU CAN **FINALLY** SEND IT TO THE IAF.

WHO DO I SEND IT TO? TO **YOU**?

TECHNICALLY, I DON'T EVEN **EXIST**. WE **SCRUBBED** ALL MENTION OF ME FROM THE IAF WEBSITE.*

SO WHO **WORKS** THERE? WHO CAN I **CONTACT**?

* TRUE

I'M NOT EVEN SURE, **MYSELF**. YOU SEE, WE NEVER **PHYSICALLY MEET** ANYMORE.

WE COMMUNICATE THROUGH **CARRIER PIGEONS, NAVAJO CODE TALKERS** OR SHADOWY THIRD PARTIES IN UNLIT **UNDERGROUND CAR PARKS**.

THAT'S **INSANE!**

FOR MY LAST BIRTHDAY I HAD TO APPLY FOR **CANADIAN TOP SECRET CLEARANCE** JUST TO OPEN SOME **BIRTHDAY CARDS**.

THE AUDITOR

by CHRIS PARIS

YOU REALLY *DON'T* WANT TO FILE A COMPLAINT AGAINST YOUR REGISTRAR, ANYWAY.

WHY *NOT*?

BECAUSE IT WILL TAKE *YEARS* TO RESOLVE, AND WE *SUSPEND* YOUR ISO 9001 CERTIFICATION IN THE MEANTIME.*

THAT DOESN'T SEEM FAIR. ISO CERTIFICATION IS SUPPOSED TO BE *TRUSTWORTHY*.

* TRUE

LISTEN, KID, YOU'RE *CUTE*. I LIKE YOU, SO I'LL TELL YOU THIS, BUT *DON'T* SPREAD IT AROUND.

YOU PAY YOUR *REGISTRAR*, THEY PAY THEIR *ACCREDITATION BODY*, AND THEN THEY PAY *US*.*

* TRUE

YOUR AUDITOR COULD *SHOOT THE PRESIDENT* ON FIFTH AVENUE, AND THE IAF WOULDN'T DO *ANYTHING*.

THIS IS ALL SO *INCREDIBLE*.

I'M NOT EVEN JOKING. *LINCOLN* GOT TAKEN OUT BY *BUREAU VERITAS* AFTER HE FOUND OUT THEY CERTIFIED SOME *SLAVE SHIPS*.

SO WHAT YOU ARE TELLING ME IS THAT IF I GET A REALLY, REALLY **BAD** ISO AUDITOR, THERE'S **NOTHING** I CAN DO.

I DIDN'T SAY THAT.

IN FACT, I DIDN'T SAY **ANYTHING**. YOU CAN'T EVEN PROVE I WAS EVER **HERE**.

WHAT IF I TAKE YOUR PHOTO WITH MY **CELL PHONE**?

WOULDN'T WORK. THIS **SHIELDED WRAP** I WEAR PREVENTS ME FROM BEING **PHOTOGRAPHED**.

MAYBE I SHOULD JUST FILE A **WHISTLEBLOWER** REPORT WITH **OXEBRIDGE**, THEN.

BLANCH!

I PROBABLY SHOULD HAVE SEEN THAT **COMING**.

THE AUDITOR

by CHRIS PARIS

HI, I'M **RED STINKAWAY**, THE PRESIDENT OF **ANAB**.

UHM, ... OK.

SO IF I HAVE A PROBLEM WITH MY ISO REGISTRAR, YOU'RE THE PEOPLE I CAN TALK TO?

YOU'RE **ADORABLE!** WELL, SURE, **TECHNICALLY**, THAT'S TRUE!

AND IN REALITY?

IN REALITY WE GET **PAID** BY YOUR REGISTRAR, NOT YOU, SO... *

SO YOU'RE **USELESS**.

ALSO, I'VE GOT **TWO BOATS**. DADDY'S GOTTA EAT.

* TRUE



The Auditor

by Chris Paris

AS YOU KNOW,
ISO 9001 AUDITORS
ARE NOT ALLOWED TO
CONSULT.

APPARENTLY SOME MORON
THOUGHT THAT WOULD LEAD
TO **CONFLICTS OF INTEREST**.

I DON'T KNOW
HOW ANY OF US ARE
SUPPOSED TO **MAKE MONEY**
IF THEY KEEP US FROM
CONSULTING.

AND WE ALL KNOW THERE'S A
SHITLOAD MORE MONEY IN
CONSULTING THAN
IN AUDITING.

SO I AM HAPPY TO ANNOUNCE
THAT MY **CB EMPLOYER**,
NRF INTERNATIONAL, IS
PUTTING ME ON THE **ISO**
CASCO COMMITTEE.

AND THE FIRST THING
I'M GONNA DO IS WORK
TO REMOVE THE **PROHIBITION**
AGAINST CONSULTING BY
AUDITORS.

YEAH,
NOW YOU'RE
ALL ON
BOARD.

Waaaaayyyyy!!!!!!

The Auditor

by CHRIS PARIS

THE ORGANIZERS OF THIS ISO 9001 CONFERENCE ALSO HOLD THE ANNUAL **LEAN SIX SIGMA** CONFERENCE NEXT WEEK.

SO I WANT TO **PREVIEW** WHAT'S COMING UP AT THAT CONFERENCE BY INTRODUCING OUT **NEXT SPEAKER**.

LET'S WELCOME **LEAN SIX SIGMA** EXPERT, **BILL THRIFTPOCKET**.

puh...puh...**puh**lease, someone just give me **food**...

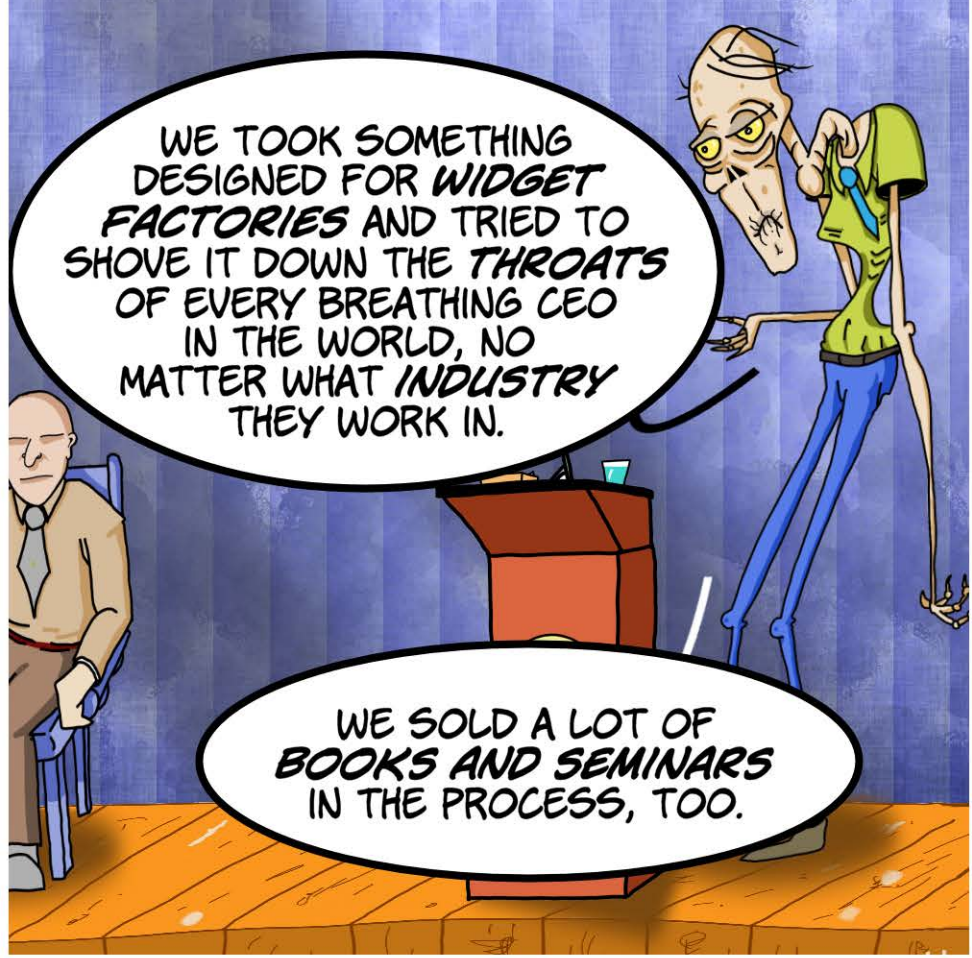
SINCE ASQ'S **FINANCIAL COLLAPSE**, AND THE FACT THAT EVERYONE PRETTY MUCH KNOWS **SIX SIGMA DOESN'T WORK**, IT'S BEEN A **TOUGH YEAR** ON BILL.

or just point me to the **garbage**, I can find something...

CAN WE **SPRAY SOME WATER** ON THIS GUY? HE SMELLS LIKE **FISH URINE**.




I WANT TO THANK **ASQ, CQI AND AQI** FOR CONTINUING TO MARKET **LEAN SIX SIGMA** TO THE WORLD EVEN THOUGH IT'S BEEN UNIVERSALLY **DEBUNKED** AS A MARKETING SCAM.

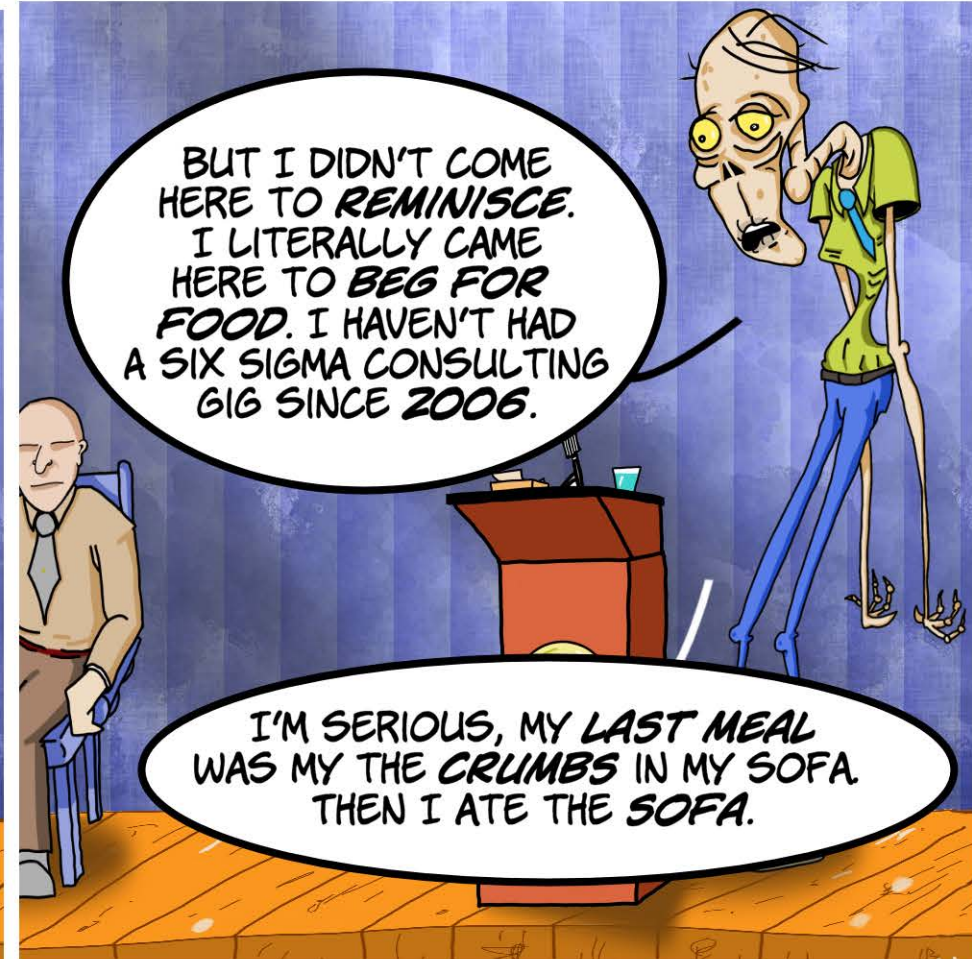


WE TOOK SOMETHING DESIGNED FOR **WIDGET FACTORIES** AND TRIED TO SHOVE IT DOWN THE **THROATS** OF EVERY BREATHING CEO IN THE WORLD, NO MATTER WHAT **INDUSTRY** THEY WORK IN.

WE SOLD A LOT OF **BOOKS AND SEMINARS** IN THE PROCESS, TOO.



IT WAS A GOOD RUN, BUT IT'S **OVER**. PEOPLE REALIZE THAT COMPANIES WHO IMPLEMENTED LEAN SIX SIGMA STILL **SUCK HORSE BALLS**.



BUT I DIDN'T COME HERE TO **REMINISCCE**. I LITERALLY CAME HERE TO **BEG FOR FOOD**. I HAVEN'T HAD A SIX SIGMA CONSULTING GIG SINCE 2006.

I'M SERIOUS, MY **LAST MEAL** WAS MY THE **CRUMBS** IN MY SOFA. THEN I ATE THE **SOFA**.

THE AUDITOR

by CHRIS PARIS

WELL, LISTENING
TO THAT **SIX SIGMA GUY**
WAS **DEPRESSING**.

LET ME TRY TO **LIGHTEN**
THE MOOD A LITTLE.

I THOUGHT YOU'D LIKE
TO HEAR ABOUT MY
LAST TRIP TO THE
ISO TC 176 PLENARY
IN **ISLA DE PUTAS**.

AS YOU PROBABLY
KNOW, ISO **LOVES**
TO HOLD THOSE
MEETINGS IN
TROPICAL LOCATIONS.

THAT'S SO WE CAN
WRITE OFF A VACATION
ON OUR **TAXES**, CALLING
IT A "BUSINESS TRIP."

>>SNORT<<

THE ISLAND WAS SELECTED
FOR ITS **INCLUSIVE**
HIRING POLICIES, ALLOWING
US TO CHOOSE FROM EITHER
UNDERAGE **TEENAGE**
GIRL PROSTITUTES, OR
SIX-YEAR-OLD LADYBOYS.

DON'T WORRY,
NONE OF US CAUGHT
THE **CLAP**. WE MADE
SURE **BUREAU VERITAS**
CERTIFIED THE QUALITY
OF THE **HOOKERS**
BEFOREHAND.

THE AUDITOR

by CHRIS PARIS

APPARENTLY, **NIGEL CROFT** HAS SOMETHING TO SAY ABOUT ISO'S SELECTION OF LOCATIONS FOR ITS PLENARY SESSIONS.

THAT'S *RIGHT*. APPARENTLY SOME PEOPLE THINK THAT TC 176 *INTENTIONALLY* SELECTS TROPICAL, *SEXY* LOCALES WITH ENDLESS FREE BOOZE.

IN TRUTH, TC 176 DOESN'T SELECT THE LOCATION AT ALL.

THE ISO HQ IN *GENEVA* INVITES *MEMBER NATIONS* TO VOLUNTEER THEIR LOCATIONS, AND THEN EACH UNDERGOES A THOROUGH REVIEW PROCESS BEFORE ISO SELECTS THE VENUE.

HOW CAN I GET THE JOB REVIEWING THE *HOOKERS*?

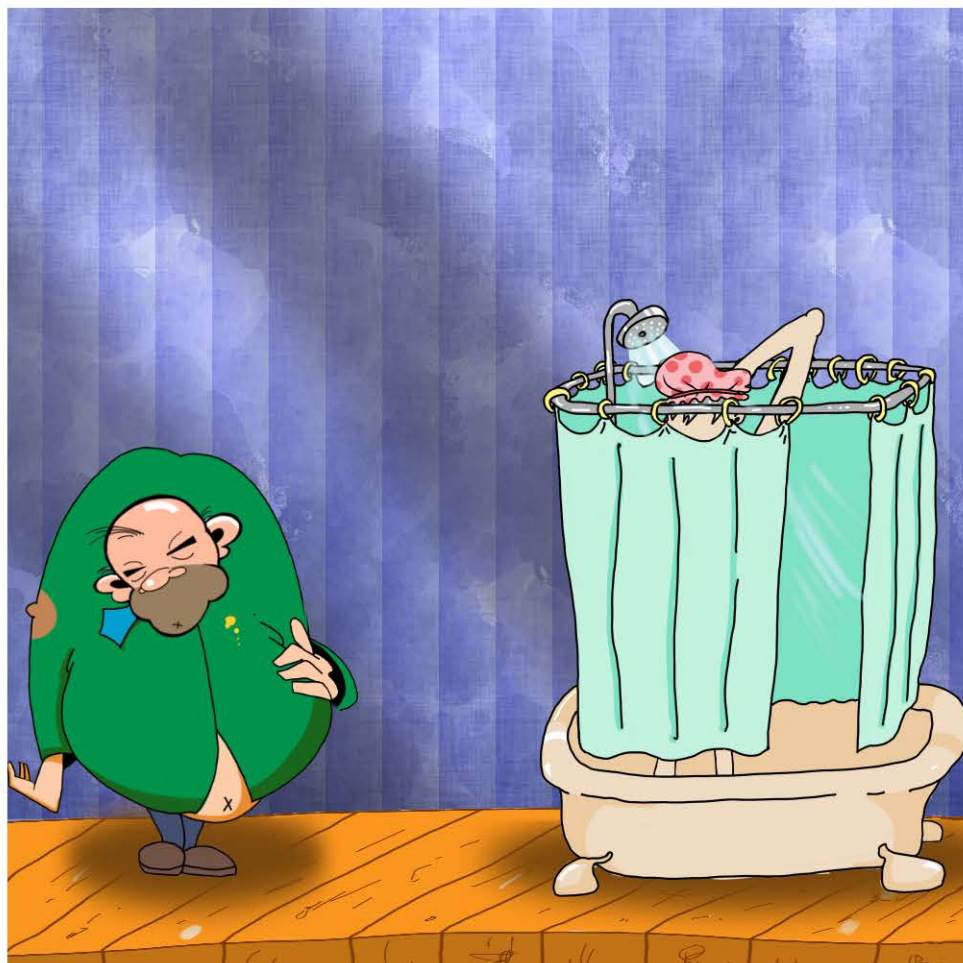
ACTUALLY, THE *TMB* IS SETTING UP A JOINT *TECHNICAL COORDINATION GROUP* TO STUDY THE FEASIBILITY OF FORMING A *HOOKER REVIEW COMMITTEE*.

COOL. I'VE ALREADY GOT *EXPERIENCE* FROM MY WORK AT THE *FAA*.

The Auditor

by CHRIS PARIS

NIGEL, CAN YOU
EXPLAIN TO THE
AUDIENCE THAT NOT
EVERY TC 176 MEETING
IS ALL FUN AND GAMES
AND FREE ALCOHOL?



I REALLY CAN'T.

I JUST THOUGHT
I'D GIVE YOU A
SHOT AT IT.

HI, I'M **NIGEL CROFT**.
I'M A KEY **TC 176**
LEADER.

UHM... OKAY.

YOU MIGHT KNOW ME AS THE
GUY WHO INVENTED THE TERM
"RISK-BASED THINKING."

YEAH, SURE.

I ALSO REPRESENT
PORTUGAL ON VARIOUS
ISO COMMITTEES.

AREN'T YOU
BRITISH?

I WAS **THROWN OUT** OF THE
COUNTRY. I ALSO INVENTED
THE TERM **"BREXIT."**

!!!

The Auditor

by CHRIS PARIS

ANYWAY, I'D LIKE
TO INVITE YOU TO
OUR NEXT TC 176
MEETING.

REALLY?

SURE. I THINK WE CAN USE
THE **PERSPECTIVE** OF AN
ACTUAL ISO 9001 **USER**.

SOUNDS GREAT.
BUT WHY **ME**?

FROM WHAT I HEAR
YOU'RE A REAL **FIRECRACKER**.
YOU'VE GOT A LOT OF
GREAT **IDEAS**.

WAIT.. **WHAT**?
NOBODY HERE
EVEN **KNOWS** ME.

LET ME **GUESS**...
I'M THE ONLY ACTUAL
USER THAT **SHOWED** UP
TO THE CONFERENCE,
RIGHT?

WELL, SURE, BUT EVEN
THE **LAST GIRL** INVITED
TO THE **PROM** CAN
STILL GET **LAID**.

The Auditor

by CHRIS PARIS

BUT TO INVITE ME TO TC 176 MEETINGS, DON'T YOU NEED THE APPROVAL OF THE US REPRESENTATIVES?

SURE.

BUT I'VE GOT **SWAY** WITH THE US TECHNICAL ADVISORY GROUP.

HOW IS THAT?

THE **US TAG** RESPECTS MY OPINION ON THESE MATTERS. WE HAVE A **SPECIAL RELATIONSHIP**.

NOW REMEMBER, GUYS JUST KEEP YOUR MOUTHS SHUT AND YOU'LL ALL GET CHEESE.

AND, **ALKA!** STOP TRYING TO EAT JACK WHILE HE'S STILL ALIVE!

ANSI
US TECHNICAL
ADVISORY GROUP
TO ISO TC 176
SEMIANNUAL
MEETING

The Auditor

by Chris Paris

HERE'S SOMEONE I'D LIKE YOU TO **MEET**. THIS IS **TIM LEE**, FROM BOEING. TIM, THIS IS ALEX MENDES.

UMM...OKAY.

PLEASD TA MEETCHA, **CHAMP**.

RAY TELLS ME YOUR COMPANY MAKES **AEROSPACE PARTS**?

YEAH.

COOL. COO-COO-COO. I **HEAD UP** THE COMMITTEE THAT WRITES THE **AS9100** STANDARD.

I'M KIND OF A **BIG DEAL** IN THE **AEROSPACE** INDUSTRY.

THE WHOLE STANDARDS INDUSTRY SEEMS TO BE **FILLED** WITH **BIG DEALS**.

SURE, BUT I'M THE **BIGGEST DEAL** IN **AEROSPACE**. I INVENTED THE **PEAR FORM**.

I THINK I **HATE** YOU **ALREADY**.

YEAH, DOESN'T MATTER, THOUGH, SINCE **BOEING** REFUSES TO **FIRE** ME. I'M THE **TOP SHIT** AND YOU'VE GOTTA **INHALE MY STINK**, **CHAMP**.

WHAT'S WITH THE WINGS?

EVERYONE IS ALWAYS CRITICIZING BOEING FOR IT'S TERRIBLE QUALITY SYSTEM.

SO I'M WEARING THIS NEW **BOEING JETPACK** TO SHOW I TRUST OUR QUALITY WITH MY VERY LIFE.

UMM... OKAY.

YOU BEEN *WEARING* THAT THING FOR LONG?

ABOUT **FORTY SECONDS**. WHY?

YOU'RE LITERALLY ON FIRE!

THESE THINGS USUALLY BLOW UP AT THE **10-SECOND** MARK, SO THIS IS A NEW **MILESTONE** FOR BOEING ENGINEERING!

SO HOW CAN **BOEING** REALLY BE TAKEN SERIOUSLY IN THE FIELD OF **QUALITY CERTIFICATIONS**...

... IF THEY DON'T ADOPT A CERTIFIED QUALITY SYSTEM OF THEIR OWN?

OUR QUALITY SYSTEMS ARE BASED ON MAINTAINING A **ROBUST SUPPLY CHAIN**, USING **SUBCONTRACTORS** OF THE HIGHEST QUALITY.

BY **FORCING** OUR SUPPLIERS TO HAVE **AS9100**, IT HELPS ASSURE **OUR OWN** QUALITY.

AND BY **OFFSHORING** MUCH OF THE WORK TO LOW-PAID **KOREAN FIRMS**, WE CAN SIMULTANEOUSLY **CUT COSTS**.

COULDN'T THAT POSSIBLY BE THE **REASON** THAT **BOEING'S** QUALITY IS SO **SUSPECT** RIGHT NOW?

NONSENSE! I'VE **OUTSOURCED** MY COFFEE AND DONUT RUNS TO THIS **KOREAN KID** FOR YEARS, AND NEVER HAD A PROBLEM!

I'M **JAPANESE** AND WAS BORN IN OHIO. HE SAID I LOOKED "**KOREAN ENOUGH**" FOR **BOEING**.




I READ THAT YOU WERE JUST A **RECEIVING INSPECTOR** WHO LANDED THE AS9100 COMMITTEE GIG.

I MEAN, SHOULDN'T YOU HAVE **MORE QUALIFICATIONS** THAN THAT?



THAT'S PRETTY **ELITIST** OF YOU. WHAT, RECEIVING INSPECTORS CAN'T HAVE **INPUT INTO AEROSPACE STANDARDS?**

SURE, BUT YOU **RUN** THE WHOLE THING. YOU LITERALLY **WRITE THE STANDARD!**



DO YOU EVEN **UNDERSTAND** CONCEPTS LIKE **HUMAN FACTORS** OR **FOD?**

WHAT'S HUMAN FACTORS?



LET ME **GUESS...** YOU DIDN'T KNOW AIRPLANES WERE MADE OF **METAL.**

WHAT'S METAL?



SO I SUPPOSE YOU
ARE TRYING TO **RECRUIT**
ME FOR THE **ASQ100**
COMMITTEE, IN ORDER TO
GET MORE **USERS**
INVOLVED?

FUCK, NO.
WE DON'T WANT
YOU ANYWHERE
NEAR THE
COMMITTEE.



I GET **MAD TAIL**
AT THE ANNUAL **RMC**
MEETINGS, AND I'M NOT
ABOUT TO SHARE THAT
WITH **ANYONE**!

WE WON'T LET
SPACEX INTO
THE MEETINGS, YOU
THINK WE'RE GONNA
LET SOME **RANDOM**
LOSER LIKE YOU?



LIKE THAT IDIOT
SALES REP FROM **DNV**
SAID, USER FEEDBACK IS
MORONIC!*

THIS IS THE **MOST**
AUTHORITY I'M EVER
GONNA GET IN MY LIFE,
AND I'LL BE **DAMNED** IF
I'M GONNA GIVE IT UP
TO SOME **NERDS**.



YOU DO KNOW THAT
PEOPLE **FLY** IN
THESE AIRPLANES,
RIGHT?

YOU DO KNOW I SAID
I GET **MAD TAIL**,
RIGHT?

* REALLY HAPPENED



MEANWHILE, AT TC 176 HQ...

THIS CORONAVIRUS
NONSENSE HAS SCREWED
UP OUR MODEL
FOR STANDARDS
DEVELOPMENT.

OUR ENTIRE PROGRAM
IS BASED ON POINTLESS
FACE-TO-FACE MEETINGS IN
TROPICAL, DISEASE-PRONE
LOCALES.

WHAT CAN WE DO ABOUT
IT, THOUGH? WE CAN'T START
HOLDING MEETINGS IN
PLACES THAT **DON'T** HAVE
BEACHES AND GOLF COURSES
AND HOOKERS IN
BIKINIS!


JACK'S RIGHT. WE'LL **NEVER**
GET ANYONE TO SHOW UP
WITHOUT THOSE **PERKS**!

GENEVA WOULD BE
HAPPY. THEY'RE **PISSED**
BECAUSE THEY SAY WE
HAVE **TOO MANY**
PEOPLE INVOLVED
ALREADY.

THEY'VE GOT A **POINT**.
WITH ANY LUCK THE
CORONAVIRUS WILL **WIPE OUT**
50% OF OUR COMMITTEE.
THESE **3-HOUR WORKDAYS**
ARE KILLING ME.

The Auditor

by Chris Paris



WELL, BECAUSE OF THE **CORONAVIRUS**, A LOT OF **STAKEHOLDERS** ARE SUGGESTING WE START HOLDING OUR STANDARDS MEETINGS **ONLINE**.



THAT SOUNDS LIKE A **GREAT IDEA!**

NO IT **ISN'T**, YOU DIMWIT! THAT WOULD ONLY **INCREASE PARTICIPATION** IN STANDARDS DEVELOPMENT. WE'D LOSE OUR **CONTROL!**



THERE MAY NOT BE ANY WAY AROUND IT. THIS **VIRUS** MEANS WE JUST CAN'T HAVE **FACE-TO-FACE MEETINGS** ANYMORE!

YOU'RE RIGHT. WE'VE GOT TO COME UP WITH A WAY TO HAVE OUR **REAL WORLD PLEASURE TRIPS** BUT DOING IT **ONLINE**.



I'VE GOT THE **SOLUTION**. WE HOLD OUR MEETINGS IN THE CAM SECTION OF **PORNHUB**.

SWEET JESUS, YOU **NAILED** IT, NIGEL! THIS IS WHY WE **LOVE** YOU!

I WONDER HOW OUR **REGISTRAR** IS DEALING WITH THE **CORONAVIRUS** OUTBREAK.

WELL, THIS SOUNDS **REASSURING!**

NQF International is committed to the safety of its employees as well as ensuring your ongoing ISO 9001 certification.

We are diligently working to plan and implement mitigation protocols to ensure we can provide continued service to all our clients during this difficult period.

SOUNDS LIKE THEY TOOK **RISK-BASED THINKING** TO HEART!

MEANWHILE, AT NQF HQ...


GESUNDHEIT.




YOU DON'T LOOK SO GOOD, RAY.



I'M FINE, JUST CAUGHT A **BUG** DURING MY **RISK-BASED THINKING** SEMINAR FOR ASQ.



WE DID THAT SIX SIGMA EXPERIMENT WHERE EVERYONE **BLOWS THEIR NOSE** AND COUNTS THE **DIRTY TISSUES** AFTERWARD.




YOU THINK MAYBE THAT'S WHY YOU GOT **SICK**?

NAH, CAN'T BE. I **LICKED** MY FINGERS CLEAN AFTERWARDS.



I THINK YOU MIGHT HAVE CONTRACTED THE CORONAVIRUS, RAY.

MAYBE YOU SHOULD GO SEE A DOCTOR AND GET TESTED.



THAT'S RIDICULOUS. THE CORONAVIRUS IS A HOAX INVENTED BY THE CHINESE TO UNDERMINE OUR LIBERTY.



AAAAH-CHOOOOO!!!



YEAH. YOU NEED TO GET TESTED.

NQF MANAGEMENT SAYS I CAN'T GO OUT AUDITING WHILE I AM **SICK**, SO I GUESS I NEED TO LEARN ABOUT **REMOTE AUDITING**.

HI. THIS IS RAY, YOUR ISO 9001 AUDITOR.

GREAT, WHY DON'T YOU FIRE UP GOTOMEETING AND WE CAN START SHARING FILES?

OK BUT I'M NOT GOOD WITH COMPUTERS SO I HAVE TO FIGURE OUT HOW TO SEND THIS FILE.

NO WORRIES.

I'M PRETTY SURE THAT'S YOUR ASS, NOT YOUR AUDIT SCHEDULE.

[illegible]

I CAN'T SEE A DAMN
THING ON THAT.
READ IT TO ME.

WAIT... WHAT??



READ ME YOUR TRAINING MATRIX.

**SERIOUSLY?
I CAN'T READ AN
EXCEL SPREADSHEET!**



**SURE YOU CAN, AND
WHEN YOU'RE DONE I
NEED YOU TO READ ME
YOUR ENTIRE ERP
DATABASE.**

ERIC HAS LEFT THE CHAT.





RAY, A CLIENT JUST
FILED A **COMPLAINT**.

YOU'D BETTER GET DOWN
TO THE **ADMINISTRATOR'S**
OFFICE.



RAY BATTLESBEE, WE'VE
RECEIVED A **COMPLAINT** FROM
A CLIENT WHO ALLEGES YOU
SHOWED A PHOTO OF YOUR
BUTTOCKS DURING A
REMOTE ISO 9001 **AUDIT**.

I HAD **TECHNICAL**
DIFFICULTIES.



YOU HAD **TECHNICAL**
DIFFICULTIES WITH YOUR
REMOTE AUDITING SETUP,
OR WITH YOUR **BUTTOCKS**?

BOTH, ACTUALLY.
I'M BASICALLY A **VOLCANO**
SPEWING FROM ALL
ENDS.



FORTUNATELY, AS AN ISO
9001 **CERTIFICATION BODY**
WE HAVE **PROCEDURES** ON
HOW TO HANDLE
CUSTOMER COMPLAINTS.

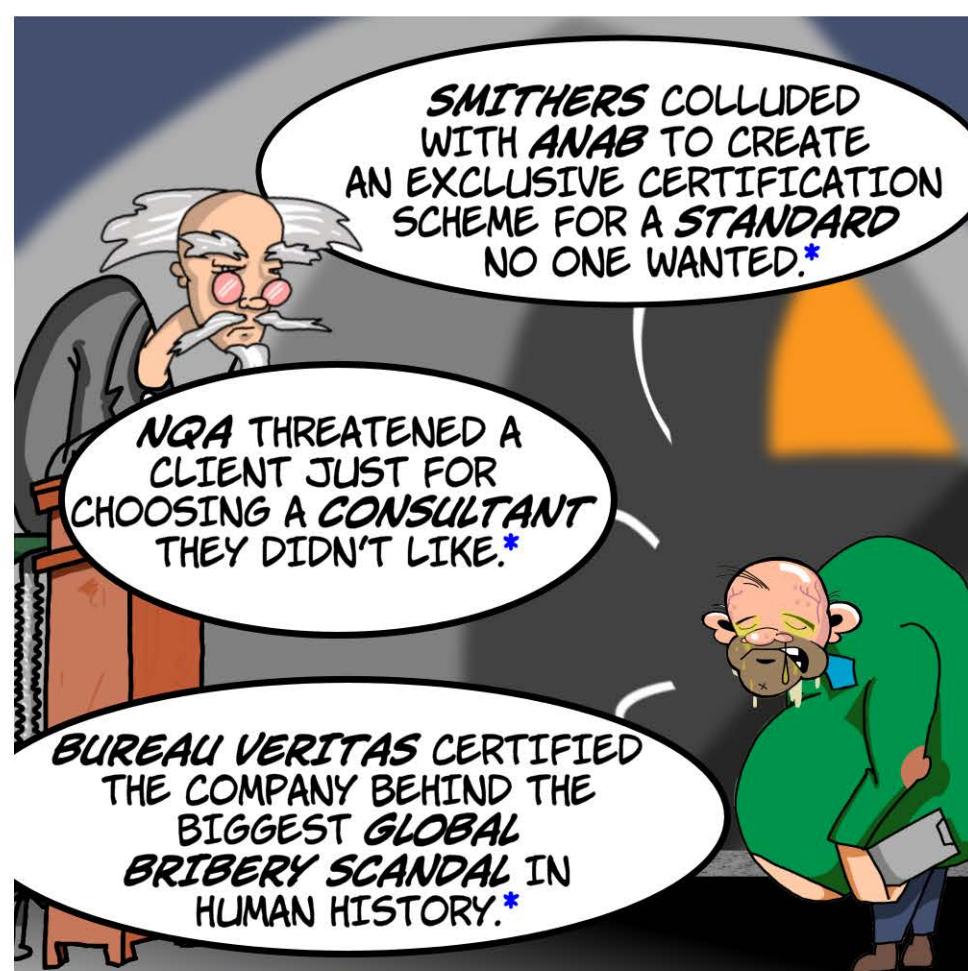
I'LL GO GET
THE **SHREDDER**.

THE AUDITOR

by CHRIS PARIS



* REALLY HAPPENED



* REALLY HAPPENED



* REALLY HAPPENED



THE AUDITOR

by CHRIS PARIS



GOOD NEWS, RAY.
I HEARD THE EXECUTIVE
COMMITTEE *CLEARED YOU*
OF *INDECENCY* DURING
THAT *REMOTE AUDIT*.

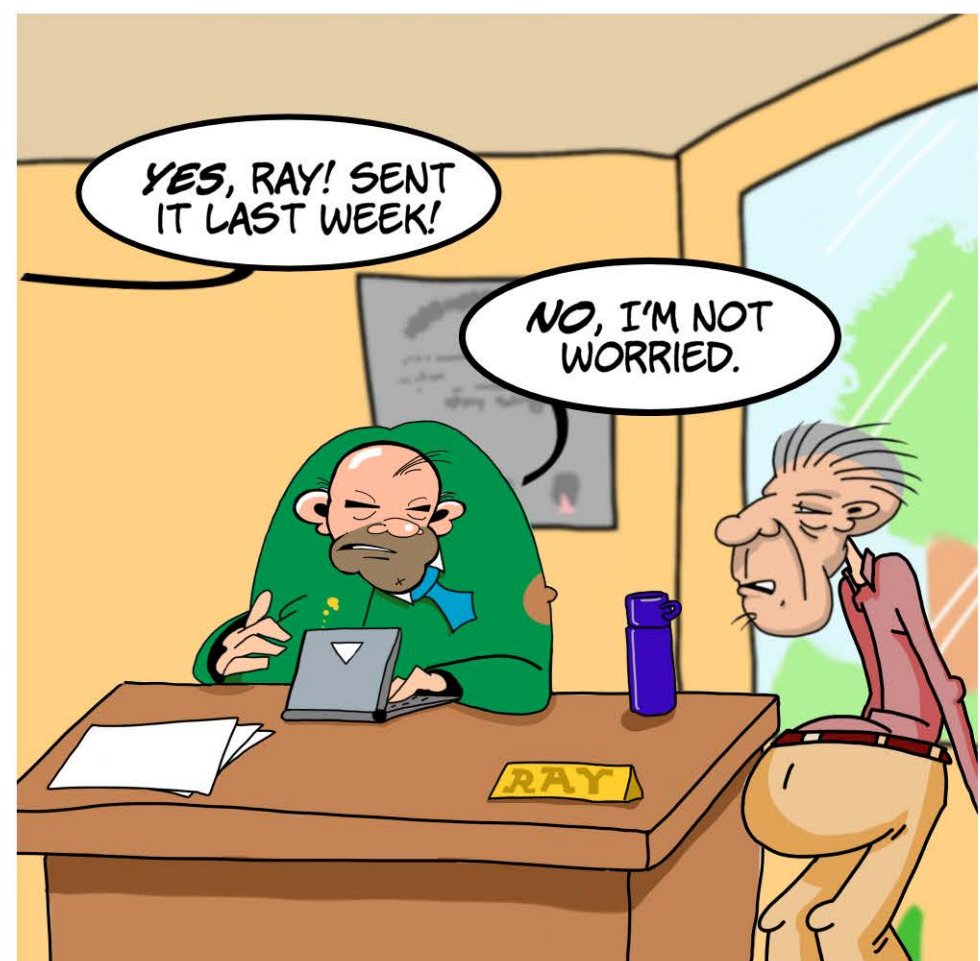
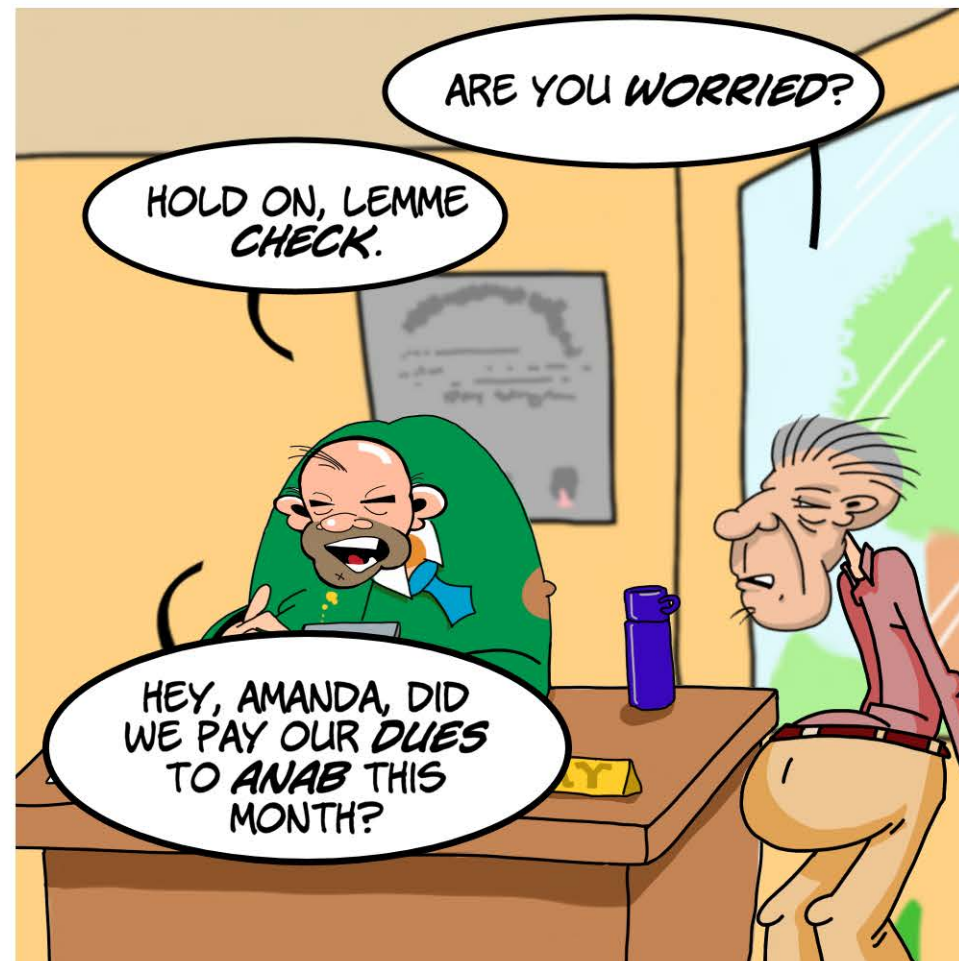
YEAH, THEY SAID THE CLIENT
FAILED TO PROVE IT WAS
MY ASS IN THE PHOTO.

IN FACT, THEY SAID THE
CLIENT *FAILED* TO PROVE
IT WAS *EVEN AN ASS*.

THEY SAID IT COULD
HAVE ACTUALLY BEEN A PHOTO
OF A *50-POUND SACK OF*
MOLDY POTATOES.

THAT'S ONE OF THE
BENEFITS OF BEING
OUR AGE, RAY. OUR
BODIES LOOK LIKE
OLD VEGETABLES.

THE BOARD ALSO RULED
THAT NOT ONLY AM I *NOT* GETTING
ARRESTED, I NOW QUALIFY AS A
FOOD SAFETY INSPECTOR.



WE ARE HERE TODAY TO INVESTIGATE A COMPLAINT FILED AGAINST NQF.



OH, IT'S A JUICY ONE. APPARENTLY AN AUDITOR EXPOSED HIMSELF DURING A REMOTE WEBCAM AUDIT.



WHAT'S IT ABOUT?

OH THAT IS A GOOD ONE!

OK BEFORE WE GET TOO EXCITED, LET'S REMEMBER THAT ANAB HAS A SOLEMN RESPONSIBILITY TO PROCESS THIS COMPLAINT WITH ALL DUE CARE.



YOU'RE SUCKING ALL THE FUN OUT OF IT

WE'RE ANAB. WE'RE NOT HERE TO HAVE FUN, WE'RE HERE TO MAKE OBSCENE AMOUNTS OF MONEY.



THE AUDITOR

by CHRIS PARIS

SO THIS AUDITOR -- RAY BATTLESBEE -- SHOWED HIS ASS DURING AN ISO 9001 AUDIT.

IS THERE ANY EVIDENCE?

THEY HAVE THE FULL CHAT TRANSCRIPT AND THE PHOTO. IT'S OPEN AND SHUT.

THIS IS **BAD**. HOW ARE WE GOING TO **CLEAR** THE REGISTRAR, THEN?

WE'RE NOT HERE TO "**CLEAR THE REGISTRAR.**" WE HAVE TO DO **DUE DILIGENCE** AND ENSURE THE **TRUST** OF ALL ISO 9001 CERTIFICATIONS!

HEH, YEAH, I KNOW. SORRY, COULDN'T **RESIST.**

YOU ALMOST SOUNDED **SERIOUS** THERE, FOR A SECOND!

THE AUDITOR

by CHRIS PARIS

OK, SO LET'S CHECK THE
OFFICIAL ANAB COMPLAINTS
HANDLING PROCEDURE.

YES, THAT SHOULD
GUIDE US ON HOW
TO RESPOND TO THIS
VERY SERIOUS
ISSUE.

NEVER GONNA GIVE YOU UP
NEVER GONNA LET YOU DOWN
NEVER GONNA RUN AROUND AND DESERT YOU
NEVER GONNA MAKE YOU CRY
NEVER GONNA SAY GOODBYE
NEVER GONNA TELL A LIE AND HURT YOU

THOSE ARE THE LYRICS
TO THAT RICK ASTLEY SONG.
I THINK OUR OFFICIAL
PROCEDURE HAS BEEN
RICK-ROLLED.

NO, THIS PROCEDURE
WAS REVIEWED AND
ACCREDITED BY ANSI'S
ANNE CALDAS. IT'S
OFFICIAL.

OH, WAIT, HERE'S A COVER LETTER.
IT SAYS ANSI REPLACED OUR ORIGINAL
TEXT WITH THIS ONE IN ORDER TO
ADOPT RICK-BASED THINKING.

SHE COULDN'T BE
THAT STUPID,
COULD SHE?

PROBABLY. I HEAR
CALDAS USES
SHOELACES TO TALK
TO GRAPEFRUIT.

ALRIGHT, I FOUND A MORE RECENT PROCEDURE ON HANDLING COMPLAINTS.

GREAT. WHAT DOES IT SAY?

Step one: reframe the original complaint into something that ANAB can more easily address.

Step two. Develop a vague plan on how to address the reframed issue. Refer to confidentiality rules in order to avoid having to disclose any actual facts.

THIS IS GENIUS.

Example: a customer complains that an auditor from an ANAB-accredited body took bribes.

Reframe the issue by saying bribes are bad, and so it potato famine. Then, report to the customer that ANAB has solved the potato famine crisis. Cite "confidentiality" if customer asks how.

WOW. WE CAN MAKE THIS WORK AFTER ALL.

WHO WROTE THIS PROCEDURE? IT'S GOLDEN!

AN OLD ANAB GUY NAMED HARRY LEMONS. APPARENTLY HE DIED SHORTLY AFTER IN A POTATO FAMINE.

I HEARD ANAB **CLEARED** YOU IN THAT **COMPLAINT** THE CLIENT FILED.

YEAH, I DIDN'T EVEN GET A **WARNING**.
HAPPY DAYS.

HOW DID YOU **PULL** IF OFF?

I **DUNNO**. ANAB WROTE SOMETHING ABOUT ME SOLVING A **POTATO FAMINE**.

YOU MUST BE **RELIEVED**.
HAVING A **COMPLAINT** ON YOUR RECORD IS NEVER GOOD.

I'M NOT OUT OF THE WOODS **YET**. I HEAR THE CLIENT **ESCALATED** THE COMPLAINT TO THE **IAF** REGIONAL BODY.

WE ARE HERE TODAY TO INVESTIGATE A COMPLAINT AGAINST **ANAB**.

WHAT'S IT ABOUT?

I **DUNNO**. SOMETHING ABOUT A **POTATO FAMINE**.

SO WHAT HAPPENED WITH THE COMPLAINT FILED AGAINST ANAB?

THE CUSTOMER SAID ANAB DID A **HALF-ASSED JOB** INVESTIGATING ME.

WELL, TECHNICALLY THAT'S TRUE.

SURE, BUT THE STUPID CLIENTS DON'T KNOW WE PAY ANAB A **FULL RATE** FOR **HALF-ASSED JOBS**.

SO WHAT HAPPENS NOW?

WELL IT ALREADY GOT **ESCALATED** TO THE INTER-AMERICAN ACCREDITATION COOPERATION. THEY **CLEARED ME**, TOO.

THE CLIENT IS **STILL** PISSED OFF, SO THEY ESCALATED IT TO THE **INTERNATIONAL ACCREDITATION FORUM**.

MEANWHILE, AT THE IAF...

ELVA! THAT **CREEPY RED PHONE** IS RINGING AGAIN!

DON'T ANSWER IT! I'VE TOLD YOU A MILLION TIMES, **DON'T EVER ANSWER THE RED PHONE!**

BRRRINNNGGG!!

The Auditor

by Chris Paris

AT THE OFFICES OF THE
IAF, THE COMPLAINTS
HOTLINE PHONE IS RINGING...

BRRRINNNGGG!!



BRRRINNNGGG!!



BRRRINNNGGG!!



ELVA!! FOR FUCK'S
SAKE, ANSWER THE
FUCKING PHONE!

BRRRINNNGGG!!



WE TALKED ABOUT THIS,
ELMER! IF YOU TOUCH THAT
GODDAMN PHONE I WILL LOCK YOU IN
THE BASEMENT!

The Auditor

by CHRIS PARIS

MEANWHILE, AT THE IAF...

BRRRINNNNGGG!!



BRRRINNNNGGG!!



BRRRINNNNGGG!!



BRRRINNNNGGG!!



The Auditor

by CHRIS PARIS

FOUR MONTHS LATER ...

BRRRINNNNGGG!!

BRRRINNNNGGG!!

BRRRINNNNGGG!!

BRRRINNNNGGG!!

The Auditor

by CHRIS PARIS






WELL, HERE WE
GO AGAIN.

AN ISO 9001
SURVEILLANCE AUDIT
AND HERE COME
RAY BATTLESBEE,
WORST AUDITOR IN
THE WORLD.



HE SAID HE'S BRINGING
AN ANAB WITNESS
AUDITOR THIS TIME,
TOO.

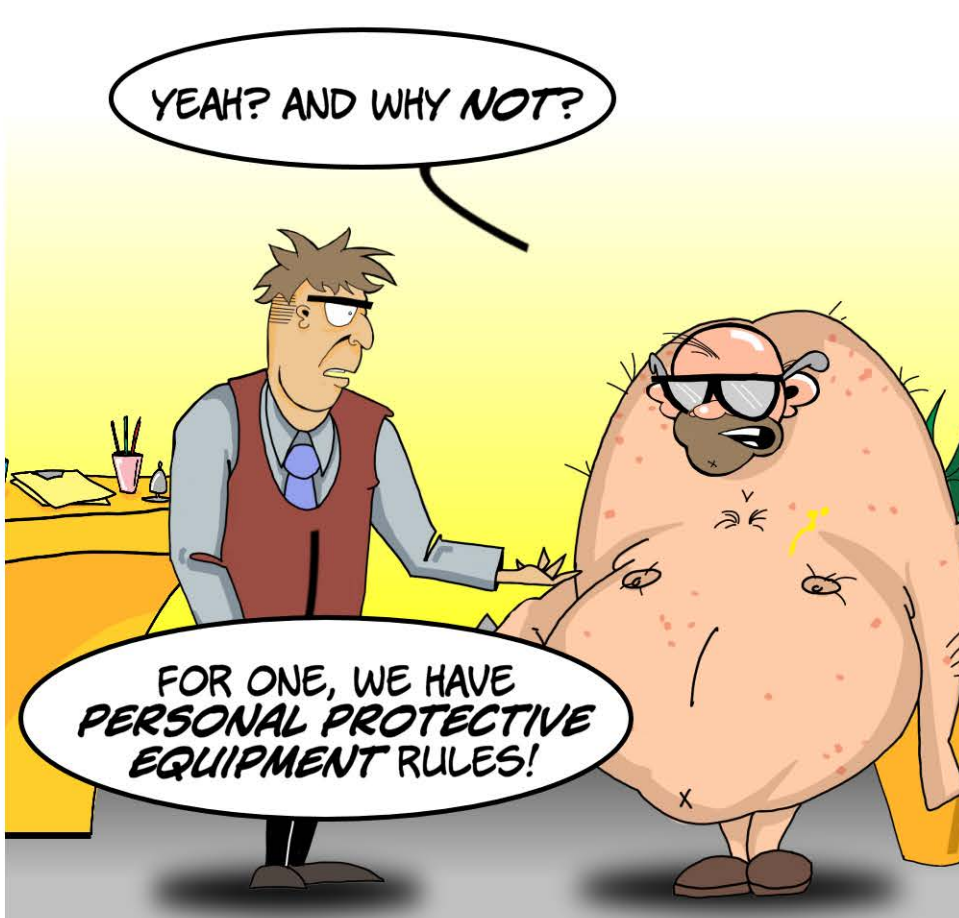
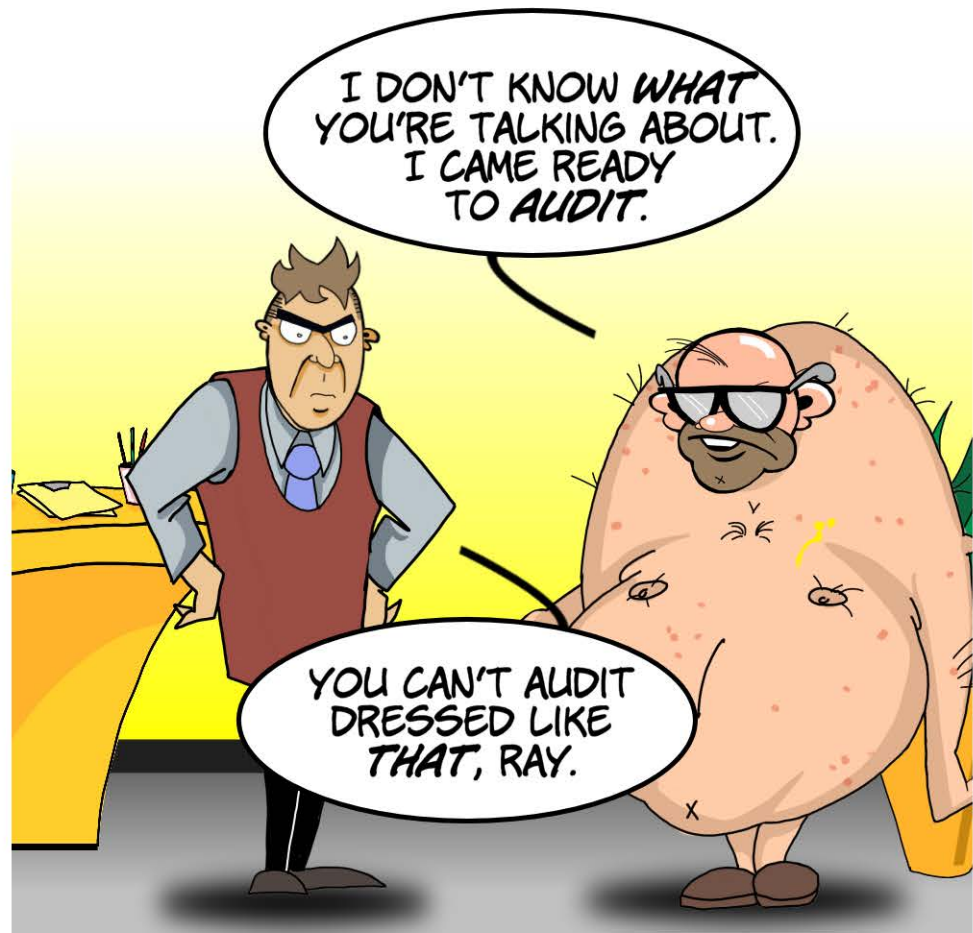
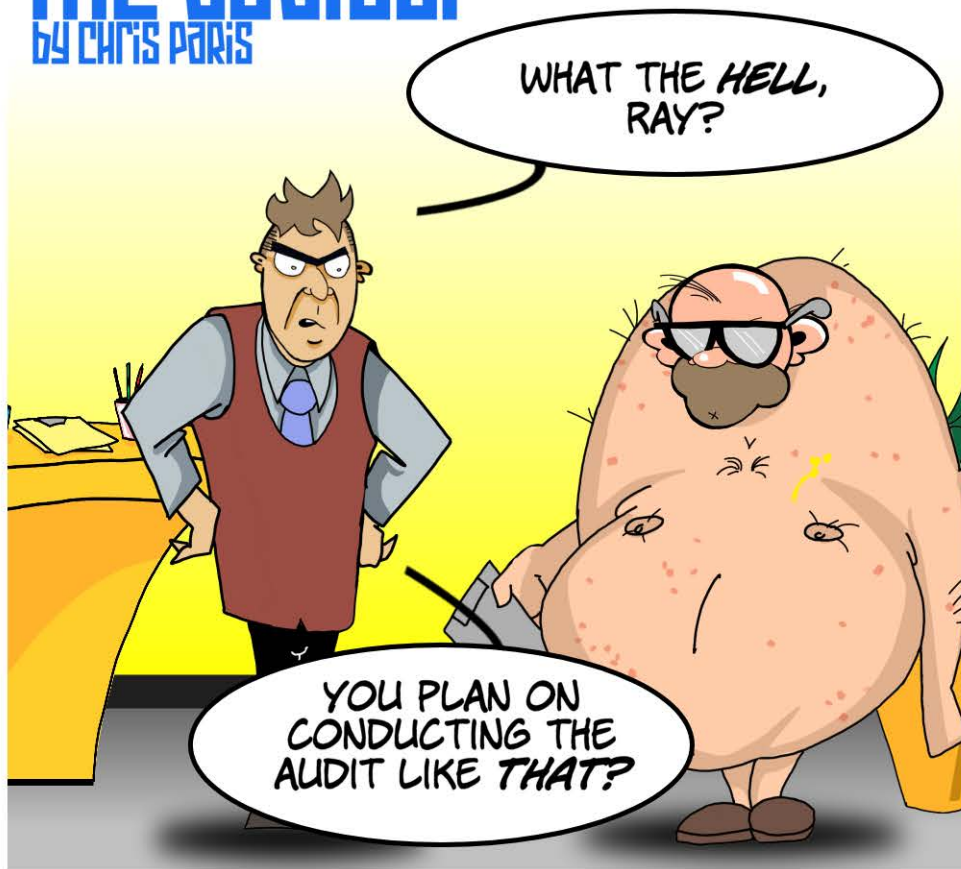


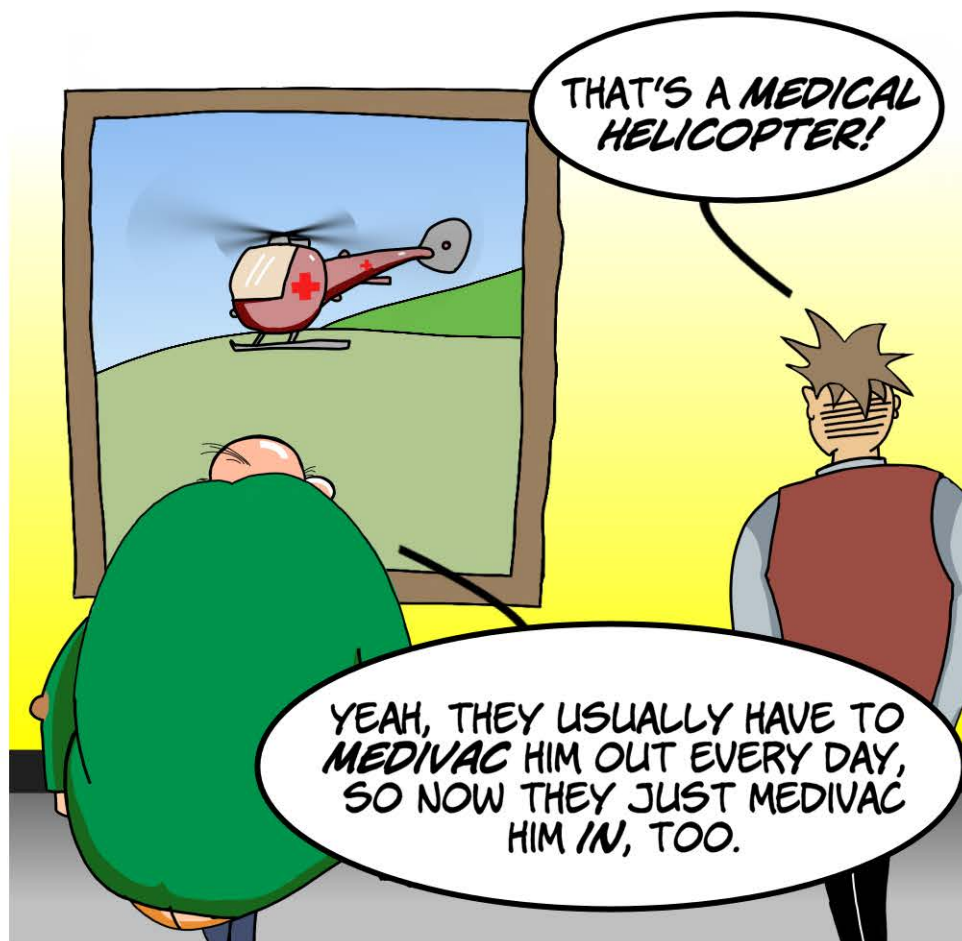
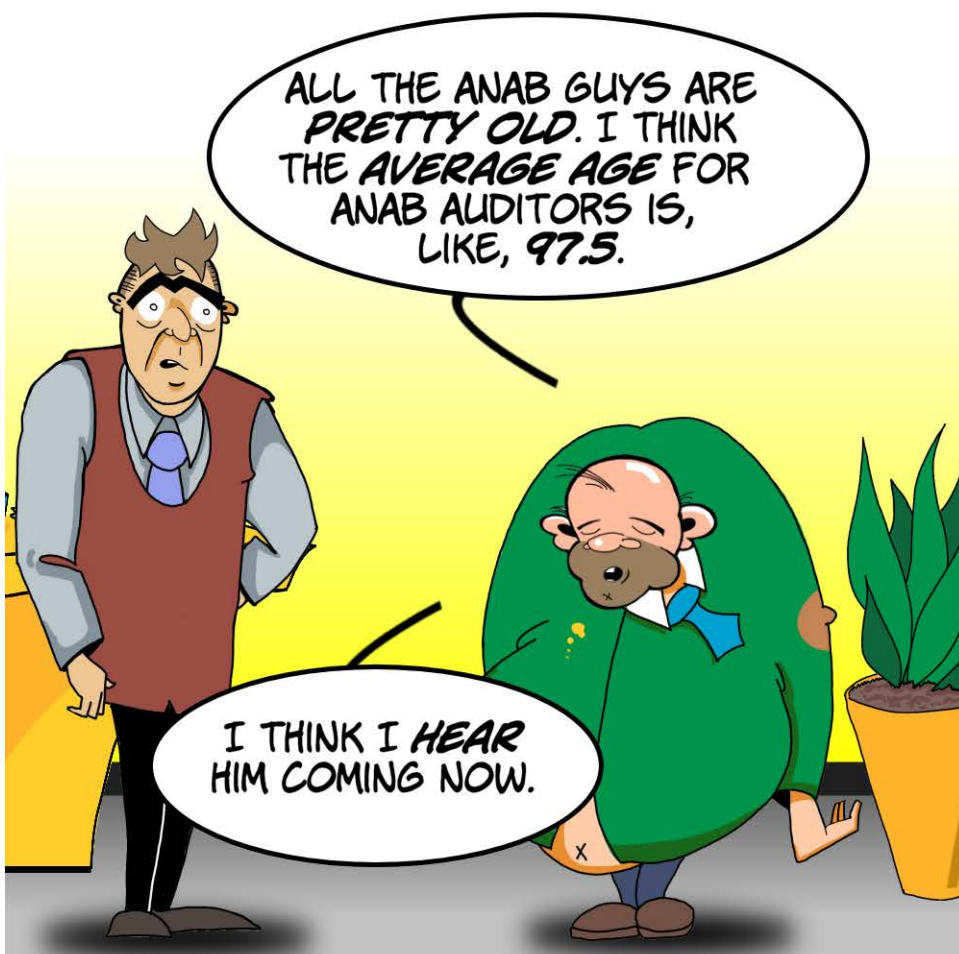
HOPEFULLY THAT MEANS
IT WILL BE **BETTER**
THAN LAST TIME,
NOT **WORSE**.



IT'S WORSE.

C'MON, LET'S
GET THIS AUDIT
STARTED. I WANT
TO HIT THE GROUND
RUNNING.





ALEX, THIS IS DALE CARCINOGEN, FROM THE ACCREDITATION BODY, ANAB.

UM.... I'M PLEASED TO MEET YOU.

DALE'S GONNA BE AUDITING MY PERFORMANCE WHILE I AUDIT YOU.

THIS IS A NORMAL PART OF BEING AN ACCREDITED ISO 9001 REGISTRAR.

IN ORDER TO MAINTAIN ITS INTERNATIONAL ACCREDITATION, NQF HAS TO UNDERGO ROUTINE OVERSIGHT AUDITS BY ANAB.

THIS IS TO MAKE SURE WE MAINTAIN HIGH LEVELS OF PROFESSIONALISM AND EXPERTISE.

RAY, I THINK HE FELL ASLEEP! *

YEAH, THAT'S GONNA HAPPEN A LOT. HE PROBABLY JUST NEEDS ANOTHER SMOKE BREAK.

* REALLY HAPPENED

The Auditor

by Chris Paris



I'M ONLY HERE TO
MAKE SURE RAY
DOES A **GOOD**
AUDIT.

I'M **NOT** HERE TO AUDIT
YOUR COMPANY, THOUGH.



I'LL BE A **SILENT WITNESS**
THROUGHOUT YOUR AUDIT,
SO JUST PRETEND I'M
NOT HERE.

BUT I'LL BE **WATCHING AND**
LISTENING TO RAY
CAREFULLY, AT **ALL TIMES.**



ANYWAY, WHADDYA SAY
WE **BLOW THIS JOINT**, LEAVE
THIS OLD **GIT** BEHIND, AND
GO GRAB A FEW **HOOKERS**
AND **MOSCOW MULES**?

WE CAN GET ONE OF THE
HOES TO WRITE YOUR
AUDIT REPORT WHILE SHE
GIVES US **LAP DANCES.**



WAITAMINNIT...
DALE, DID YOU
JUST **HEAR**
THAT??

SORRY, I WAS TOO BUSY
WATCHING AND LISTENING TO
RAY CAREFULLY, AT **ALL TIMES.**

THE OPENING MEETING...

ALRIGHT, WE'RE GATHERED TO START THE **FIRST DAY** OF YOUR LATEST **ISO 9001 AUDIT**.

MY NAME IS **RAY BATTLESBEE**, AND I WORK FOR YOUR **REGISTRAR, NQF INTERNATIONAL**.

NORMALLY I'D BE AUDITING **ALONE**, BUT BECAUSE OF AN UNFORTUNATE INCIDENT WITH MY **EXPOSED ASS-CHEEKS**, I'M JOINED BY **DALE CARCINOGEN**, FROM **ANAB**.

ANAB IS NQF'S **ACCREDITATION BODY**, AND THEY HAVE TO AUDIT **ME** TO MAKE SURE I COMPLY WITH THE RULES.

DON'T WORRY ABOUT **DALE**, THOUGH. HE'S AUDITING **ME**, NOT YOU. JUST PRETEND HE'S **NOT HERE**.

UM... HE'S **NOT HERE**. HE **DISAPPEARED**.

IT'S **HARD WORK** OBSERVING AUDITORS AND MAKING SURE THEY FOLLOW ALL THE **ACCREDITATION RULES** AT **EVERY POSSIBLE MOMENT**.

SO **ANAB** FINDS IT'S BETTER TO LET THEIR AUDITORS CONDUCT MUCH OF THE **WITNESS AUDIT** WHILE **SMOKING** IN THE **PARKING LOT**. KEEPS GUYS LIKE **DALE** **FRESH AND ALERT**.

THE OPENING MEETING...

LET ME START BY **THANKING YOU** FOR SELECTING NQF AS YOUR ISO 9001 **REGISTRAR**.

WE KNOW YOU HAVE YOUR **CHOICE** IN REGISTRARS, AND WE WANT TO THANK YOU FOR **FLYING** WITH US.

DID YOU JUST RECITE THE **PRE-FLIGHT SPIEL** FROM DELTA AIRLINES?

LISTEN, **WISE-ASS**, IF YOU'RE GOING TO GIVE ME **SHIT** EVERY TIME I TRY TO **THANK YOU**, I'LL JUST **STOP** THANKING YOU.

RAY, TRY TO REMEMBER THE **ACCREDITATION RULES**, YOU HAVE TO REMAIN **PROFESSIONAL AND COURTEOUS** EVEN WHEN THE CLIENT IS A **SHITCAKE**.

OOH, **GOOD CALL**, DALE. I'D HATE FOR NQF TO BE **DE-ACCREDITED** BECAUSE I TOLD THE CLIENT WHAT **DICKS** THEY ARE.

I'M JUST HERE TO **HELP**, FOLKS.

NOW WHICH ONE OF YOU **GOOD-FOR-NOTHING SHITLOGS** IS THE ISO MANAGEMENT REP?

SO DALE AND I THOUGHT IT WOULD BE **MORE EFFICIENT** TO FINISH THE OPENING MEETING WITH JUST THE **THREE** OF US.

UMM... OKAY.

ANOTHER MANDATORY AGENDA ITEM FOR THE OPENING MEETING IS TO DESCRIBE THE DIFFERENCE BETWEEN **MAJOR AND MINOR NONCONFORMITIES**.

A **MINOR NONCONFORMITY** IS DEFINED AS ANYTHING I WOULD WRITE UP TO MAKE IT **LOOK** LIKE I'M DOING SOMETHING, BUT NOT SO **SEVERE** THAT YOU WOULD **FIRE** ME.

WHAT'S A **MAJOR NONCONFORMITY**, THEN?

IT'S BASICALLY THE **SAME THING**, BUT IT'S HOW WE **GRADE** THEM WHEN THE **ANAB AUDITOR** IS **AWAKE**.

HELLO, I'M **NEW** HERE.
ARE YOU **VINCENT DESMOND**, THE CEO
OF **CQI AND IRCA**?



I AM. BUT YOU CAN
CALL ME "**YOUR HIGHNESS**," OR JUST
"**EMPEROR**" FOR
SHORT.



I WORK IN THE
COMPLAINTS DEPARTMENT.
WE GOT A REPORT THAT
YOU'VE **REFUSED** TO
DENOUNCE **RACISM**.*



WE DON'T HAVE A
PROBLEM WITH **RACISM**
AT **CQI OR IRCA**. THE
TWO BLACK PEOPLE
WHO WORK HERE HAVE
NEVER **COMPLAINED**.



* **REALLY HAPPENED.**

YOU HIRED ONE GUY TO
SHINE YOUR SHOES, AND THE
OTHER TO **RE-ENACT 19TH**
CENTURY **AMERICAN**
MINSTREL SHOWS.



THE **GODS** UPSTAIRS
ARE WORRIED YOU MIGHT
BE SENDING THE **WRONG**
MESSAGE AT THIS
CRUCIAL POINT IN
HISTORY.



I'M **VINCENT DESMOND**!
I'M THE **CEO OF CQI AND IRCA**!
IF I WANT **GODDAMN SHINED**
SHOES AND **SCARY BLACK MEN**
TO ENTERTAIN ME BEFORE I
SLEEP, I CAN **BLOODY**
WELL HAVE THEM!



YOU SEE, THAT PART
ABOUT **BLACK MEN**
BEING "**SCARY**" TO
YOU IS WHAT WE'RE
WORRIED ABOUT.



WE ALSO HEARD YOU'RE LETTING SOME FRIEND OF YOURS CLAIM THE CQI IS AN ACCREDITATION BODY FOR UK COLLEGES.*

THAT'S RIGHT.

BUT THE CQI *ISN'T* AN ACCREDITATION BODY.

IF YOU KEEP **ACTING** LIKE THIS, WE ARE GOING TO LOSE OUR **ROYAL CHARTER**.

* REALLY HAPPENED

I DON'T THINK I LIKE YOUR **TONE**.

THAT **REMINDS** ME. IS IT TRUE YOU REJECTED A CALL TO DENOUNCE RACISM JUST BECAUSE YOU DIDN'T LIKE THE **TONE** OF THE QUESTION?*

I **REALLY** DON'T THINK I LIKE YOUR **TONE**. NOT ONE BIT.

YEAH, NO ONE CARES. **JOE!** I THINK WE'RE GONNA HAVE TO GET THE **ANTI-DESPOT MEDICINE** AGAIN!

* REALLY HAPPENED

MEANWHILE, AT CQI / IRCA...

IT'S COME TO MY ATTENTION THAT SOME OF YOU DON'T KNOW WHO I AM.



MY NAME IS VINCE DESMOND, AND I AM YOUR ULTIMATE AND FINAL RULER.

THE CQI RUNS A TIGHT SHIP, AND THAT REQUIRES STERN ADHERENCE TO MY AUTHORITY.



I GET MY POWER FROM THE **BLOODY QUEEN** HERSELF, SO IF I SAY I DON'T LIKE YOUR **TONE**, YOU'D BEST BLOODY WELL **IMPROVE IT!**



SIR, YOU APPEAR TO BE ON FIRE.


I'M NOT LISTENING TO YOU UNTIL YOU IMPROVE YOUR TONE! **IMPROVE YOUR TONE!**





THIS NEXT CLAUSE IS CALLED
"K-AHN TEK'S OFTA ORGANY'S
NATION."

IT COMES FROM THE ANCIENT MOTHER
TONGUE OF THE UNDERSEA KINGDOM
OF SEATOPIA.



RAY, IT SOUNDS LIKE YOU
ARE JUST MAKING UP A STORY
TO EXPLAIN WHY YOU DON'T
UNDERSTAND THIS CLAUSE.

YOU CAN BELIEVE WHATEVER
YOU WANT, JASPER, IT
DOESN'T CHANGE THE FACTS.



THE ORIGINAL MEANING
IS LOST TO TIME, AFTER THE
GREAT MEGALON WAR.

THE PEOPLES OF THE WORLD
TODAY CAN ONLY GUESS AT
ITS INTENT.



OK, SO WE NEED TO ADD
A CLAUSE TO ISO 9001
THAT ADDRESSES THE
LATEST "QUALITY 4.0"
APPROACHES.

I THINK THE DEAD
SEA SCROLLS MENTIONED
SOMETHING ABOUT THAT,
SO RUN DOWN TO THE CELLAR
AND PULL OUT THE ORIGINAL
ARAMAIC TEXTS.

SO ISO 9001 CLAUSE 4.1 DEMANDS YOU UNDERSTAND THE **CONTEXT** OF YOUR ORGANIZATION.

UHM... OKAY.

SO... **DO** YOU UNDERSTAND THE **CONTEXT** OF YOUR ORGANIZATION?

YES, I CAN **EXPLAIN...**

WE THINK WE'VE DONE A **GOOD JOB** IN THIS AREA.

NOPE, **SHUT UP**. I'VE ALREADY GOT ENOUGH **EVIDENCE**.

WAIT, **WHAT?**

THE STANDARD DOESN'T REQUIRE ANY **RECORDS** OR **ANYTHING**. YOU JUST HAVE TO **THINK** ABOUT "**ISSUES**."

BUT THAT'S **CRAZY!** I SHOULD HAVE TO **PROVE** SOMETHING DURING AN AUDIT!

I'M THINKING ABOUT **ISSUES**. ARE **YOU** THINKING ABOUT **ISSUES**, DALE?

JANUARY 1985 **PENTHOUSE**. VANESSA WILLIAMS **FULL-ON NAKED**.

ALRIGHT, **REGALE ME**, EINSTEIN. HOW DID YOU DETERMINE **ISSUES** RELATED TO THE CONTEXT OF THE ORGANIZATION?

WELL, WE PERFORMED A **SWOT ANALYSIS**, FIRST.

A WHAT?

A **SWOT ANALYSIS**.

WHY IN THE NAME OF OLD AUNT GRETA'S BLUE PANTIES WOULD YOU ANALYZE YOUR **SNOT**?

NO... NOT **SNOT**. **SWOT**. STRENGTHS, WEAKNESSES, OPPORTUNITIES & THREATS.

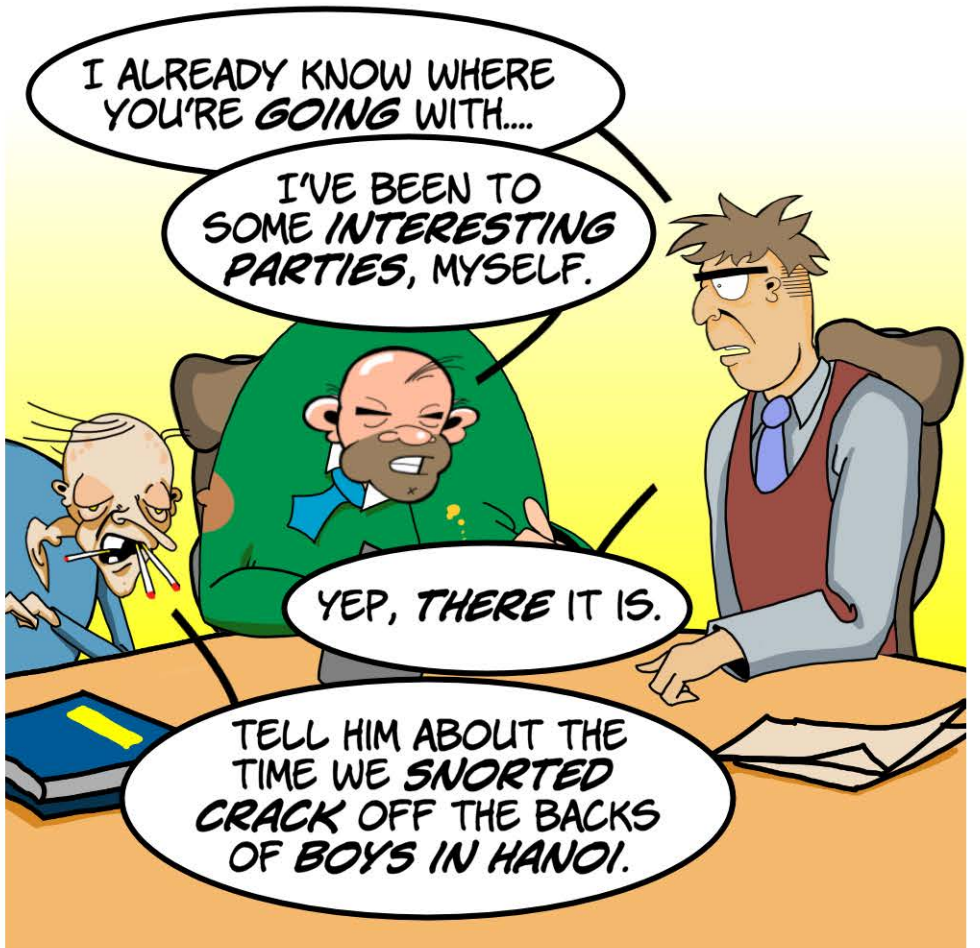
FOR A MINUTE THERE, I THOUGHT THIS GUY LOST HIS **RUCKSACK**.

OK, SO WHAT DID YOUR FANCY, **COLLEGE BOY ANALYSIS** TELL YOU IS YOUR BIGGEST **THREAT**?

TO BE HONEST, I'M THINKING OF UPDATING THE LIST TO ADD **YOUR AUDITS**.

SICK BURN, RAY.

LET'S MOVE ALONG TO CLAUSE 4.2. THIS ONE IS ABOUT INTERESTED PARTIES.



I ALREADY KNOW WHERE YOU'RE GOING WITH....

I'VE BEEN TO SOME INTERESTING PARTIES, MYSELF.

YEP, THERE IT IS.

TELL HIM ABOUT THE TIME WE **SNORTED CRACK** OFF THE BACKS OF BOYS IN HANOI.

YOU SHOULD KNOW HOW THIS AUDIT THING WORKS, ALREADY. I SIT AND TELL YOU LONG-WINDED STORIES ABOUT MY PERSONAL EXPERIENCES...



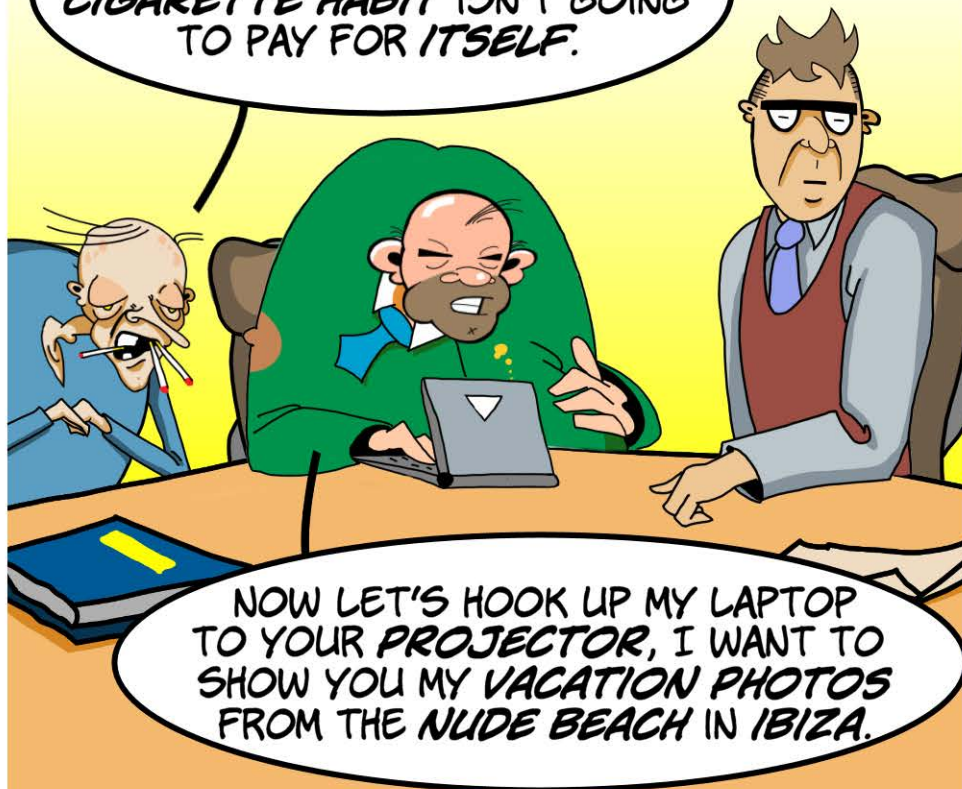
AND YOU QUIETLY LISTEN, AFRAID TO INTERRUPT OR STOP ME BECAUSE YOU THINK I'LL GET UPSET AND WRITE A MAJOR NONCONFORMITY LATER, JUST FOR SPITE.



AND IF YOU DON'T LIKE THAT WHOLE ARRANGEMENT, YOU CAN ALWAYS FILE A COMPLAINT WITH ANAB OVER HERE, BUT JUST REMEMBER THAT WE PAY HIM A LOT OF MONEY EVERY YEAR, AND HE'S NOT GONNA BITE THE HAND THAT FEEDS HIM.



HE'S RIGHT. MY 25-PACK-A-DAY CIGARETTE HABIT ISN'T GOING TO PAY FOR ITSELF.



NOW LET'S HOOK UP MY LAPTOP TO YOUR PROJECTOR, I WANT TO SHOW YOU MY VACATION PHOTOS FROM THE NUDE BEACH IN IBIZA.

SO, FOR *THIS* CLAUSE THE ISO 9001 STANDARD WANTS TO KNOW IF YOU *IDENTIFIED* YOUR *STAKEHOLDERS*.

THAT'S *INCORRECT*, RAY. THE STANDARD ASKS TO DETERMINE "*INTERESTED PARTIES*."

WHAT'S THE DIFFERENCE?

NOBODY KNOWS. BUT THE WORLD DELEGATES AT ISO TECHNICAL COMMITTEE 176 MUST HAVE HAD A *REASON*.

YEAH, FOR *SURE* THEY HAD A VERY WELL THOUGHT-OUT *RATIONALE*.

ZE VAMPIRE DELEGATION OBJECTS TO ZE VORD "*STAKEHOLDERS*." ZIS IS OFFENSIVE FOR US!

WHAT ABOUT "*INTERESTED PARTIES*", THEN?

YES, ZIS IS *ACCEPTABLE* TO US!

AS YOU PROBABLY KNOW,
THE ISO 9001 STANDARD
DOESN'T REQUIRE ANY
RECORDS OF YOUR
"INTERESTED
PARTIES."

IT JUST REQUIRES YOU
TO "DETERMINE" THEM.

SO, TO "DETERMINE" YOUR
INTERESTED PARTIES, YOU
JUST HAVE TO **THINK**
ABOUT THEM.

SINCE I CAN'T READ MINDS,
YOU REALLY JUST HAVE TO
"PRETEND" TO "THINK" ABOUT
"DETERMINING" THEM.

I'M GONNA TAKE HIS AWKWARD
SILENCE AS OBJECTIVE
EVIDENCE HE'S DETERMINING
ABOUT THINKING ABOUT
PRETENDING.

WORKS FOR ME, RAY.
LET'S MOVE ON,
ALREADY.

THIS NEXT CLAUSE REQUIRES YOU TO DETERMINE THE **SCOPE** OF YOUR QUALITY MANAGEMENT SYSTEM.

SO WHAT IS THE SCOPE OF YOUR QUALITY SYSTEM?

WE DESIGN AND MANUFACTURE **COMPLEX MACHINED COMPONENTS**.

MOSTLY FOR **AEROSPACE**, BUT ALSO FOR GENERAL **COMMERCIAL OR INDUSTRIAL** APPLICATIONS.

THAT'S NOT WHAT WE HAVE ON YOUR **ISO 9001 CERTIFICATE**, THOUGH.

SAYS HERE YOU DESIGN **ANIMAL TAMPON PRODUCTS**.

YEAH, WE **DON'T** DO THAT.

WELL, THE **PAPERWORK** TO CHANGE THIS CERT IS GONNA TAKE ME **FOREVER**. I RECOMMEND **RE-TOOLING** YOUR PLANT FOR **ANIMAL TAMPONS**. **EASIER** FOR EVERYONE.

SO LAST TIME I SAID I WANTED TO AUDIT THE FACILITY **DOWN THE STREET**, ON MAPLE AVE.

I NEVER GOT TO IT BECAUSE WE HAD **MEXICAN FOOD** FOR LUNCH, AND I SPENT THE ENTIRE AFTERNOON ON THE **CRAPPER**.

HOW CAN YOU AUDIT SOMETHING THAT **ISN'T** WITHIN THE SCOPE OF THE SYSTEM?

THE SAME WAY I AUDIT EVERYTHING ELSE... **AS QUICKLY AS POSSIBLE** SO I CAN GET BACK TO MY HOTEL ROOM AND WATCH **PORN**.

AND I TOLD YOU **LAST TIME** THAT THE MAPLE AVENUE LOCATION IS **NOT** IN OUR QMS SCOPE.

YEAH, I'M GONNA NEED TO AUDIT IT **ANYWAY**.

THIS GUY HAS NO **SENSE OF HUMOR**.

I KNOW, RAY. HE DOESN'T UNDERSTAND THE **SUBTLETIES OF SATIRE**.

BUT **SERIOUSLY**, IF YOU HAVE ANY NEW **LADYBOY SITES** YOU CAN RECOMMEND, PASS 'EM MY WAY.

SERIOUSLY, YOU CAN'T AUDIT MAPLE AVENUE. THEY WORK ON PRODUCTS THAT ARE OUTSIDE THE SCOPE OF THE QUALITY SYSTEM.

WELL, LET'S SEE WHAT THE STANDARD SAYS.

"The organization shall determine the boundaries and applicability of the quality management system to establish its scope."

THAT'S RIGHT. "THE ORGANIZATION" DECIDES THE SCOPE... NOT YOU.

AS A REPRESENTATIVE OF ANAB, ARE YOU GONNA GET UPSET IF I TAKE A MOMENT TO USE PROFANITY, AND EXPLAIN TO THIS CLOWN HOW THIS REALLY WORKS?

NAH, GO FOR IT. IT'S BEEN THREE MINUTES SINCE MY LAST SMOKE BREAK, ANYWAY.

LISTEN, KID, WHEN I SAY I WANT TO **AUDIT SOMETHING**, YOU CAN'T SAY "NO."

BUT YOU WANT TO AUDIT A BUILDING THAT **ISN'T** INCLUDED IN OUR QUALITY SYSTEM.

BUT YOU READ THE **STANDARD** YOURSELF. IT SAYS **WE** GET TO DECIDE WHAT IS IN SCOPE AND WHAT ISN'T.

YEAH BUT MY **JOB** IS TO MAKE SURE YOU ARE COMPLYING WITH THE **STANDARD**. NOW I THINK YOU'RE **HIDING** SOMETHING.

FINE, WE CAN **DRIVE** OVER THERE IF YOU **REALLY** WANT TO.

NO, NOW I **DON'T** WANT TO GO.

THE WAY YOU **GAVE IN** SO EASILY MAKES ME THINK YOU'RE **HIDING** SOMETHING IN **THIS** BUILDING INSTEAD.

AT THIS POINT I'M JUST GONNA GO TO THE **BATHROOM**, 'CUZ IT'S THE ONLY PLACE I **REALLY** **TRUST**.

I HOPE YOU STILL HAVE THE **NUDEY MAG** I LEFT IN THERE FROM **LAST** AUDIT.

YOU SEEM REALLY **DUG IN** ON THIS IDEA THAT **YOU** GET TO DECIDE THE SCOPE OF THE QUALITY SYSTEM, AND NOT YOUR **REGISTRAR**.

THAT'S BECAUSE ISO 9001 EXPLICITLY SAYS **WE** GET TO DECIDE IT, NOT **YOU**.

YEAH BUT AS YOUR REGISTRAR, **WE** HAVE TO DECIDE YOUR **AUDIT PLAN** AHEAD OF TIME. THAT MEANS DETERMINING THE **SCOPE**.

BUT I TELL YOU WHAT, LET'S CALL **ISO TECHNICAL COMMITTEE 176** AND GET **THEIR** VIEW.

BRRRRRIINNNGGG!!

SOMEBODY ANSWER THAT, BUT CHECK THE **CALLER ID** FIRST.

IT SAYS "**RAY BATTLESBEE**" FROM **NQF INTERNATIONAL**.

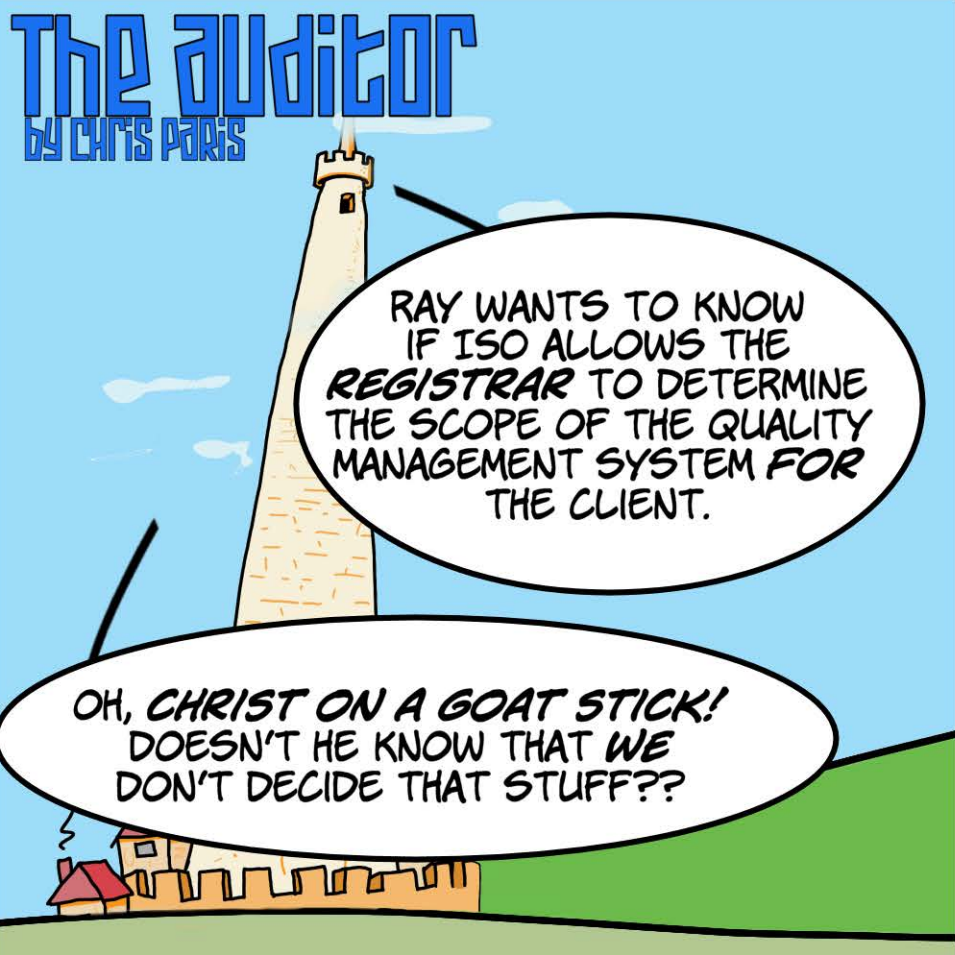
BRRRRRIINNNGGG!!

HANG UP HANG UP HANG UP!!!

DAMMIT, **TOO LATE!!** I ACCIDENTALLY PRESSED THE **WRONG** BUTTON!

The Auditor

by CHRIS PARIS



RAY WANTS TO KNOW
IF ISO ALLOWS THE
REGISTRAR TO DETERMINE
THE SCOPE OF THE QUALITY
MANAGEMENT SYSTEM **FOR**
THE CLIENT.

OH, **CHRIST ON A GOAT STICK!**
DOESN'T HE KNOW THAT **WE**
DON'T DECIDE THAT STUFF??



OK, SO WHO CAN
WE **REFER** HIM TO?

THE ISO **COMMITTEE ON**
CONFORMITY ASSESSMENT.



OH, RIGHT... **CASCO.**
WHO SHOULD HE **TALK**
TO OVER THERE?

WELL, **SEAN MACCURTAIN.**
YOU CAN TRANSFER THE CALL,
BUT I'M PRETTY SURE NO
ONE IS GOING TO **PICK UP**
THE PHONE.



KLICK
HELLO, YOU'VE REACHED THE
VOICE MAIL OF SEAN MACCURTAIN
OF CASCO.

THE COMMITTEE IS CURRENTLY AWAY FROM THE PHONE
WHILE WE SLAUGHTER ENTIRE VILLAGES AND BURN DOWN
THE CHURCHES OF INFIDELS. PLEASE LEAVE A MESSAGE
AFTER THE BEEP AND WE WILL TRY TO GET BACK TO YOU.

OK, NO ONE AT ISO IS ANSWERING.

TYPICALLY WHEN WE HAVE A CONFLICT ON INTERPRETATION, WE WRITE UP A NONCONFORMITY AND ADDRESS IT LATER.

BUT I'M NOT REALLY KEEN ON WRITING ANYTHING UP BECAUSE IT WILL **BURN UP** ANOTHER HALF HOUR, SO LET'S **MOVE ON**.

SO THE ENTIRE **LAST TWO HOURS** WE TALKED ABOUT SCOPE OF THE QMS WERE **ALL FOR NOTHING?**

WOW, LOOK AT THE TIME. IT'S ALREADY TIME TO GRAB **LUNCH!**

AT THE RATE WE'RE **GOING**, WE WILL BE LUCKY TO FINISH THIS AUDIT BY **NEXT SUMMER**.

SORRY I WAS **GONE** FOR SO LONG. I HAD A **CIGARETTE**, THEN TOOK A **CRAP** AND THEN I WANTED **ANOTHER CIGARETTE**.

DON'T WORRY, WE'RE BREAKING FOR **LUNCH**.

LET'S SEE IF THIS GUY WANTS TO **AVOID A NONCONFORMITY** BY INVITING US TO THAT **RIB JOINT**.

LET'S TRY TO MAKE
THIS A **WORKING**
LUNCH.

UMM,... OKAY.

MY NAME IS **VALVULA**,
WHAT CAN I **GET**
YOU GENTLEMEN?

I'LL HAVE THE
CHILI RIBS.

I'LL HAVE THE
CHILI RIBS WITH
EXTRA CHILI.

I'LL HAVE THE
SALMON CEASAR
SALAD.

AND WILL THIS BE
SEPARATE CHECKS?

HE'S PAYING!!

OK, I'LL BE BACK
AS SOON AS IT'S
READY.

AND YOU'D BETTER BRING
OVER A **MOP** AND **EXTRA**
FLOOR CLEANER NOW,
BECAUSE WHEN I EAT **RIBS**
IT LOOKS LIKE THE
KILLING FIELDS
AFTERWARDS!



OK, LIKE I SAID, THIS IS A **WORKING LUNCH**. SO I BROUGHT ALL YOUR **QMS DOCUMENTATION** TO REVIEW WHILE WE EAT.

UMM, SOME OF THIS STUFF IS **ITAR CONTROLLED**. IT'S NOT SUPPOSED TO LEAVE THE PLANT.



DON'T WORRY ABOUT IT. THIS RESTAURANT HAS A **SAFETY INSPECTION** FROM THE GOVERNMENT, AND ONLY SERVES **FDA GRADE A MEAT**. SO IT'S BASICALLY BEEN **CLEARED** FOR **ITAR**.

I'M PRETTY SURE THAT'S **NOT** HOW **ITAR** WORKS.



FINE! WE CAN ASK THE **ANAB REP. DALE**, WHAT'S **ITAR** ABOUT?

ISN'T THAT WHEN YOUR **POOPS** TURN **BLACK AND STICKY** LIKE A **NEWBORN BABY'S**?

NO! IT'S THE **INTERNATIONAL TRAFFICKING IN ARMS REGULATION!**



THAT'S TYPICAL **BIG GOVERNMENT** FOR YOU. NOW THEY'RE TREATING **NEWBORN BABY POOP** AS A **WEAPON** TO BE **REGULATED**. **RIDICULOUS!**

LISTEN, I **BLACKTOPPED** MY DRIVEWAY A FEW TIMES, SO I THINK I COUNT AS AN **ITAR EXPERT**. NOW THE **FOOD'S** COMING, SO LET'S **SHUT UP AND EAT**, OK?

SO, ANYWAY, WHILE I KEEP EATING, WHY NOT TELL ME HOW YOU DEFINED YOUR QMS PROCESSES?

UMM... THE OVERALL PROCESS MAP IS IN THE MANUAL THAT'S UNDERNEATH YOUR PLATE OF CHILI RIBS.

YEAH, WELL THEY ARE ALL COVERED IN BARBECUE SAUCE NOW, SO I HAVE TO WRITE A NONCONFORMITY AGAINST CLAUSE 7.5.3.2.

RAY'S RIGHT. YOU HAVE TO MAINTAIN LEGIBILITY OF DOCUMENTED INFORMATION.

HEY, YOU KNOW THE DRILL. WE'VE GOTTA WRITE UP SOME NC'S AGAINST DOCUMENT CONTROL NO MATTER WHAT. NOW LET ME FINISH THESE RIBS IN PEACE.

YOUR QMS DOCUMENTS ARE COVERED IN **CHILI BARBECUE SAUCE** AND ARE **ILLEGIBLE**. I THINK WE'VE GOT A FINDING AGAINST **CLAUSE 7.5.3.2**.

YEAH, BUT YOU SLOPPED THE SAUCE ALL OVER THEM!

HEY, TOOTS, GET YOUR **MANAGER** OVER HERE, WE NEED A **TECHNICAL EXPERT** TO ASSIST IN THIS **AUDIT**.

GOOD CALL, RAY.

CAN I **HELP** YOU, SIR?

YEAH, IN YOUR EXPERIENCE AS AN **EXPERT** IN **FOOD PREPARATION**, DO YOU AGREE THAT ALLOWING AUDITORS TO GET **BARBECUE SAUCE** ON QMS PROCEDURES WOULD INDICATE A LACK OF **DOCUMENT CONTROL**?

NO, BECAUSE THE ACCREDITATION RULES CODIFIED IN **ISO 17021-1** INCLUDE REQUIREMENTS THAT THIRD-PARTY CONFORMITY ASSESSMENT AUDITORS CONFORM TO THE RULES OF THEIR AUDIT **CLIENTS**, DISALLOWING THEM FROM ENGAGING IN BEHAVIOR THAT WOULD **JEOPARDIZE** THE INTEGRITY OF A CLIENT'S QUALITY MANAGEMENT SYSTEM DOCUMENTED INFORMATION.

YOU JUST BLEW YOUR **TIP**, SON.

ALRIGHT, THAT LUNCH WAS A **DISASTER** AND NOW I HAVE WICKED **ASS-GAS**. LET'S TRY TO MAKE THE REST OF THE DAY MORE **PRODUCTIVE**.

UHM... OKAY.

HOW HAVE YOU DETERMINED THE **PROCESSES** FOR THE QUALITY SYSTEM?

YEARS AGO WE CONDUCTED A **SWOT ANALYSIS** AND A REVIEW OF OUR **MANUFACTURING ACTIVITIES**.

WE USED THIS INFORMATION TO DETERMINE WHICH STAGES OF OUR ACTIVITIES ARE **MEASURABLE**, AND WHICH HAVE THE MOST IMPACT ON **QUALITY**.

WE THEN LABELED THEM AS TOP-LEVEL **QMS PROCESSES**, MAPPED THEM, AND NOW WE **MONITOR** EACH THROUGH **OBJECTIVES & DATA**.

* ...

YOU JUST WANT TO SEE A **PROCESS MAP**, DON'T YOU?

YOU CAN TALK **ALL DAY LONG** IF YOU WANT, BUT WE CAN FINISH THIS AUDIT A LOT **FASTER** IF YOU JUST SHOW ME **PICTURES OF STUFF**.

IT SAYS HERE THAT YOU HAVE A "MACHINING" PROCESS.

"MACHINING" ISN'T A PROCESS. IT'S AN ACTIVITY.

"MACHINING" IS PART OF YOUR "PRODUCTION" PROCESS.

THAT'S NOT HOW *WE* HAVE DEFINED IT. WE TREAT EACH MAJOR PRODUCTION OPERATION AS A *PROCESS*.

YOU ALSO CAN'T CALL THEM "PRODUCTION OPERATIONS." THOSE ARE *WORKSTEPS*.

WHAT'S THE DIFFERENCE BETWEEN AN *ACTIVITY* AND A *WORKSTEP*?

A WORKSTEP IS COMPRISED OF *TASKS*. AN ACTIVITY IS COMPRISED OF *SUB-GOALS*. A SUB-GOAL IS THEN COMPRISED OF *MINI-PROCEDURES*, WHILE TASKS ARE COMPRISED OF *FLOWMAP FINGERLINGS*.

YOU'RE JUST *RIFFING*, NOW.

NO, "*RIFFINGS*" ARE COMPRISED OF *QUASI-SCRUMS*.

I'VE BEEN LOOKING OVER THIS **PROCESS FLOW MAP**.

I REALLY LIKE THE WAY YOU HAVE THE **INPUTS AND OUTPUTS** INDICATED.

WHAT DO YOU THINK, DALE?

OH, UM... YEAH. **VERY GOOD**. SHOWS A LOT OF **RISK-BASED THINKING**.

AGREED. REALLY LAYS IT ALL OUT FOR THE **KEY PROCESS OWNERS**.

THAT'S **NOT** A PROCESS MAP! THOSE ARE **DRINK COASTERS AND COFFEE STIRRERS!**

WELL, YOU'VE DONE A **GREAT JOB** WITH THEM.

I'M GONNA GO GRAB A **CIGARETTE**.

SO I'M AUDITING THE ISO 9001
CLAUSE ON **LEADERSHIP**.
THEY TELL ME YOU'RE THE
BOSS HERE?

THAT'S RIGHT.

YOU'RE A **WOMAN**! WELL
DON'T WORRY, I LIKE
STRONG WOMEN.*

I'M RELIEVED.

TELL ME HOW YOU **TAKE**
ACCOUNTABILITY FOR THE
QUALITY SYSTEM.

* AUDITOR REALLY SAID THIS

I PAY THE **BILLS**.

YOU NEED TO DO
MORE THAN JUST PAY THE
BILLS TO DEMONSTRATE
COMMITMENT TO QUALITY.

I PAY **YOUR** BILLS.

THERE YA GO.
I'LL **CHECK THIS OFF** AND
GO GRAB A **DONUT**.

OK, ALL DONE ON CLAUSE 5.1
REGARDING "LEADERSHIP."

THAT WAS AWFULLY FAST,
RAY. YOU WERE IN THE OFFICE
WITH THE BOSS FOR ONLY
TWO MINUTES.

SORRY, RAY.

COME ON, DALE. I KNOW YOU'RE
DOING AN ANAB WITNESS AUDIT
OF ME, BUT YOU DON'T HAVE TO
BREAK MY BALLS.

IT'S ANAB'S JOB TO MAKE
SURE YOU DO A FULL AND
THOROUGH AUDIT, TAKING
AS MUCH TIME AS NECESSARY.

BUT YOU KNOW HOW THIS WORKS.
WE AUDIT CLAUSE 5 BY GIVING QUICKIE,
MEANINGLESS INTERVIEWS TO THE
BOSS SO THEY ARE CONVINCED WE
ACTUALLY DID SOMETHING.

I WON'T ADMIT TO ANYTHING.
BUT I HAVE TO SPEND AS MUCH TIME
MYSELF TO MAKE SURE YOU ARE
USING ALL YOUR AUDIT TIME
APPROPRIATELY.

NOW I HAVE TO GO TAKE A
15-MINUTE SMOKE BREAK FOLLOWED BY
A HALF HOUR BATHROOM BATTLE
WITH MY RECURRING DIARRHEA.

FINE! I'LL KEEP AUDITING TOP
MANAGEMENT, BUT DON'T EXPECT ME
TO BE ENTHUSIASTIC ABOUT IT!

MY ANAB OVERSEER SAID
I NEED TO SPEND MORE TIME
AUDITING YOU.

OKAY.

I'VE BEEN AUDITING FOR 45 YEARS
AND FRANKLY *STILL* HAVEN'T FIGURED
OUT HOW TO AUDIT IF A BOSS
HAS ADOPTED A "CUSTOMER FOCUS."
SO HELP ME OUT HERE.

SURE.

FIRST, I ENSURE THAT CUSTOMER AND APPLICABLE
STATUTORY AND REGULATORY REQUIREMENTS ARE
DETERMINED, UNDERSTOOD AND CONSISTENTLY MET.

THEN, I ENSURE RISKS AND OPPORTUNITIES THAT CAN
AFFECT CONFORMITY OF PRODUCTS AND SERVICES
AND THE ABILITY TO ENHANCE CUSTOMER SATISFACTION
ARE DETERMINED AND ADDRESSED.

FINALLY, I ENSURE OUR FOCUS ON ENHANCING
CUSTOMER SATISFACTION IS MAINTAINED.

SORRY, I *MISSED* MOST OF THAT. CAN YOU
JUST *REPEAT* THE PART WHERE YOU
REMIND ME THAT YOU *PAY MY*
INVOICE?

HEY, I HAVE TO AUDIT YOUR AWARENESS OF THE **QUALITY POLICY**.

SURE, GO AHEAD.

SO, WHAT *IS* IT, THEN?

WE WORK TO ENSURE ALL **QUALITY REQUIREMENTS** ARE MET, THAT WE ACHIEVE 99% OR BETTER **ON-TIME DELIVERY**, AND WE PURSUE **CONTINUAL IMPROVEMENT** AT ALL TIMES.

OK, NOW TELL ME IN YOUR *OWN* WORDS.

THOSE *WERE* MY OWN WORDS.

BUT I DIDN'T *FEEL* IT. YOU'RE NOT *REACHING ME* AS AN ACTIVE VIEWER IN YOUR PERFORMANCE'S *BREATHING LIFESPACE*.

I'M BETTING YOU DON'T HAVE A **MECHANICAL ENGINEERING DEGREE**, BUT A BACHELOR'S OF FINE ARTS.

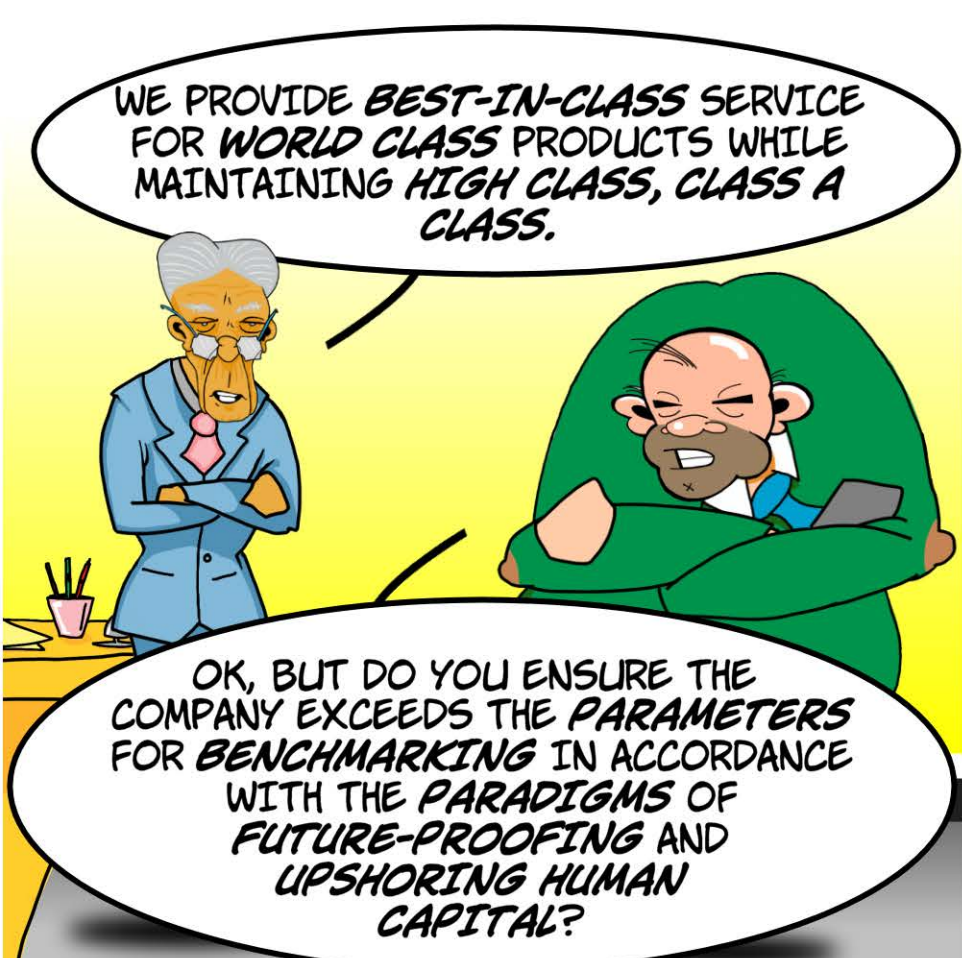
I WAS CAST AS **CHORUS MEMBER # 3** IN OUR SCHOOL'S PRODUCTION OF **LYSISTRATA**.



SO WHO ARE YOU, THE
SALES GUY?

THAT'S RIGHT. MY NAME
IS ROGER BELLUCK.

YEAH. I DON'T CARE.
JUST TELL ME THE
QUALITY POLICY.



WE PROVIDE **BEST-IN-CLASS** SERVICE
FOR **WORLD CLASS** PRODUCTS WHILE
MAINTAINING **HIGH CLASS, CLASS A**
CLASS.

OK, BUT DO YOU ENSURE THE
COMPANY EXCEEDS THE **PARAMETERS**
FOR **BENCHMARKING** IN ACCORDANCE
WITH THE **PARADIGMS** OF
FUTURE-PROOFING AND
UPSHORING HUMAN
CAPITAL?



TOUCHÉ, SIR.

DID I TELL YOU THAT I
PLAYED **CHORUS MEMBER**
3 IN MY SCHOOL'S
PRODUCTION OF
LYSISTRATA?

SO TELL ME IN YOUR OWN WORDS THAT THE QUALITY POLICY IS.



I DON'T HAVE IT *MEMORIZED*, BUT IT'S *HANGING* ON THE WALL BEHIND ME.

LISTEN, I'VE GOT THIS *ANAB GEEZER* SHADOWING ME LIKE A FRICKIN' *VAMPIRE*, SO I HAVE TO DO THIS BY THE *BOOK*.

SO YOU JUST SAY A STRING OF WORDS IN ANY *RANDOM ORDER* AND SO LONG AS *ONE* OF THEM IS "*QUALITY*", WE CAN CALL IT A DAY.

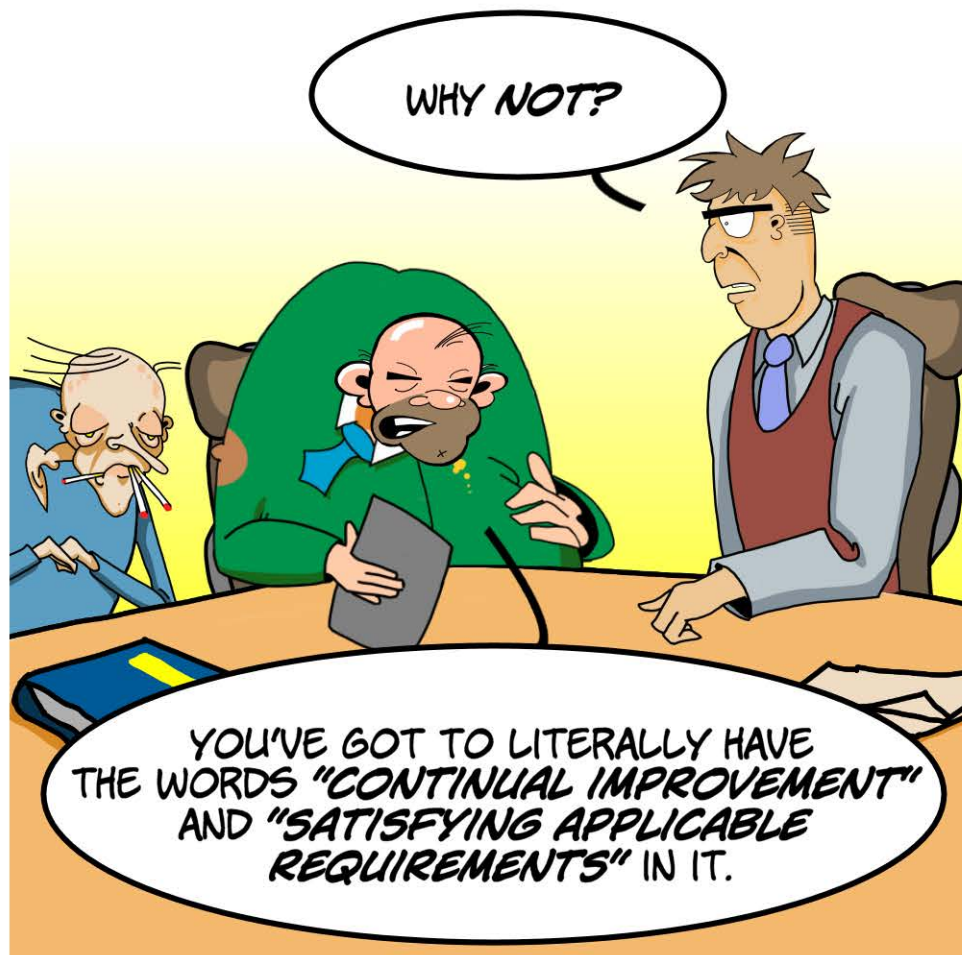


NO PUEDO CREER QUE ESTOY AQUI ESCUCHANDO A ESTO PUTO IDIOTA --- "*QUALITY*" --- Y SUS TONTERIAS.

GREAT, NOW HERE'S MY *CARD*, CALL ME LATER TONIGHT AND WE CAN MEET AT THE HOTEL LOBBY FOR *MICROWAVE SAUSAGES* AND *JUICE BOXES*.

OYE, MONGO, NO QUIERO NADA DE TU *CHORIZO PEQUEÑO*, Y POR FAVOR *LAVATE*, HUELES COMO *CHANCHO DE LA SELVA*.

I'M NOT SUPER-EXCITED ABOUT THE WAY YOUR **QUALITY POLICY** IS WRITTEN.



BUT OUR POLICY SAYS "**CONTINUAL BETTERMENT**" AND "**ADHERING TO ALL REQUIREMENTS**." THAT'S THE SAME THING!

AND ISO IS ONLY ALLOWED TO TELL US *WHAT* TO DO, NOT *HOW* TO DO IT! THEY CAN'T *WRITE* THE QUALITY POLICY FOR US!

TAKE IT UP WITH *ISO*, THEN.



I'M MOVING ON TO THE NEXT CLAUSE. TELL ME HOW YOU DEFINE THE COMPANY'S "ORGANIZATIONAL ROLES, RESPONSIBILITIES & AUTHORITIES."

THE QUALITY MANUAL DEFINES ME AS THE COMPANY'S **MANAGEMENT REPRESENTATIVE**, AND ASSIGNS ME THE DUTIES FROM CLAUSE 5.3.

BUT THE LATEST VERSION OF ISO 9001 **REMOVED** THE REQUIREMENT FOR A "MANAGEMENT REPRESENTATIVE."

BUT THAT DOESN'T MEAN WE **CAN'T** HAVE A MANAGEMENT REP IF WE WANT ONE.

I **DISAGREE**. IF THE AUTHORS **REMOVED** IT FROM THE STANDARD, THEN THAT MEANS YOU **CAN'T** DO IT.

THE STANDARD DOESN'T SAY I **CAN'T** RUN A **WHITE SLAVER RING** OUT OF THE WAREHOUSE, SO DOES THAT MAKE IT **LEGAL**?

OFFICIALLY, **NO**, BUT SINCE YOU **MENTION** IT, IF YOU COULD SELL ME A FEW **BOSNIANS**, I NEED MY HOUSE **PAINTED**.

The Auditor

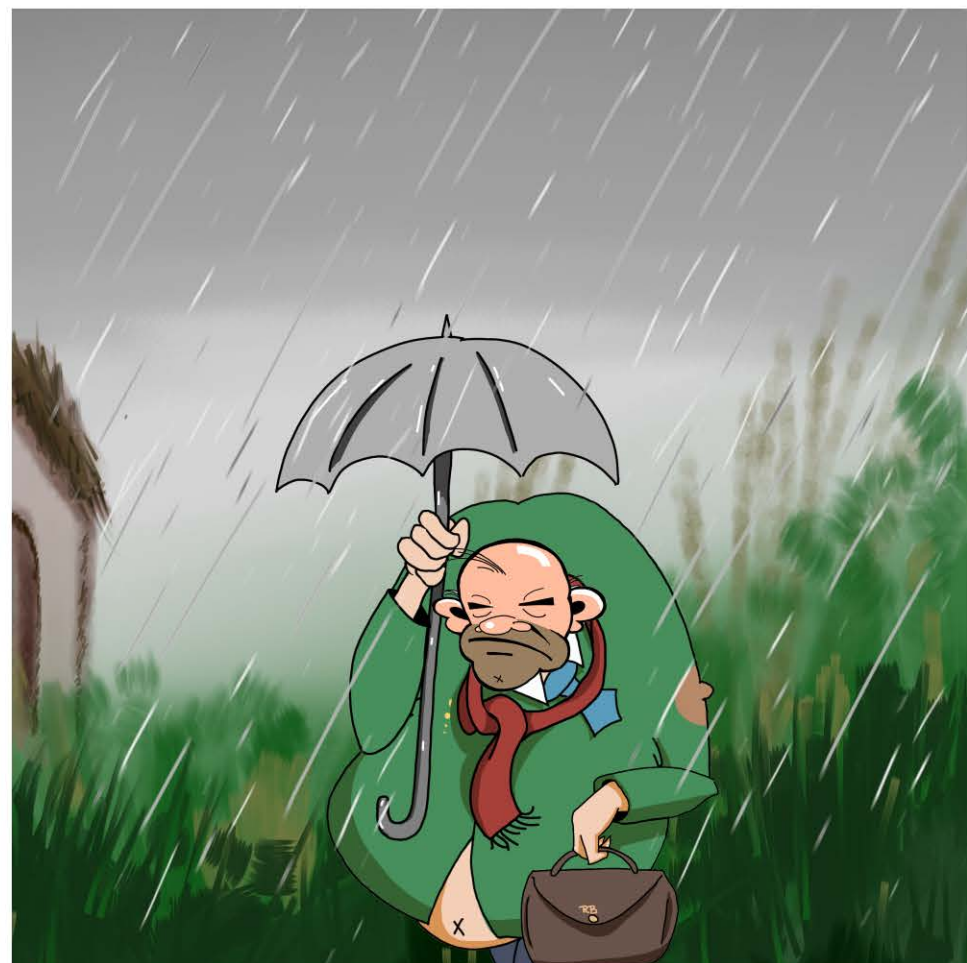
by CHRIS PARIS



TO BE CONTINUED...

The Auditor

by CHRIS PARIS



THE AUDITOR

by CHRIS PARIS



GOOD LORD, RAY!
WHAT HAPPENED TO
YOU?

NEVER MIND
THAT, LET'S
GET STARTED
WITH THE
AUDIT.

BUT **BUCKLE UP**, TULIP, TODAY'S
SUBJECT IS SOMETHING I'M AN
EXPERT ON.

TODAY WE'RE AUDITING
CLAUSE 6.1 ON
"RISK-BASED THINKING."

SORRY, GENTLEMEN.
WE NEED THE TWO AUDITORS
TO UNDERGO A BRIEF **SAFETY**
TRAINING FOR SITE
VISITORS.

YEAH, OK.

* REALLY HAPPENED

45 MINUTES LATER...

OK, ALEX, THESE GUYS
ARE ALL **TRAINED** AND **READY**
TO GO.

THANKS,
JOHN.

* REALLY HAPPENED



* REALLY HAPPENED

SO, ANYWAY, WE WERE AUDITING
THE CLAUSE ON **RISK**. I USUALLY
LIKE TO START BY LOOKING AT
YOUR **RISK REGISTER**.

BUT THE STANDARD DOESN'T
REQUIRE A **RISK REGISTER**....

TO BE CONTINUED...

* REALLY HAPPENED

SO I KNOW THE STANDARD DOESN'T REQUIRE A **RISK REGISTER**, BUT THERE'S NO OTHER WAY TO AUDIT THIS, SO SHOW IT TO ME **ANYWAY**.

FINE, HERE YOU GO.

* REALLY HAPPENED

THERE ARE OVER **4,000** ENTRIES IN YOUR **RISK REGISTER**!

WELL, WE MAKE **HIGH-RISK** PRODUCTS FOR **AEROSPACE**, SO WE HAVE TO **TRACK** THIS STUFF.

SURE, BUT HOW THE HELL AM I GOING TO **AUDIT** THAT?

* REALLY HAPPENED

TELL YOU WHAT. I'M GONNA SIT BACK AND THROW SOME **RISKY SCENARIOS** AT YOU, AND YOU **FIND** THEM IN YOUR **REGISTER**.

I DON'T LIKE WHERE **THIS** IS GOING...

* REALLY HAPPENED

PRODUCT EXPLOSION.

LYME DISEASE

LABOR STRIKE.

SEPSIS

TORNADO.

ACT OF GOD.

YOU GOT ANY, DALE?

THIS IS **CRAZY**!

GENITAL WARTS.

TO BE CONTINUED...

* REALLY HAPPENED

SOMETHING'S **BUGGING** ME.
IT'S ABOUT **PLANT SAFETY**.
I'M NOT SURE **WHY** IT'S
ON MY MIND.

COULD IT BE BECAUSE YOU
JUST WENT THROUGH SAFETY
TRAINING **FIVE MINUTES** AGO?

* REALLY HAPPENED

NO, I JUST HAVE
A **HIGHLY ATTUNED**
SENSE OF RISK.

FOR **GOD'S SAKE**,
YOU JUST **LITERALLY**
WALKED BACK FROM
THE SAFETY
TRAINING!!

SURE ENOUGH, I DON'T SEE
ANY ENTRIES IN YOUR RISK
REGISTER ABOUT **PLANT**
SAFETY.

* REALLY HAPPENED

SO I DON'T SEE HOW
YOU'VE **MITIGATED**
THE RISKS OF, SAY,
VISITOR SAFETY.

YOU **JUST** TOOK
THE TRAINING. YOU
LITERALLY **SAW**
US MITIGATING
THE RISK.

I'M GOING TO WRITE AN
OFI ON POOR OVERALL
RISK CONSIDERATION.

* REALLY HAPPENED

WHAT DO YOU THINK,
DALE?

SOMEBODY NEEDS TO
ASSESS THE RISK OF
ME **STRANGLING**
THESE IDIOTS.

I STILL DON'T SEE
ANYTHING ABOUT
GENITAL WARTS.

* EXCEPT FOR THE GENITAL WARTS PART,
ALL OF THIS REALLY HAPPENED.

I REALLY DON'T THINK WE DESERVE A **WRITE-UP** ABOUT OUR **RISK MANAGEMENT PROCESS**.

FIRST OF ALL, IT WILL JUST BE AN "**OPPORTUNITY FOR IMPROVEMENT**," NOT A **WRITE-UP**.

WELL, TO BE **SPECIFIC**, I'M GOING TO **WRITE IT DOWN**, NOT **WRITE IT UP**.

SO JUST TREAT IT AS A **NON-BINDING, OPTIONAL "WRITE-DOWN"** THAT I'LL COME BACK TO **VERIFY NEXT YEAR** ANYWAY.

AND, **SECOND**, THERE'S NOTHING REALLY **REQUIRED** IN **CLAUSE 6.1** ANYWAY.

SO YOU'RE GOING TO **WRITE UP** SOMETHING THAT'S NOT A **WRITE-UP**, AGAINST A **CLAUSE** THAT DOESN'T HAVE ANY **ACTUAL REQUIREMENTS ??**

BUT IF YOU **DON'T** TAKE ACTION ON IT, I'LL WRITE A **MAJOR NONCONFORMITY** NEXT YEAR.

NOW LET'S TAKE A **BREAK**, I HAVE TO GO PINCH A **BROWN DOUGHBOY**.

GOOD, I NEED ANOTHER **SIX CIGARETTES**.

SO WHILE RAY IS OUT,
LET ME ASK YOU SOMETHING.

GO AHEAD.

I'VE NEVER UNDERSTOOD HOW AN
AUDITOR CAN WRITE A **SUGGESTION** OR
"**OFT**" ONE YEAR, AND SAY IT'S
NON-BINDING...

... BUT THEN SAY IF WE **DON'T** ACT ON
IT, IT WILL BECOME A **NONCONFORMITY**
IN THE **NEXT YEAR**!

ARE AUDITOR SUGGESTIONS LIKE **BREAD**,
THEN? DO THEY GROW **MOLD** IF
THEY **SIT OUT** FOR A LONG TIME?

IT SEEMS TO ME THAT EITHER AN
AUDITOR **HAS** A **NONCONFORMITY**,
BASED ON THE **EVIDENCE**, OR HE
DOESN'T. SIMPLE.

I'M **88 YEARS OLD**. I'VE HAD THREE
KIDNEY TRANSPLANTS, HAVE FOUR
RUBBER LUNG PATCHES, AND
CHRONIC GENITAL WARTS.

I GAVE UP CARING AT LEAST **40**
YEARS AGO. I ONLY CAME TO WORK
FOR **ANAB** BECAUSE IT'S THE ONE
PLACE THAT GIVES **LESS OF A SHIT**
THAN I DO.

ANYWAY, I CAN'T SAY **ANYTHING** DURING YOUR AUDIT. I'M JUST A **SILENT WITNESS**.

BUT ISN'T THAT JUST A **DODGE**? I MEAN, **ANAB** ONLY HAS **ONE JOB**, TO MAKE SURE THE AUDITS COMPLY WITH **ACCREDITATION RULES**.

THAT'S **LITERALLY** WHY YOU ARE HERE! TO SEE IF **RAY** IS **FOLLOWING THE RULES**.

YOU JUST SAW HIM THREATEN A **NONCONFORMITY** BASED ON A **SUGGESTION** FOR SOMETHING THAT ISN'T EVEN A **REQUIREMENT**.

THAT'S **YOUR** INTERPRETATION OF EVENTS.

SO YOU'RE SAYING THAT JUST **DIDN'T** HAPPEN?

I CAN'T SAY ANYTHING ELSE BECAUSE I HAVE TO BE AN **OBJECTIVE, SILENT WITNESS**, AND CANNOT DIVULGE ANY **CONFIDENTIAL INFORMATION** BETWEEN **ANAB** AND ITS **CBs**.

OH, NOW THAT'S JUST OUTRIGHT **BULLSHIT!**

IS YOUR JOB TO PROTECT **RAY**, OR TO PROTECT THE **VALIDITY** OF **ISO CERTIFICATIONS**?

IF YOU HAVE A **COMPLAINT**, **ANAB** MAINTAINS A ROBUST **COMPLAINTS HANDLING PROCESS** THAT WILL ENSURE YOUR FEEDBACK IS **BURIED** AS QUICKLY AS POSSIBLE.

SO I'M READY TO *MOVE ON* TO THE NEXT CLAUSE.

BUT YOU ONLY AUDITED *HALF* OF THE CLAUSE! THERE'S STILL *50% MORE* TO GO!

* REALLY HAPPENED

WHAT ARE YOU TALKING ABOUT?

THE WHOLE PART ABOUT *OPPORTUNITIES!* THE CLAUSE IS ABOUT RISKS AND OPPORTUNITIES.

OK, I'M GONNA *STOP YOU THERE*, ROCK STAR.

I WAS ON THE COMMITTEE THAT *WROTE* THE ISO 9001 STANDARD, SO I WILL TELL YOU WHAT IT *REALLY* MEANS.

HELP ME OUT HERE, DALE. I WAS ACTUALLY *HUNG OVER* THAT DAY, AND DON'T REMEMBER A *DAMN* THING.

NO WAY, RAY. I WANT TO SEE HOW YOU GET YOURSELF *OUT* OF THIS ONE.

ALRIGHT, SO LET ME **EXPLAIN** WHAT THE AUTHORS OF ISO 9001 MEANT BY "**OPPORTUNITIES**."

THIS SHOULD BE GOOD.

THE AUTHORS RECOGNIZED THAT RISK IS A **GOOD** THING.

NO, IT'S **NOT**.

EVERY RISK HAS A **POSITIVE** ASPECT TO IT THAT MUST BE ACTIVELY **PURSUED**.

NO, IT **DOESN'T**.

... THEREFORE EVERY RISK IS **GOOD**...

YEAH, THAT'S **NOT** TRUE.

... AND EVERY OPPORTUNITY IS **BAD**.

NOPE, NOT TRUE **EITHER**.

CONSIDER THIS: IT'S A **BAD** THING THAT I JUST SPENT **SO MUCH** TIME TALKING ABOUT SOMETHING I CLEARLY **DON'T UNDERSTAND**...

BUT IT'S A **GOOD** THING THAT NOW I RAN OUT OF **AUDIT TIME** AND NOW WE HAVE TO GO GET **LUNCH**.

OK, YOU'VE **WON ME OVER**.

WHILE WE ARE WAITING FOR OUR FOOD LET'S AUDIT **CLAUSE 6.2**.

UMM,... OKAY.

THIS CLAUSE IS ABOUT **QUALITY OBJECTIVES**. WHAT CAN YOU TELL ME ABOUT THOSE?

SURE!

WE **MERGED** THE CONCEPTS OF **QUALITY OBJECTIVES** WITH **TRADITIONAL PROCESS KPIs**, AND USE "**PROCESS QUALITY OBJECTIVES**" INSTEAD.

ALL OF THESE ARE THEN TIED IN ONE WAY OR ANOTHER TO **MEASUREMENTS** RELATED TO EITHER **QUALITY** OR **ON-TIME DELIVERY**.

BY MEASURING OUR PROCESSES IN **REAL TIME**, WE CAN STOP **DEFECTS** BEFORE THEY **WORSEN**, AND **PREVENT** THEM FROM MOVING DOWN THE LINE.

DOES ALL OF THIS NONSENSE EVENTUALLY GET TURNED INTO **COLORED CHARTS**?

UMM... **SURE**... ?

BECAUSE I ONLY WANNA SEE **COLORED CHARTS**. OTHERWISE I HAVE TO ISSUE A **MAJOR NONCONFORMITY** FOR A LACK OF **COLORED CHARTS**.

THE SUBCLAUSE 6.2.2
REQUIRES YOU TO DECIDE
WHAT YOU WILL DO
REGARDING QUALITY
OBJECTIVES.

SO WHAT DO
YOU DO?

YES, I'M **CONFUSED** ON THAT POINT.
ISO STANDARDS ARE SUPPOSED TO
TELL COMPANIES **WHAT** TO DO, AND
THEN LET THEM DETERMINE **HOW**.

BUT IN THIS CLAUSE,
ISO JUST **PUNTS**. THEY
WANT **USERS** TO WRITE
THE CLAUSE FOR THEM.

OH LOOK,
HERE COME THE
**CHILI-RUBBED
RIBS.**

I'M GONNA BE IN
HERE FOR A *WHILE*,
SO LET'S KEEP
AUDITING.



UMM, ... OKAY.

THIS NEXT CLAUSE IS
ABOUT *CHANGE MANAGEMENT*.



SO TELL ME HOW YOU
MANAGE *CHANGE* IN YOUR
ORGANIZATION.

WELL, WE TACKLE THIS IN
DIFFERENT WAYS. WE HAVE ONE
METHOD FOR CHANGES TO
PROCESSES.




WE HAVE *ANOTHER* METHOD
FOR MANAGING CHANGES TO
DOCUMENTS...

THAT'S *FINE*, BUT I HOPE
YOU HAVE A PROCESS FOR
PROVIDING YOUR ISO 9001
AUDITOR A CHANGE
OF *PANTS*.



THOSE *CHILI-RUBBED*
RIBS ARE TURNING INTO
CHILI-RUBBED
TOILET BOMBS.



SO LET'S SAY YOU LOSE A KEY PERSON THAT'S CRITICAL TO THE QUALITY SYSTEM.

UMM, ... OKAY.



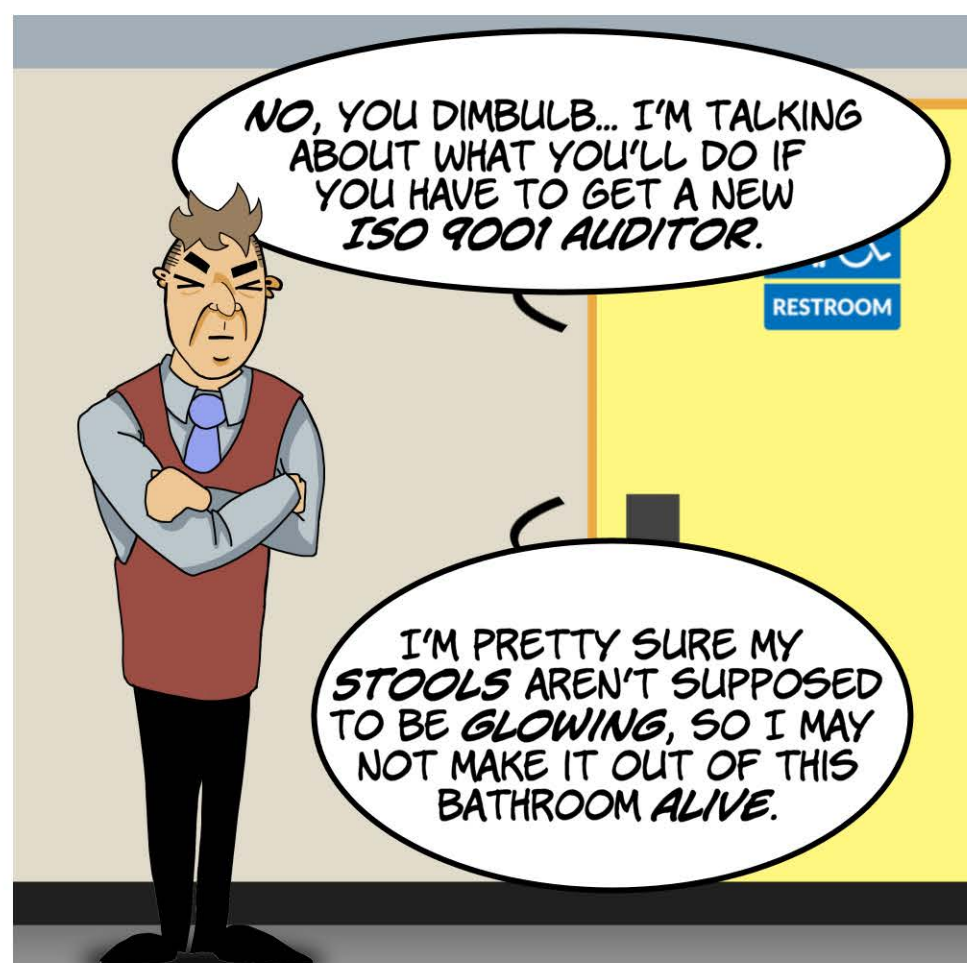
AND THIS IS GOING TO RESULT IN **BIG CHANGES** TO HOW YOU GET **AUDITED** AND MAYBE EVEN PUT YOUR ISO 9001 CERTIFICATION AT **RISK**.

WELL, WE WOULD TIE THIS INTO OUR EFFORTS RELATED TO **ORGANIZATIONAL KNOWLEDGE**. WE'D ENSURE OUR SYSTEM CAN SURVIVE A CHANGE IN **KEY STAFF**.



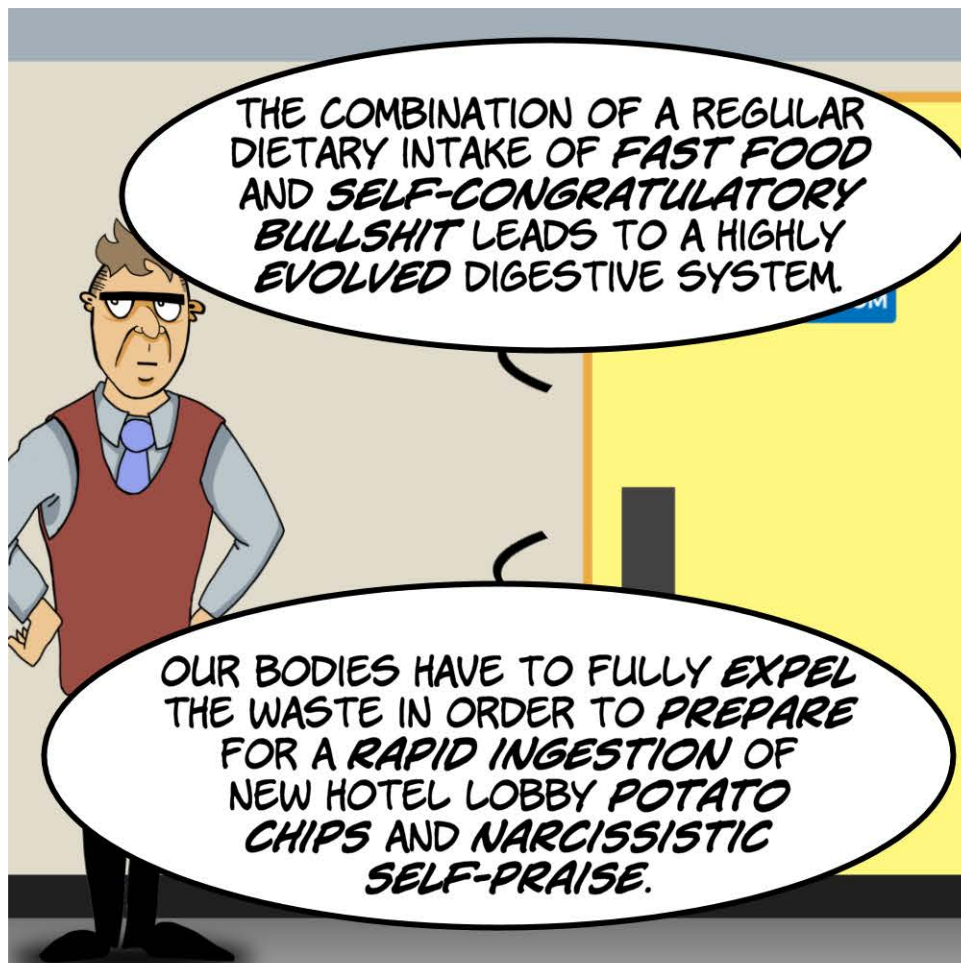
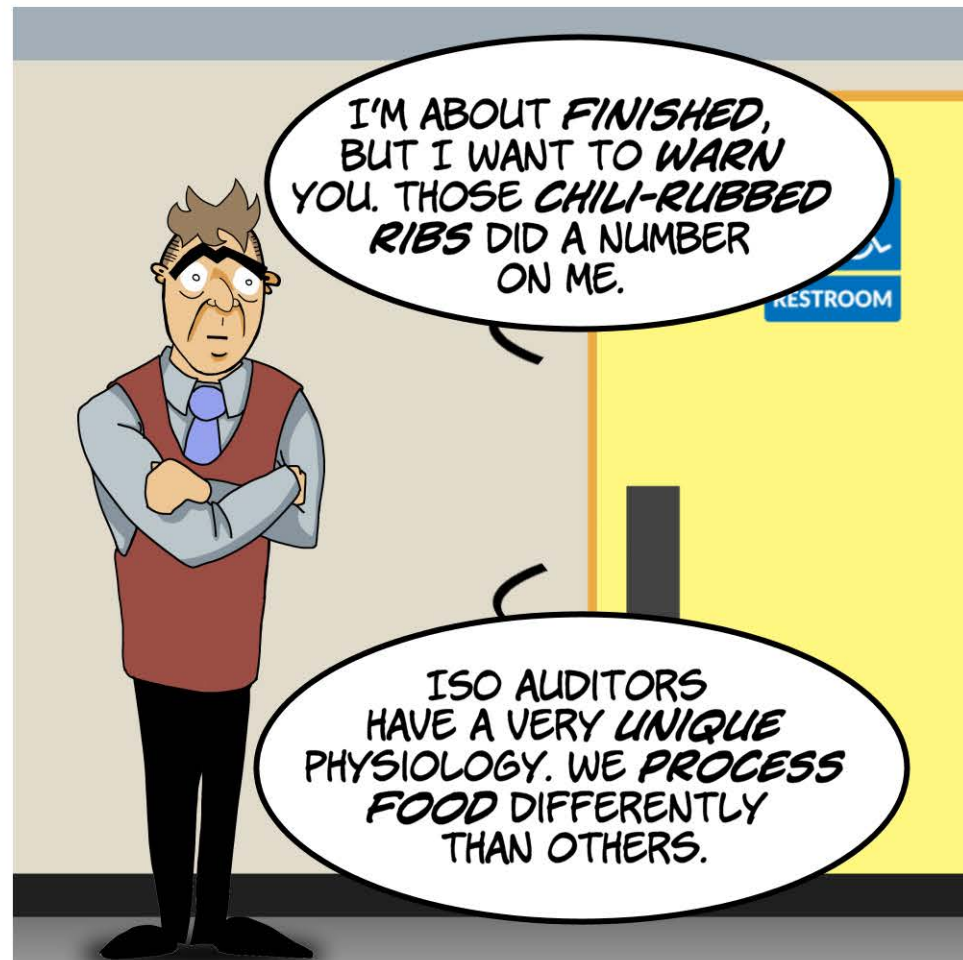
WHAT THE **HELL** ARE YOU TALKING ABOUT?

AREN'T YOU ASKING ABOUT **CHANGE MANAGEMENT**, AND HOW WE'D USE IT TO HANDLE THE **LOSS** OF A **CRITICAL EMPLOYEE**?



NO, YOU DUMBULB... I'M TALKING ABOUT WHAT YOU'LL DO IF YOU HAVE TO GET A NEW **ISO 9001 AUDITOR**.

I'M PRETTY SURE MY **STOOLS** AREN'T SUPPOSED TO BE **GLOWING**, SO I MAY NOT MAKE IT OUT OF THIS BATHROOM **ALIVE**.



ALRIGHT, LET'S START
AUDITING THE CLAUSE
ON "RESOURCES."

AS YOU PROBABLY KNOW
THIS DEALS WITH WHETHER OR NOT
YOU ARE PROVIDING THE *THINGS*
PEOPLE NEED TO DO THEIR
JOBS.

THE FIRST SUB-CLAUSE 7.1.1
ASKS IF YOU HAVE *DETERMINED*
AND PROVIDED THE NECESSARY
RESOURCES.

SURE, WELL I THINK
WE'VE DONE *PRETTY*
WELL ON THIS POINT...

YEAH, DON'T START WAVING
YOUR *BACHELOR'S DEGREE IN*
BULLSHIT AT ME YET, SPARKY.
I HAVEN'T ASKED A
QUESTION YET.

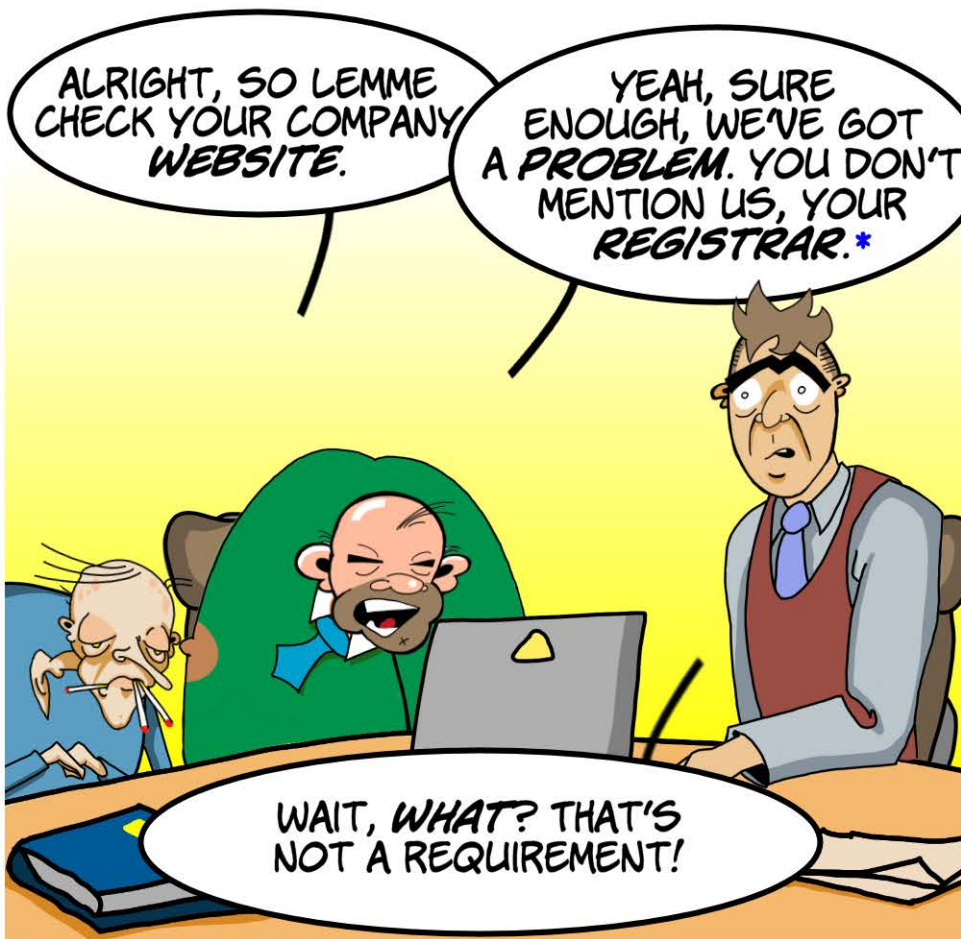
WHEN I ASK A *QUESTION*,
YOU'LL HEAR AN *UPWARD*
INFLECTION AT THE END OF
MY SENTENCE, OKAY?

DALE, THIS CLAUSE DOESN'T
ACTUALLY *SAY* ANYTHING.
I HAVE *NO IDEA* HOW TO
AUDIT IT.

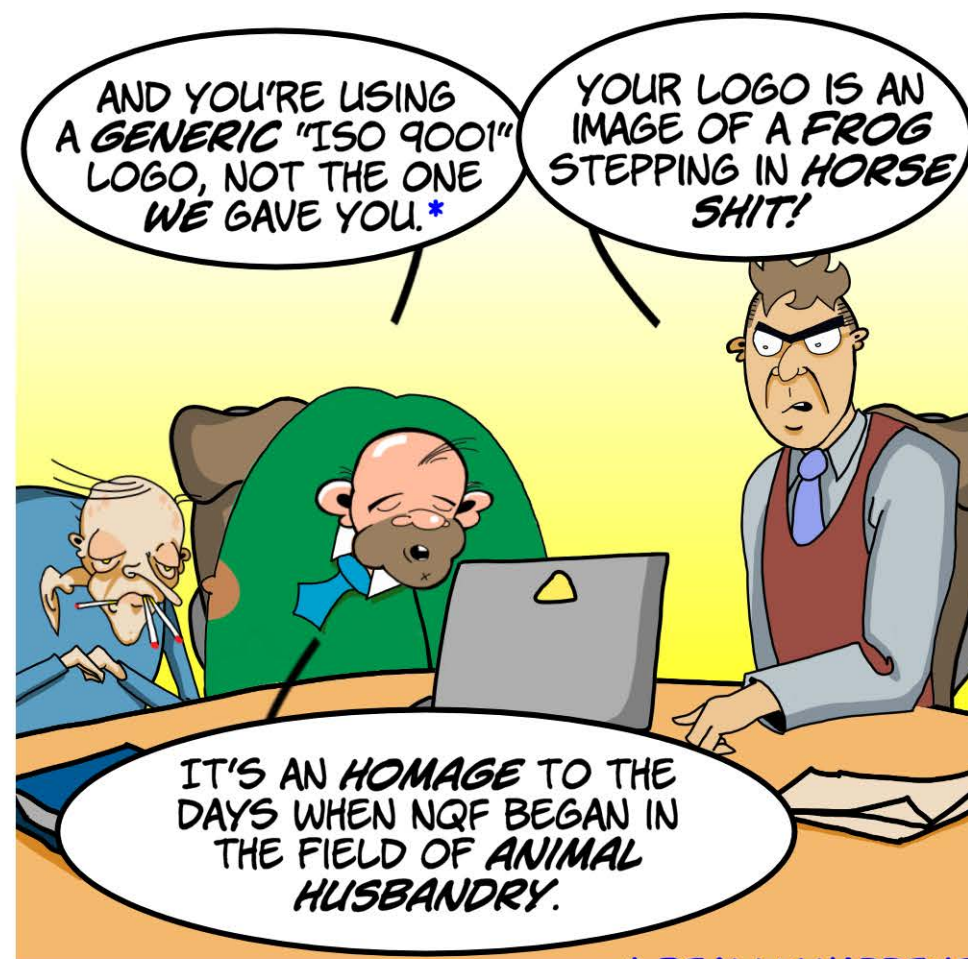
IT WAS ADDED TO PAD THE *PAGE*
COUNT, SO ISO COULD *CHARGE*
MORE FOR THE STANDARD.
NOBODY AUDITS IT, JUST
MOVE ON.



* REALLY HAPPENED



* REALLY HAPPENED



* REALLY HAPPENED

WE USE A **GENERIC LOGO** ON OUR WEBSITE. YOU CAN'T CLAIM **TRADEMARK RIGHTS** OVER **GENERIC LOGOS**.

WELL, I'M NO **LAWYER**, SONNY-JIM, BUT I AM YOUR **AUDITOR**. SO WHAT I SAY **MATTERS**.

AND THE **ANAB GIT** OVER HERE SAYS YOU HAVE TO ADD OUR **NAME** TO YOUR **GENERIC LOGO**.*

* **REALLY HAPPENED**

BUT WHAT'S THE **LOGIC** BEHIND THAT **RULING**? CAN YOU **EXPLAIN IT**?

TRACEABILITY TO WHAT?

BACK TO US, YOUR **REGISTRAR**, AND THEN TO **ANAB**.

IT'S TO PROVIDE **TRACEABILITY** FOR YOUR **ISO 9001 CERTIFICATE**.

IT'S LIKE WHEN THE **JEWS** PAINTED **LAMB'S BLOOD** ON THEIR DOORS DURING THE FIRST **PASSOVER**. IF WE DON'T SEE OUR **NAMES** ON YOUR WEBSITE, YOU GET A **PLAGUE OF NONCONFORMITIES**.

THIS NEXT CLAUSE IS ABOUT
PEOPLE.

UMM... **OKAY.**

WE REALLY DON'T
USE THAT **TERM**
ANYMORE.

OH, SORRY,
YOU'RE **RIGHT.**
I MEANT **HUMAN**
RESOURCES.

NO, THAT'S
NOT IT, EITHER.

HUMAN CAPITAL?

I THINK IT'S
SOMETHING LESS
GENDER-
SPECIFIC.

OH, RIGHT, NOT **HU-MAN.**
HU-PERSON CAPITAL.

NON-MECHANICAL
LIMBED WAGE
SLAVES?

CARBON-BASED
WORK TYPES?

SELF-AWARE
DRONE MEATSACKS?

SO I'M GOING TO NEED TO
TALK TO YOUR MANAGER OF
PINK MEAT MOBILE
OPERATORS.

OK, SURE, BUT
SHE'S BLACK.



HELLO, MY NAME IS **RAY BATTLESBEE** AND I'M HERE TO AUDIT YOU FOR **ISO 9001**.

OK, I'M **JOAN**, THE **HUMAN RESOURCES MANAGER**.



DOES THE COMPANY CURRENTLY HAVE **SUFFICIENT STAFF** TO CARRY OUT ALL ITS OPERATIONS?

WELL, JUST ABOUT. WE ARE CURRENTLY SHORT OF A **MAINTENANCE HELPER**, SO I AM **RUNNING ADS** TO FIND A **CANDIDATE**.

ANY **LUCK** SO FAR?

YES, WE RECEIVED A FEW GOOD RESUMES. WANT TO **SEE** THEM?

NO, I HAVEN'T ACTUALLY STARTED **AUDITING** YET.

BETWEEN YOU AND ME, I AM **BEING SUED** BY SIX CO-WORKERS FOR **SEXUAL HARASSMENT**, HAVE **FOURTEEN SAFETY VIOLATIONS** AND **SIXTEEN ARREST WARRANTS** BACK AT THE OFFICE.

SO I WAS HOPING YOU MIGHT HAVE A **JOB** FOR ME HERE BEFORE I GET **ARRESTED** OR **DEPORTED**.

THIS NEXT CLAUSE
REQUIRES ME TO AUDIT
YOUR INFRASTRUCTURE.

UMM... OKAY.

THE PROBLEM IS THAT NOBODY REALLY
KNOWS WHAT "INFRASTRUCTURE" IS.

ISN'T IT THE COMPANY'S FACILITIES,
UTILITIES, EQUIPMENT AND TECHNICAL
RESOURCES? THAT'S WHAT THE
STANDARD SAYS.

NO, THOSE WORDS APPEAR IN A *NOTE*
UNDERNEATH THE CLAUSE. "NOTES"
NEVER CONTAIN *REQUIREMENTS*.

HERE WE GO...

ISO HAS ADOPTED A MODERN
"QUANTUM" APPROACH TO
PRESENTING INFORMATION
IN NOTES.

A "QUANTUM"
APPROACH?

RIGHT, NOTES ONLY HAVE A
COGENT MEANING WHEN YOU
OBSERVE THEM.

BUT AS SOON AS YOU
LOOK AWAY, THE MEANING
DISAPPEARS AND YOU CAN
IGNORE IT ENTIRELY!

SO, YOU HAVE TO TELL ME WHAT "INFRASTRUCTURE" MEANS FOR YOU, AND I'LL AUDIT THAT.

SO, TELL ME, IS "INFRASTRUCTURE" YOUR FACILITIES, EQUIPMENT AND UTILITIES?

WHAT IF I TELL YOU THAT FOR US, "INFRASTRUCTURE" IS A WOMAN IN A BIKINI SELLING HOT DOGS AND ICE CREAM IN THE PARKING LOT?

ZZWIPPPP!

HE'S NOT COMING BACK, IS HE?

NO, YOU MENTIONED A WOMAN IN A BIKINI SELLING FOOD.

THAT'S LIKE DANGLING A GRAIL IN FRONT OF GALAHAD. HE'LL BE QUESTING FOR A WEEK, AT LEAST.

WHY IS DALE DRESSED LIKE THAT?

OH, I DUNNO. HE'S LIKE 400 YEARS OLD, SO I STOPPED ASKING.

SO WE'RE AUDITING INFRASTRUCTURE, AND I'LL NEED TO SEE THE PREVENTIVE MAINTENANCE RECORDS FOR YOUR EQUIPMENT.

YOU KNOW THAT THE ISO 9001 STANDARD DOESN'T EVEN *REQUIRE* PREVENTIVE MAINTENANCE, RIGHT?

KASHROOOMMM!!!

SUDDENLY YOUR *CHOICE* OF CLOTHES TODAY MAKES SENSE.

YOU DON'T LIVE TO BE MY AGE WITHOUT KNOWING WHAT HAPPENS DURING *CLAUSE 7.1.3*.

THE AUDITOR

by CHRIS PARIS

I'M RAY BATTERSBEE, AND I'M HERE TO AUDIT YOU FOR ISO 9001.

YEAH, OKAY.

SO YOU'RE THE MAINTENANCE MANAGER HERE?

YEAH, I'M TERRY.

I'VE ALREADY NOTICED SOME DEFICIENCIES IN YOUR FACILITY MAINTENANCE.

REALLY? LIKE WHAT?

IN MY DAY, WE HAD NUDEY MAGS HANGING ON THE WALLS EVERYWHERE. BUT I DON'T SEE A SINGLE NUDEY MAG ANYWHERE IN HERE.

AS A HETEROSEXUAL MAN, THAT MAKES THIS WORK ENVIRONMENT TOXIC TO ME.

I THINK I'D BETTER GO TO HR.


IF YOU DON'T PRODUCE SOME PORN FOR ME IN THIRTY SECONDS, I'M WRITING A MAJOR NONCONFORMITY.



I NEED YOU TO SHOW ME YOUR RECORDS OF PREVENTIVE MAINTENANCE.

A cartoon panel showing a large, balding auditor in a green suit with a blue bow tie, holding a clipboard and pen. He is looking at a maintenance guy. The maintenance guy is wearing a purple shirt with a red lightning bolt, blue overalls, and a purple cap with goggles. He has a long, thin mustache and a skeptical expression.

OK, BUT THEY'RE ALL IN MY OFFICE.



YOU NEED TO POST THE RECORDS ON EACH MACHINE, WHERE THE OPERATORS CAN SEE THEM.*

A cartoon panel showing the auditor and maintenance guy. The auditor is looking at the maintenance guy, who is now holding a clipboard and looking back at him.

THE OPERATORS DON'T NEED TO SEE THEM, ONLY I DO. I'M THE ONLY MAINTENANCE GUY.

* REALLY HAPPENED



YOU ALSO NEED MORE THAN ONE MAINTENANCE GUY.*

A cartoon panel showing the auditor and maintenance guy. The auditor is looking at the maintenance guy, who is now holding a wrench and looking back at him.

ARE YOU JUST MAKING UP STUFF NOW?



ALSO, ALL MAINTENANCE RECORDS MUST BE WRITTEN IN AMARAIC WITH GILDED INK AND SCENTED WITH LAVENDAR.

A cartoon panel showing the auditor and maintenance guy. The auditor is looking at the maintenance guy, who is now holding a wrench and looking back at him.

I'M GONNA SMACK YER KNOB WITH THIS WRENCH.

* REALLY HAPPENED



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