Dear Auditors,
Sometimes we get the opportunity to audit a client who is either not cooperative, belligerent, in denial, does the disappearing act or uses stall tactics. Any or all of the behaviors hinders the effectiveness of the audit as you know.

Sometimes these behaviors play out before the audit.

Let us remind you that if the client is uncooperative and will not provide necessary information for your audit planning, you are to contact the client manager to have the client told that they are risking audit postponement unless requirements are met.

If you arrive on site and these behaviors exist to the detriment of your audit, please again call the client manager to engage the client before you are compelled to close the audit down. We will support you and stop the audit even if it is an ANAB witness audit. (We just had one like that.)

If the auditor arrives on site, and the process titles in the quality manual or company documents do not match those that had previously been provided, then a nonconformance will be issued. If a new process has been added, the audit plan will be revised to include it, if necessary.

Thanks as always for your help.