

## 10 Steps to doing an Audit

1



Talk to your partner to decide which questions you will ask.

2



Make sure everyone feels OK to do the audit.

3



Tell them you will not share their name or answers with the service.

4



Ask one question at a time.

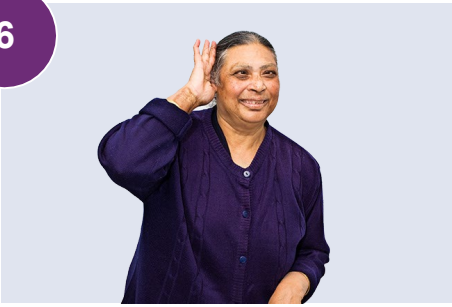
Do not rush.

5



Give the person lots of time to think and answer.

6



Listen carefully.

7



Check that you understand their answer.

8



Write their answers down.

9



Stop the interview if someone is upset.

10



Talk to your audit partner about how the interview went.