

The Seven Sins of Conducting an Auditing

1. Image Degradation.

Specifically, do not:

- Forget that you audit is an imposition.
- Be negative or condemning.
- Drink before interviews.
- Be late or miss schedules.
- Use profane language.
- Start (or allow) any disagreements between team members.
- Criticize people's efforts

2. Violation of Trust.

Maintain and guard trust. Do not:

- Criticize people in front of their boss and peers.
- Discuss others you have audited.
- Quote people in your reports.

3. Credibility Assassination.

The quickest way to lose credibility is:

- Argue. You've asked, and been told. Be quiet.
- Ask questions without the background to appreciate the answer.

4. Intergalactic Travel.

Be neither a "black hole" nor a "supernova." You should not:

- Forget to give periodic feedback while the audit is in progress.
- Project that the audit is "top secret."

But, it's also unwise to:

- Recommend prematurely.
- Talk so much that you forget to listen.

5. Philosophizing.

Never, but never:

- Be sarcastic.
- Discuss personalities.
- Get into technical arguments.
- "Educate" interviewees.

6. Discipleship.

One of the most sins most damaging to open communications is committed if you discuss:

- Politics.
- Religious beliefs.
- Company policy (obviously it is OK to quote the policy, but never convey that you are in a position to interpret policy.)

7. Forgotten Commitment.

Do not forget ultimate goals and established agreements. Never:

- Distribute reports outside an accepted distribution list.
- Use excessive rigor of examination.
- Proceed without regard for the imposition on the audit target.