

The Audit-Day One-Pager

Example only. The unit number, the day of the week, and the situations inside the scripted sentences below are illustrative. They're there so you can hear the sentence before you have to say it. Every rule, deadline, and regulatory term on this page is real.

The eight steps: READ-DO

READ-DO. Follow it in order, like a recipe, not from memory. You'll run this day once every few years at most, so there's no memory to work from, and every failure the page exists to prevent is a failure of somebody improvising in front of the person writing it down.

PAUSE POINT: the morning of, before the first document goes on the table. Read all eight now, then keep this page in your hand until their car leaves the lot. Steps 6 through 8 happen at the door and after it, and those are the three that get skipped.

1. **One room that isn't where you work**, a conference room, a break room, the kitchen table. Everything they asked for goes on that table in the order of the request list, and **nothing goes in that room they didn't ask for**. Offsite, the folder names carry the list's numbering instead.
2. **The three-pile page taped up where you can see it:** have it / fixed honestly with today's date / don't have it (Chapter 1). Every item in the third pile already has its one dated sentence written, so you never have to invent one while somebody's waiting.
3. **One point of contact answers.** Everyone else works a normal day, answers a direct question briefly and honestly, and hands over no documents.
4. **Say the five sentences below out loud, once, before anyone arrives.** It feels ridiculous. It's also the whole difference between a rehearsed sentence and an improvised one.
5. **The log is open before the first question:** the time, what they asked for, what you handed over, and what they said about it. You will need this on Friday and you will not remember it.
6. **At the door, before they're in the car, ask the three questions below.** The first one is the one you can't leave unasked.
7. **Write four things down verbatim:** which **BASICs** they name · the words **acute** or **critical**, which tell you a finding's weight and not their mood · any version of **"I'd get that fixed,"** the closest thing to a roadmap you'll be handed · and **anything they ask you to send after they leave**, which is a deadline whether or not it sounded like one.
8. **Before you go home, the one-page summary:** what was reviewed, what was found, what you owe them and by when, what you're fixing first. Written while the day is warm, it becomes your corrective action plan. Reconstructed in a month, it becomes guesswork.

The one prohibition that belongs on this page: you must not write a record of something that didn't happen, and you must not date a signature earlier than the day it was signed. Fixing a stale item today and dating it today is honest work. A missing record is a violation your company can pay for and correct. An invented one is a statement you made to a federal investigator, and it changes what kind of trouble you're in.

Eight steps. Run them and the day ends the way Chapter 9 describes: they left with everything they asked for and nothing extra, your log is complete, and nobody in the building invented a document under pressure.

The five sentences: read these aloud before they arrive

1. **The document doesn't exist.** **Not this:** *"It should be in there somewhere. Let me check the other cabinet..."* **Say this:** "We don't have one for unit 12. It's scheduled Thursday and I'll send you the report the day it's in my hands."
2. **You don't know the answer.** **Not this:** *"Quarterly. I'm pretty sure it's quarterly."* **Say this:** "I'd have to check. Can I get that to you this afternoon?" Then do.
3. **Your answer is finished and you want to keep talking.** **Not this:** *"Yes, that's the only one; our last safety guy left and honestly the files were a disaster..."* **Say this:** "Yes. That's the only one." Let the pause be theirs to fill.
4. **The request grows.** **Not this:** a stack you haven't read, or a flat *"That's not on the list."* **Say this:** "Yes. Give me until after lunch so you get complete files instead of pieces."
5. **You disagree with a finding.** **Not this:** *"That's not fair. The shop had that truck a week."* **Say this:** "Can you show me which one? I'll write it down, and if I find the certification I'll get it to you before you close." Contest on paper later, with evidence (Chapter 10).

The rule under all five: restraint and refusal are not the same thing. Cooperation is measured in requested documents, complete and on time, and a true answer to every question. It has never been measured in extra sentences.

The three questions at the door

Nothing said here is the result. Friendly isn't a pass. Short with you at four o'clock is a person who's been reading files since eight.

1. **"Is there anything you asked for that you haven't received?"** (the highest-value question of the day). Ask it before they're in the car.
2. **"Of what you found, what would you want corrected first?"** You're asking for priority, not a verdict.
3. **"What happens next, and roughly when should I expect something in writing?"**

Don't ask them to predict your rating or your penalty, and don't relitigate a finding standing in the doorway. Findings get contested on paper, with evidence.

You might get no rating at all. Most carriers never do. That's an ordinary outcome, not a missing grade.

What isn't on this page, on purpose: the ruled three-column log step 5 tells you to open, and the 30-minute mock audit that shows you which of these eight steps you'd actually miss. Both are in Chapter 9. Run the mock audit before you ever need this page.