

Name: _____

Date: _____

 Useful Phrases

There is a problem with...	Reporting a problem — "There is a problem with the batch records."
We found a problem in...	Reporting a problem — "We found a problem in the storage area."
I think...	Giving an opinion — "I think the team needs more training."
In my opinion...	Giving an opinion — "In my opinion, we should update the checklist."
I agree.	Agreeing — "I agree. Let's fix this today."
That's a good point.	Agreeing — "That's a good point. We should check all the records."
I don't agree.	Disagreeing — "I don't agree. I think it's just one mistake."
I'm not sure about that.	Disagreeing — "I'm not sure about that. Let's check the procedure first."
Can you explain that?	Asking for more information — "Can you explain that finding in more detail?"
What do you mean?	Asking for more information — "What do you mean by 'missing signature'?"
Maybe we can...	Suggesting an idea — "Maybe we can retrain the team."
What about...?	Suggesting an idea — "What about updating the work instruction?"

1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- | | |
|------------------------------------|--------------------------------|
| 1. I don't agree. ____ | A. Suggesting an idea |
| 2. What do you mean? ____ | B. Giving an opinion |
| 3. I think... ____ | C. Reporting a problem |
| 4. There is a problem with... ____ | D. Disagreeing |
| 5. That's a good point. ____ | E. Asking for more information |
| 6. What about...? ____ | F. Agreeing |

2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

1. The auditor found a problem with the batch records. What do you say to your team?
 - a) I agree.
 - b) There is a problem with the batch records.
 - c) What about...?
2. Your colleague doesn't explain the finding clearly. What do you say?
 - a) Can you explain that?
 - b) I agree.
 - c) What about...?
3. You want to give your opinion about the cause. What do you say?
 - a) What do you mean?
 - b) I think the team needs more training.
 - c) I don't agree.
4. Your colleague suggests retraining the team and you think it's a good idea. What do you say?
 - a) That's a good point.
 - b) There is a problem.
 - c) Can you explain that?
5. You want to suggest updating the work instruction. What do you say?
 - a) I don't agree.
 - b) What about updating the work instruction?
 - c) What do you mean?
6. You are not sure it's just one mistake. What do you say?
 - a) I agree.
 - b) I'm not sure about that.
 - c) What about...?

3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *I don't agree.* / *I think...* / *That's a good point.* / *What about...?* / *What do you mean?*

A: The auditor found a problem with the batch records.

B: _____ (*Asking for more information*)

A: I think it's just one mistake.

B: _____ (*Disagreeing*)

A: We should retrain the whole team.

B: _____ (*Agreeing*)

A: Training records have been a problem before.

B: _____ (*Giving an opinion*)

A: We need to fix this before the next audit.

B: _____ (*Suggesting an idea*)

4 Put the Conversation in Order

Number the lines 1-6 to make a logical conversation.

- | | |
|---|-------------|
| a) B: I see. What about checking all the records this week? | Order: ____ |
| b) A: Hi. The auditor found a problem today. | Order: ____ |
| c) B: Perfect, thank you. | Order: ____ |
| d) A: Some batch records don't have a signature. | Order: ____ |
| e) A: That's a good point. I'll ask the team to start now. | Order: ____ |
| f) B: What do you mean? | Order: ____ |

5 Model Conversation

Read this example QA meeting conversation.

QA Manager: Good morning. Let's talk about the audit finding.

Auditor: Good morning. Yes, I found some batch records without a signature.

QA Manager: Can you explain that?

Auditor: Three records from last week don't have the supervisor's signature.

QA Manager: I see. In my opinion, we should check all the records this month.

Auditor: I agree. That's a good idea.

QA Manager: What do you think caused this?

Auditor: I think the team forgot the new procedure.

QA Manager: I'm not sure about that. Maybe it was just a busy week.

Auditor: That's a good point. Let's ask them directly.

QA Manager: OK. What about updating the work instruction to make it clearer?

Auditor: I agree. I'll help you write it.

6 Role-Play: Team Meeting

Work in a group of 4. Choose a role. Use the phrases you practiced to have your own meeting.

Situation: During an internal audit, some batch records were found without a signature. Your team is meeting to talk about the finding and decide what to do.

QA Manager

Your goal: Lead the meeting. Ask questions and decide what to do next.

Try these phrases: Can you explain that? / What do you mean? / In my opinion...

Internal Auditor

Your goal: Report what you found during the audit. Explain the finding clearly.

Try these phrases: There is a problem with... / We found a problem in... / I think...

Production Supervisor

Your goal: Give your opinion about what might have caused the finding.

Try these phrases: I think... / I'm not sure about that. / In my opinion...

Team Leader

Your goal: Suggest what to do next and help close the meeting.

Try these phrases: Maybe we can... / What about...? / I agree.

7 Discussion Questions

Talk with a partner or your group. There are no right or wrong answers!

1. Has your team ever had an audit finding? What happened?
2. Why are audits important in a company?
3. What is the best way to react to bad news at work?
4. What makes a good corrective action?
5. How do you feel before an audit?

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In my opinion...	Giving an opinion — "In my opinion, we should update the checklist."
I agree.	Agreeing — "I agree. Let's fix this today."
That's a good point.	Agreeing — "That's a good point. We should check all the records."
I don't agree.	Disagreeing — "I don't agree. I think it's just one mistake."
I'm not sure about that.	Disagreeing — "I'm not sure about that. Let's check the procedure first."
Can you explain that?	Asking for more information — "Can you explain that finding in more detail?"
What do you mean?	Asking for more information — "What do you mean by 'missing signature'?"
Maybe we can...	Suggesting an idea — "Maybe we can retrain the team."
What about...?	Suggesting an idea — "What about updating the work instruction?"

1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- | | |
|--------------------------------------|--------------------------------|
| 1. I don't agree. -> (D) | A. Suggesting an idea |
| 2. What do you mean? -> (E) | B. Giving an opinion |
| 3. I think... -> (B) | C. Reporting a problem |
| 4. There is a problem with... -> (C) | D. Disagreeing |
| 5. That's a good point. -> (F) | E. Asking for more information |
| 6. What about...? -> (A) | F. Agreeing |

2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

- The auditor found a problem with the batch records. What do you say to your team?
 - I agree.
 - There is a problem with the batch records.**
 - What about...?
- Your colleague doesn't explain the finding clearly. What do you say?
 - Can you explain that?**
 - I agree.
 - What about...?
- You want to give your opinion about the cause. What do you say?
 - What do you mean?
 - I think the team needs more training.**
 - I don't agree.

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4. Your colleague suggests retraining the team and you think it's a good idea. What do you say?

a) That's a good point.

b) There is a problem.

c) Can you explain that?

5. You want to suggest updating the work instruction. What do you say?

a) I don't agree.

b) What about updating the work instruction?

c) What do you mean?

6. You are not sure it's just one mistake. What do you say?

a) I agree.

b) I'm not sure about that.

c) What about...?

3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: I don't agree. / I think... / That's a good point. / What about...? / What do you mean?

A: The auditor found a problem with the batch records.

B: What do you mean? (Asking for more information)

A: I think it's just one mistake.

B: I don't agree. (Disagreeing)

A: We should retrain the whole team.

B: That's a good point. (Agreeing)

A: Training records have been a problem before.

B: I think... (Giving an opinion)

A: We need to fix this before the next audit.

B: What about...? (Suggesting an idea)

4 Put the Conversation in Order

Number the lines 1-6 to make a logical conversation.

a) B: I see. What about checking all the records this week?

Order: 4

b) A: Hi. The auditor found a problem today.

Order: 1

c) B: Perfect, thank you.

Order: 6

d) A: Some batch records don't have a signature.

Order: 3

e) A: That's a good point. I'll ask the team to start now.

Order: 5

f) B: What do you mean?

Order: 2