



# Remote audit

## Meet the requirements of your certificate, regardless of the situation

Just like you, SKG-IKOB feels responsible for ensuring that your quality certificate remains valid. There are many reasons why it may prove impossible to carry out the required audits and inspections at your location.

In such cases, we can prolong the validity of your quality certificate by carrying out an audit (either in full or partially) from our own location. This means that you can still meet the requirements of your certificate, regardless of the situation. We call this: remote auditing.

SKG-IKOB can carry out virtually any kind of audit remotely. From admission tests, annual inspections, recertification and audit expansions, to checking corrective measures that have been implemented by your organisation. It is possible to carry out most audits and inspections remotely, and the procedure is formally permitted by our regulatory authority: the Dutch Accreditation Council (RvA).

## This brochure provides:

- 1) A rundown of the options and scope of remote auditing
- 2) Information about suitable tools
- 3) Practical tips for remote audits

### 1. Options and scope of remote auditing

It is usually possible to carry out complete audits that would normally take place at your office on a remote basis. Any deviations that come to light can also be corrected remotely.

In some cases, certain parts of an inspection may have to be carried out in a factory, workshop or on a project location rather than in the office. Although this is not a problem, we may have to overcome a few obstacles. If it is impossible to carry out an audit on location using suitable software tools, or if the locations are temporarily inaccessible or activities have been suspended, we will not be able to complete the audit. In such cases, we will make additional agreements to conduct the inspection on location. In the case of a control audit, this may mean that the inspection on location will take place at a later date.

In the case of an admission test, an audit expansion or a recertification inspection, the decision on the certificate can only be made after the additional inspection at the location. If recertification is urgent, we can extend the validity of your current certificate by six months.

This buys enough time to schedule an additional inspection on location.

### 2. Using suitable tools

When carrying out a remote audit, we use software solutions (tools) that enable video calls and video conferencing. This could include Microsoft Teams, Skype for Business, GoToMeeting, WhatsApp video calls, FaceTime, etc. Not all systems are suitable for office or location audits. We will discuss the tools with you beforehand. SKG-IKOB will try to adapt to the tools that your organisation uses.

If you do not use any of these tools, SKG-IKOB will opt to work with Microsoft Teams. The advantage of this communication tool is that it can be used on PCs, laptops and mobile phones. When carrying out office audits, screens can be shared and registrations displayed, in addition to the face-to-face video connection. The mobile application is suitable for walking through production locations, workshops or project locations, while answering the auditor's questions and producing specific documents or evidence through the video connection.



### 3. Practical tips for remote audits

A remote audit can be an efficient solution for carrying out audits from a distance if an audit on location is impossible. To ensure success, the people taking part must be well prepared.

### Our auditor will check in advance:

- Which tool is to be used.
- Who will be taking part in the audit.
- How to reach the participants (e-mail or mobile number).
- That the participants have the right equipment (PC or laptop with microphone and speakers).
- That the participants can produce the required documents and/or have access to the required locations.
- Whether there is access to the relevant project locations.

### Audit can be modified

SKG-IKOB can modify an audit to take possible restrictions into account. For example, in order to let an audit go ahead, the auditor can decide to reschedule certain parts of the audit in the assessment, and deal with them in a subsequent audit.

Once this has been agreed, a remote audit can go ahead. Please take the following matters into account to ensure that the process goes smoothly:

- Make sure that you have all the relevant information on hand so that you can present it to auditor online or via the webcam.
- Be very clear about what you are doing. For example, opening an application or searching for a document, so that the auditor knows what is going on.
- Make sure that your internet connection is fast enough. If the connection is inadequate, you could decide to switch off the video option every now and then and only use the speech or chat option. Video needs a faster broadband.
- Face-to-face contact is an important part of remote audits. Use the webcam on your laptop or a separate webcam for your PC.
- If possible, use a headset with a microphone. They usually work better and there is less background

noise than when you use the speakers and microphone on your PC or laptop.

- If you work in a noisy environment, switch off your microphone when you are not talking (mute). This prevents background noise, resonance and echo.

Remote auditing is quite hard work, both for the auditor and for the subject of the audit. The auditor may take regular short breaks between the interviews. The auditor will always state which parts of the audit were carried out via remote auditing in the audit report.

### Always secure and confidential

The security and confidentiality of your documents and data is a top priority for SKG-IKOB. We will not store any other information or registrations in our files than we do during a non-remote audit. After the audit has been completed, we will delete any information that has been downloaded.

During the audit, the auditor will only record screenshots or video calls with your permission. The remote audit will take place via a secure VPN connection with the SKG-IKOB network, not via a public network.

Our systems have virus scanners and security software.



If you want to know what SKG-IKOB can do for you, contact us without obligation. We will be happy to help.

## The next step

You can be confident that SKG-IKOB will ensure that you are complying with the requirements of your certificate, whatever the situation. Do you want to start remote auditing now? Or do you have any further questions?

If so, please contact one of our certification managers:

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