Remote Audit Overview

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

For an auditor to assess your compliance with ISO standards and to be able to issue your certificates, they need to review the way you offer services or bring your products to market. Auditors review documents, processes, procedures and systems. This auditing would normally take place at your premises, but now there is the option of a remote audit.

During the COVID 19 pandemic, remote auditing became the only way to continue certification when safety constraints and mandatory confinement, combined with travel restrictions, made on-site visits largely unviable.

This experience showed that remote auditing for certain ISO standards was not only possible, but with the benefit of greater access to updated and improved ICT (information and communication technology) could become widely accepted as an alternative to on-site audits. Additionally, online/remote audits proved to have a significant beneficial effect on the environment by dramatically reducing the impact of travel and reduce costs overall.

However, when an online/remote audit takes place, it is important that the organisation being audited is aware or their role and responsibility in the process to achieve the optimum benefit of this auditing method. This requires correct preparation and ensuring access to the all the relevant information. Prior to an audit, an application must be completed and reviewed by us. We will perform all the usual checks that we would on a face-to-face audit. During the audit, the Auditor will check the validity of the supplied documents and check whether all the required processes and procedures are in place in the Management System.

Listed below are the current requirements that need to be in place for a remote audit to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. Any changes or additions will be notified to you prior to the commencement of the audit.

<u>INITIAL (FIRST) CERTIFICATION AUDIT REQUIREMENTS</u>

- Completed Application Form.
- Proof of Entity (Company Registration or similar).
- Copy of Public Liability Insurance certificate.
- URL Addresses for Website/LinkedIn/Facebook etc.
- Access to Online Management System (Supply Username and Password).
- Details of any recent changes to the Online Management System.
- Confirmation that the scope is still correct and relevant.

<u>YEAR TWO/THREE SURVEILLANCE AUDIT REQUIREMENTS</u>

- **ALL FIRST YEAR CERTIFICATION REQUIREMENTS AS ABOVE**
- Latest Management Review Meeting records.
- Internal Audit summary.
- Impartiality risk assessment and mitigation.
- Performance against quality objectives.
- Customer satisfaction survey/any complaints with corrective action.
- Staff Training records for the period.
- Life history of two orders/jobs.
- Non-Conformance Register.

Your Management System (MS) will be reviewed, and the documents and record samples (if applicable) will be checked. The auditor will check that the MS is being implemented properly and that all the procedures and processes are in place. During the audit, any non-conformances (NCs) will be listed, and corrective action recommended, which in some instances will mean certification is delayed until the NC is cleared. Following a successful audit, where the MS is seen to be correctly implemented, and the documents and records are confirmed as being complete and effective a certificate will be issued.