

# MAINTAINING YOUR CERTIFICATION WITH SGS REMOTE AUDITING



## YOUR COMPLIANCE PARTNER DURING THIS DIFFICULT TIME

During this global health crisis, SGS continues to be your compliance partner. As the leader in testing, certification and inspection, we can adapt quickly and efficiently to minimize service disruption for our clients. Our technology and experience have allowed us to continue our operations, while providing remote auditing options when necessary. Global manufacturing and general economic activities have slowed down but have not stopped. Numerous sites are still functional, on all continents. We have the proper tools and accreditation approvals in place to maintain your certifications.

## ABOUT REMOTE AUDITS

A remote audit is one that is conducted partially or completely off site using mobile or desktop applications. The audit will consist of everything that is typically included in an onsite audit. Personnel with responsibilities pertaining to the audit plan will need to be available for their relevant parts of the audit. Top management will also need to be available for relevant parts of the audit, including the opening and closing meetings.

## HOW REMOTE AUDITS WORK

Details of your specific audit may vary, but the overall process will likely go as follows:



## SGS REMOTE AUDITING TECHNOLOGY

On a case by case basis our technical experts will recommend the proper technology for your audit. A robust internet connection will be required. Prior to the start of the meeting, ensure your bandwidth signal is clear and can support a web conferencing session. If connection breaks during the audit, your auditor will contact you to reconnect.

## AVAILABLE OPTIONS INCLUDE:

### QIIQ REMOTE AUDITING APPLICATION

SGS QiiQ is a remote auditing app which directly connects your team with an auditor, wherever they are working in the world. Your team can interact with the SGS auditor and share information in real-time.

### WEB CONFERENCING SOLUTIONS

Our remote audits can also be conducted via various popular web conferencing programs like Skype and Microsoft Teams. While scheduling your remote audit, our Account Management Team will recommend what system will be most effective for your site.



## GETTING READY FOR **YOUR REMOTE AUDIT**

Prior to the start of your audit, there are a few things you will need to get ready to ensure your auditor has everything he/she might need. Things to consider include:



### 1. KEY PERSONNEL

Your designated personnel will need to be available throughout the entire audit. Top Leadership should be prepared to be available during the opening and closing meetings, as well as various times throughout the audit if questions arise.



### 2. DOCUMENTATION

Your auditor will likely ask you to email various documents so they can be reviewed remotely, including internal audit records and plans, management meeting minutes and actions, complaints and corrections logs, any core processes documents, etc.



### 3. SITE AVAILABILITY

Some standards and certifications may require a site tour. If this is the case for you, be prepared to have someone available to walk the auditor through your facility using a mobile camera or webcam. The details of the technology will be discussed and decided on prior to the start of your audit and production processes.



### 4. INTERNET CONNECTION

A WIFI connection will be necessary to conduct a remote audit. Make sure to test the application or conferencing system prior to the start of the audit and familiarize yourself with the functionalities. Our Account Management Team can support you if necessary.

## NEED TO KNOW

### What happens if the remote audit does not cover everything, or my audit is a Stage 2 or Recertification Audit?

We will try to complete as much of the audit remotely as possible. Where we cannot fully verify the effectiveness of your management system and therefore are unable to complete your entire audit remotely (this is more likely on a recertification audit), then SGS will arrange to complete the onsite activities later.

If applicable, SGS may temporarily extend your certificate validity by a maximum of six (6) months subject to a successful remote audit and then follow this up with an on-site audit within the six (6) months and prior to the cert expiry to complete the requirements. All remote audits are subject to review by SGS.

## HERE TO ANSWER YOUR QUESTIONS

We understand this is a difficult time. We are here for you to answer any questions you may have about maintaining your certification.



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