



Alcumus[®]
ISOQAR

Remote Auditing FAQs



Alcumus[®]

Safer, Healthier, Stronger

Your Guide to Remote Auditing

Step 1



Your Client Services Co-Ordinator will contact you to discuss how your scheduled remote audit can be conducted

Step 2



Your Client Services Co-Ordinator will e-mail you confirmation of the agreed approach to your remote audit.

Step 3



Your auditor will contact you on the morning of your audit to go through your plan and your audit will take place as scheduled

Why are you not doing onsite audits?

The Health and Safety of our employees, your employees and society at large is our primary concern. Due to the threat from Covid-19 and current social distancing and self-isolation rules, we have transitioned to remote auditing for the foreseeable future with great client feedback.

What is the difference between remote auditing and face-to-face auditing?

A remote audit is conducted 'virtually'. This can be over the telephone, via a conference call, Skype, Teams, Facetime or similar and through e-mail. We will need you to share or e-mail copies of your documents to us and we will go through these together on the day of the audit. The audit process is exactly the same, except the auditor will not be there in person.

What technology will we need to be able to do our audit remotely?

You will need to have a secure e-mail address, in order to transfer your documents, a telephone line, preferably with a speaker phone. In order for you to still get the most out of your audit, our preference is to use Microsoft Teams. You don't have to have this programme installed on your computer; you can simply click on the link we send you. You will need a microphone and external speakers if they are not inbuilt. We are flexible and can also use Skype, WhatsApp video, conference calls, Facetime (if you're an iPhone user) or a method of your choice e.g. Zoom. For document management, there are a variety of options, such as SharePoint and Dropbox. Please let us know your preferred method of communication.

Which documents do you need from us?

Full details will be discussed as part of your opening meeting call. To ensure you are fully prepared for your audit, we will need the following documentation from you as a minimum:

- * Records of internal audits and your Management Review
- * A review of your actions taken on non-conformities identified during your previous audit
- * Complaints handling
- * The effectiveness of your Management System in achieving your objectives
- * Review of your continuous improvement activities
- * Confirmation of continuing operational control; through production records and maintenance records for example
- * Review of any changes
- * Use of marks and/or any other reference to certification

Employees will need to be available for interviews if required.

What if our staff are all working from home?

That's not a problem at all. If you have an accredited ISO certificate, remote audits have been agreed as they are within recognised guidelines. All our auditors are equipped to discuss each stage with you using technology such as Skype or Teams, conference call facilities or even over the telephone. In some ways it can be easier and much more relaxed.

Don't you need to be onsite to witness our operations and interview employees?

We will work with you to obtain the documentation required to enable us to have confidence that your processes are controlled effectively. Interviews can be scheduled to fit into your time-scales and we will inform you in advance which key staff members we would like to interview.

Will you be able to do this remotely? Are there any circumstances in which you can't do it?

As long as we all work together, there is no reason why your audit cannot be carried out remotely.

What about BRCGS audits?

Currently, BRCGS audits cannot be carried out remotely. Further information has been sent to impacted clients.

We have a Stage 1/Stage 2/Surveillance/ Re-certification audit coming up. Will it go ahead as normal?

From Thursday 19 March and for the foreseeable future, we have been conducting all audits remotely. This includes Stage 1, Stage 2, Surveillance Visits, Re-certification audits and pre-assessments. If we have already agreed dates with you, we will conduct the audits on those dates. You should prepare in the same way, by making all relevant staff available and making sure you have all your documentation available. We have already carried out numerous remote audits and have received great client feedback on how straightforward and efficiently they have gone.

We don't have electronic copies of all our documents. A lot of our records are hard copies, how will you be able to review them?

You can scan your documents and e-mail them to us, alternatively you can take a photograph and send them to us on your phone or via e-mail. Your auditor will work with you to find the easiest and best solution.

Will the audit take the same amount of time?

It will take the same number of days as it would under normal circumstances and so the fees will remain the same.

Can we reschedule our audits in order to give us more time to collate the required information?

We understand your concerns, however, there is no need to re-schedule your audits as we will be able to review your information and documents remotely. Should you still wish to cancel, unfortunately, you will incur a cancellation fee in accordance with our policy.

When do you think things will be back to normal and we will be able to get a face-to-face/site visit audit from ISOQAR?

We are adhering to Government instructions with regards to Social Distancing and will review in accordance with the latest directions. We will inform you of any changes, as soon as they are made officially.

Contact Details

Client Services

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Sales

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Client Feedback

"From my point of view, this remote audit has gone smooth and easily..."

"Thoroughly impressed with the way the audit has been smoothly handled and couldn't be happier with their experience"

