

TIA QuEST Forum Webinar – Auditing in a Virtual World

Recorded Live April 29, 2020

Host: Sheronda Jeffries

Webinar Q&A's

Q: So are you saying we can or we cannot virtually audit a distributor warehouse - because I think I can.

Sheronda's response: Yes, I agree that a warehouse may be audited using ICT.

I believe that you may be referring to the definition of a "virtual site" as shown in IAF MD 5:2019, which notes that a "virtual site" cannot be considered for processes that must be executed in a physical environment, e.g., warehousing, manufacturing, physical testing laboratories, installation or repairs to physical products. A "virtual site" does not have a "brick and mortar" location.

A warehouse is NOT a "virtual site" as it is a physical building.

Q: Is Cisco Webex free?

Sheronda's response: Please see the following: Cisco Webex Available Free in These Countries and Regions (COVID-19 Response) <https://help.webex.com/en-us/n80v1rcb/Cisco-Webex-Available-Free-in-These-Countries-and-Regions-COVID-19-Response>

Q: I see where a virtual site has limits and says "warehousing" is not allowed. but I believe it would be very easy for me to internally audit my warehouse. Please clarify. Can I do an internal audit virtually for my warehouse using drones/cell phones etc?

Sheronda's response: Yes, a warehouse may be audited using ICT.

I believe that you may be referring to the definition of a "virtual site" as shown in IAF MD 5:2019, which notes that a "virtual site" cannot be considered for processes that must be executed in a physical environment, e.g., warehousing, manufacturing, physical testing laboratories, installation or repairs to physical products. A "virtual site" does not have a "brick and mortar" location.

A warehouse is NOT a "virtual site" as it is a physical building.

Q: When was the ETQ study done?

Sheronda's response: I received information on the ETQ survey of their customers on April 27th. I encourage you to access and read it for yourself [HERE](#).

[Get Your Copy](#)

Q: Do you recommend the use of the camera all the time to see the person that is interacting with the auditor?

Sheronda's response: I prefer cameras on during the audit to allow increased interaction. However, there are considerations including bandwidth, confidentiality and security that may impact.

Q: What is the min. up and down internet speeds required for a good audio video assessment?

Sheronda's response: I suggest that you research the upload and download internet speeds for your solution or tool. You can also use tools available online to measure bandwidth.

Q: Are labs and Manufactures are excluded from Remote Assessment as MD was established at the beginning?

Sheronda's response: [IAF Mandatory Document for the Use of Information and Communication Technology \(ICT\) for Auditing/Assessment Purposes \(IAF MD 4:2018\)](#) does not exclude labs and manufacturing from being audited using ICT.

Q: Confidentiality is key when it comes to auditing using technology. How can CBs achieve this together with auditors when using open source web platforms like zoom, webex among others.

Sheronda's response: Cisco provides Webex Best Practices for Secure Meetings: Hosts. here: <https://help.webex.com/en-us/8zi8tq/Cisco-Webex-Best-Practices-for-Secure-Meetings-Hosts>

Also see the Cisco Webex Security white paper:

<https://www.cisco.com/c/dam/en/us/products/collateral/conferencing/webex-meeting-center/white-paper-c11-737588.pdf?dtid=ossdc000283>

For security information on other ICT solutions or tools, please contact them for information.

IAF MD 4:2018 requires the body identify and document the risks and opportunities that may impact audit/assessment effectiveness for each use of ICT under the same conditions, including the selection of the technologies, and how they are managed.

Q: Can we expect drastic reduction in audit man-days by CBs for their clients?

Sheronda's response: No, the use of ICT in audits should not drastically reduce audit days. The determination of audit time is addressed by IAF MD 5. And as noted in IAF MD 4, If ICT is used for audit/assessment purposes, it contributes to the total audit/assessment time as additional planning may be necessary which may impact audit/assessment duration.

Q: What are the main areas to be focused in audit planning?

Sheronda's response: We encourage you to register for and attend our May 7th webinar "Training Auditors for the Virtual World"

Q: For accreditation of sensory analysis , how can we testify these remotely?

Sheronda's response: The use of ICT during audits/assessment may not allow sensory analysis – yet.

Q: How do you handle an assessment/audit with big assessment team? How many sub-rooms can Webex handle for different assessors and CABs?

Sheronda's response: A single Webex meeting may be scheduled for multiple audit interviews in much the same way as conference rooms are reserved for entire days during audits/assessments. Or multiple Webex meetings may be scheduled to accommodate individual audit interviews. Some tools will allow "breakouts"; however, you will need to investigate the capability of the ICT solution/tool.

NOTE: URLs referenced in the presentation during the webinar include:

- <https://t19000.org/alerts/alerts.html#16>
- <https://www.iaf.nu/>
- <https://www.iaf.nu/articles/IAF-information-on-COVID-19/641>
- <https://dqsus.com/2020/03/05/dqs-inc-s-response-to-the-covid-19-virus-protecting-personnel-and-protecting-your-certificate/>
- https://blog.etq.com/covid-19-qms-work-survey?utm_campaign=2020-04-Covid-19-customers-prospects-work-survey&utm_source=hs_email&utm_medium=email&utm_content=86984529&hsenc=p2ANqtZ-_w_Spwbt6jOh0USJwTCZqYVI3OQIEojUOcWe7sYVYwJHtM3Mv_PM6xjW3BIJ4UK94umT8nTKcLUlkcxXdi3Dpyu14Dxw&hsmi=86985447
- <https://www.fda.gov/media/136441/download>
- [https://www.iaf.nu/upFiles/IAF_Food%20WG_Remote%20Auditing_FINAL_160420\(1\).pdf](https://www.iaf.nu/upFiles/IAF_Food%20WG_Remote%20Auditing_FINAL_160420(1).pdf)
- <https://committee.iso.org/home/tc176/iso-9001-auditing-practices-group.html>
- <https://www.iso.org/standard/70017.html>
- <https://www.iso.org/standard/61651.html>
- <https://www.iaf.nu//articles/Publications/6>
- <https://anab.qualtraxcloud.com/ShowDocument.aspx?ID=12781>
- https://apple.news/AoCV0ryHtSpqXR_X9cR4cXg
- <https://t19000.org/handbooks/overview.html>