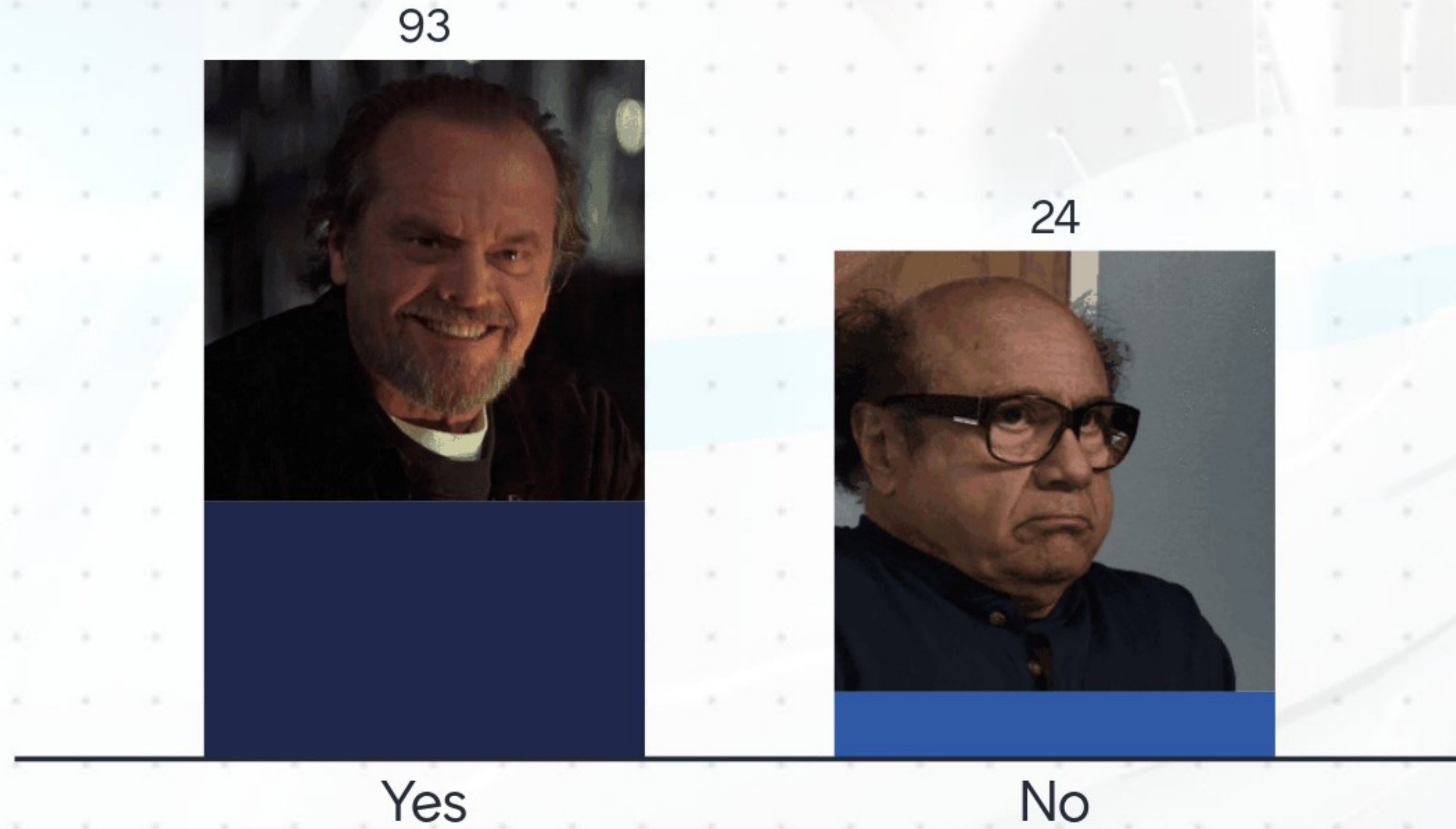




**We will be starting very shortly. Meanwhile, enjoy the music & find your way to the Menti platform
(instructions above)**

Do you already have an experience with a remote audit at your company?



IRQB – Quality Monthly webinar

**Remote auditing in IRIS certification -
How to make it a reliable and agile way to trust in Quality?**

Introduction and moderation

Bernard Kaufmann

IRQB Coordinator

Quality Monthly

Welcome to this second webinar in 2021, dedicated to a very hot topic in the current period.

But before getting into details, I would like to take the opportunity of the today large audience to unveil officially a new communication tool of IRQB.

Please discover a short video to advocate our aims.

 Enhancing the Global Culture of Quality | IRQB - The International Rail Quality Board

Watch later Share



Watch on  YouTube

IRQB Video

Remote auditing

This webinar will address a topic which was far from our view one year ago. After 12 months Covid-19 pandemic disaster, we discover new ways of working in our daily business: reduced travels, home office, social distances,.....

Product quality confidence is largely linked to factual audits which are currently difficult.

IRIS Certification[®] has developed different approaches to ensure that our customers keep trust in the certificates and the system.

Speakers

Our speakers today, will present their believe and experience on remote activities for quality purposes:

Thierry Haimet, Chairman of IRIS Steering Committee, Vice President Quality at Alstom

Thierry Rebours, WG 12 Leader, Deputy Director Supplier Quality Performance at SNCF

Jana Jung, IRIS Development Manager, UNIFE

Rafal Kozlowski, IRIS Lead Auditor at Bureau Veritas

IRQB Quality monthly

Remote auditing

Thierry Haimet

VP Quality Alstom - IRQB Board member

IRIS Chair

Why remote auditing?

- COVID-19
- The Key Requirements to be kept and even developed
 - Trust in Quality Performance
 - Confidence of Customer
 - Compliance to Standard
- Necessity to be Agile
- Without any compromise on the Quality of the audits

SOME POINTS OF ATTENTION

- Relevancy of the risk analysis versus reality
- Accuracy and relevancy of KPIs
- Process reviews & management review outputs versus field reality
- Assessment of Key Processes & special processes & Manufacturing Processes
- Customer Perception

REMOTE AUDITS, it is:

- Preparation (documents) , preparation (IT, camera) & preparation (test)
- Defined & adequate process to ensure relevancy of the conclusion
- Sharing of Experiences to learn and improve from past experiences
- Discipline
- Strong control (e.g.: witness audit)

Webinar IRQB 05 03 2021

Thierry Rebours

Deputy Director Supplier Quality Performance,
SNCF



What important aspects should be addressed during an IRIS remote audit?

- The health situation has allowed us to develop the practice of remote audits
- Remote audits are not intended to replace face to face audits
- The aim is to maintain the certification system operational in a constrained context
- This transitional situation while allowing the maintenance of the IRIS certification in a given framework
- These requires working with trust from all stakeholders and with vigilance regarding the level of requirement
- Enhanced audit preparation between auditees and auditors is a main condition
- It's important to rely on audit evidence provided by auditees with dynamic means is
- It leads us to evolve by ensuring that they are properly implemented
- The measurement of the performance of IRIS certified companies guarantees us responsiveness to any degradation
- The available feedback shows a rise in competence of all the actors due to their efficiency
- The current scoping must therefore remain reviewable to consider its continuity in a sustainable degraded context.

What important aspects should be addressed during an IRIS remote audit?

Remote Audit prerequisites/Conditions



Legal Requirements

The organization and the certification bodies shall ensure that electronically exchanged data are safe and that confidentiality requirements are met.

Confidentiality agreement for each auditor is granted.

The preparation of the audit is sizeable
It needs anticipation around the 5 axis.
The pedagogical face must be replaced by a GAME situation

Remote audits in IRIS certification - How to make it a reliable and agile way to trust in Quality?

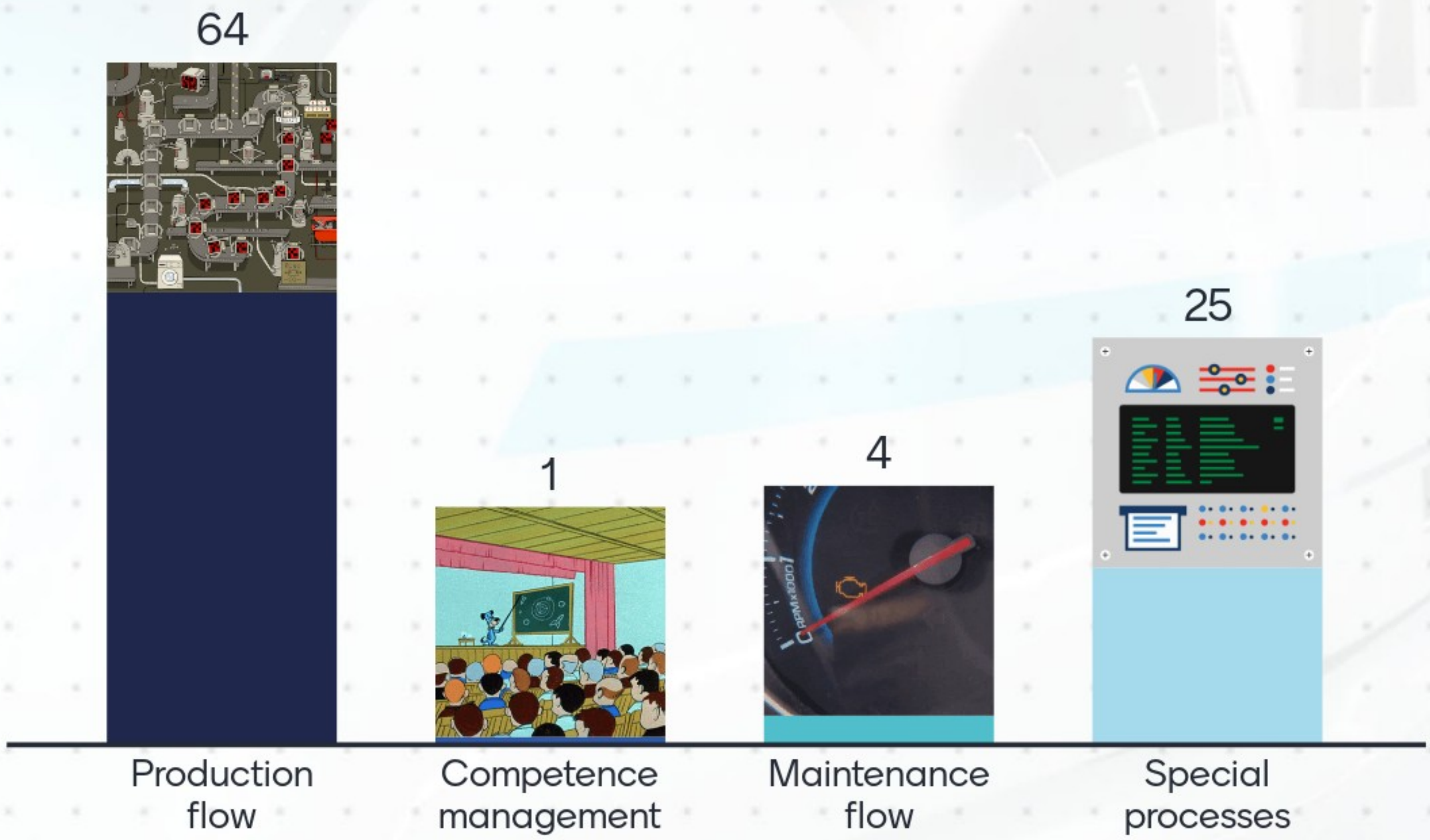
The “NEW normal” way of working



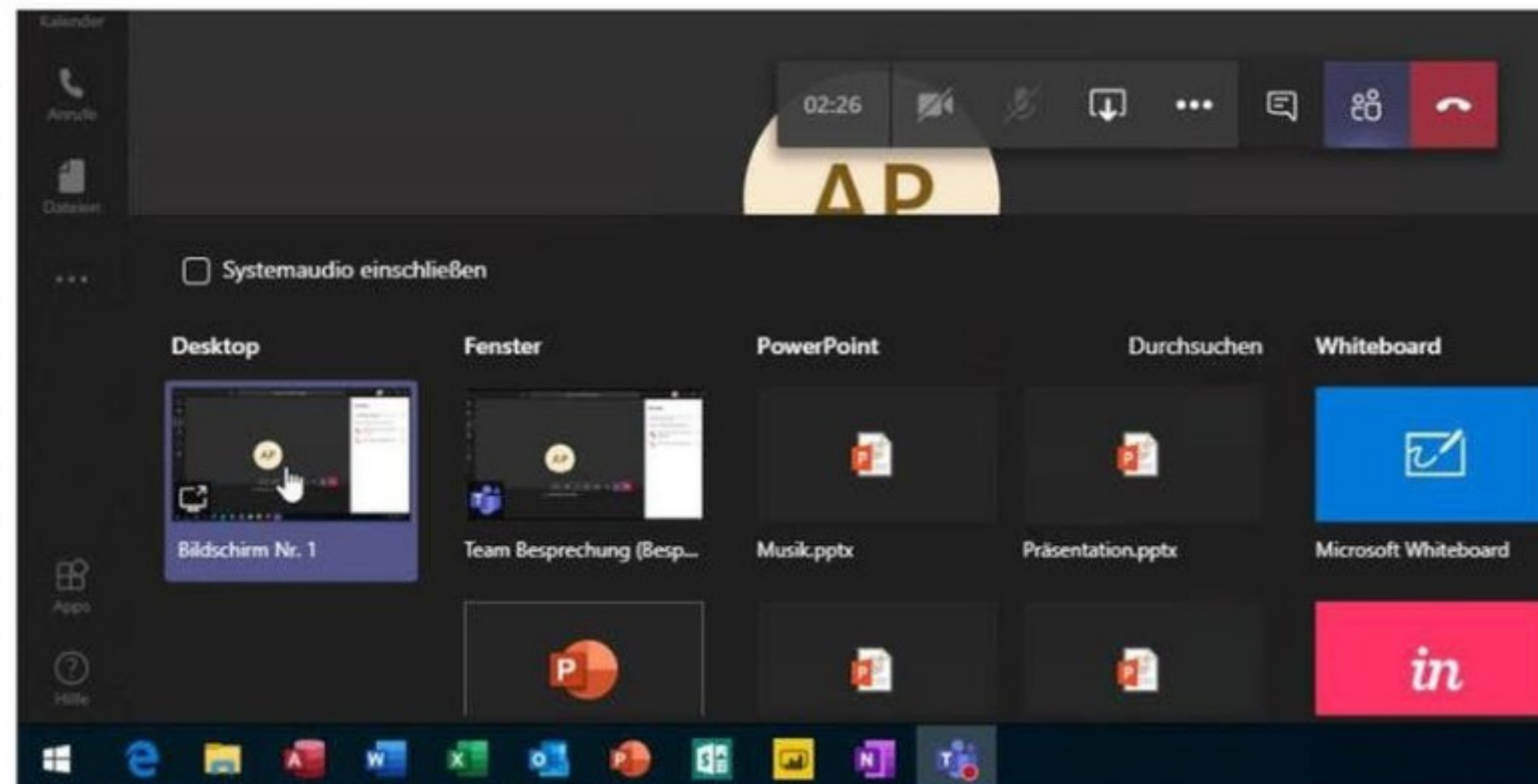
Difficulties for remote auditing



Which area do you think is the hardest to be assessed remotely?



Prerequisites for remote auditing



Audit types eligible for remote auditing

- Readiness Review,
- Surveillance audit,
- Re-audit,
- Remote follow-up of CARs,
- Re-certification audit



Audit types excluded from remote auditing



- Pre-audit,
- Certification audit,
- Transfer audit between Certification Bodies,
- Audit after changes impacting the management system with 10 points or more,
- Two (2) consecutive remote audits,
- Conflict resolution/ handling of critical issues/ complaints.





BUREAU
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05 MARCH 2021

REMOTE AUDITING IN PRACTICE

IRQB WEBINAR - REMOTE AUDITING

Rafał Kozłowski

REMOTE AUDITING AUDIT PLANNING



Remote Audit prerequisites/Conditions

- Prerequisites for auditors
- Prerequisites for organizations
- Prerequisites for control
- Prerequisites for the audit
- Trial meeting

Audit Planning

- Identification of technical equipment
- Video conference with screen share
- Access to the business management system documentation

Audit Plan

- Prepared by Lead Auditor and agreed by the company Audit Plan reflected all required details

IRIS Certification®



IRIS Certification®
Remote Activities



Revision	Date	Content of Modification	Auditor
00	July 31 st 2020	Initial issue procedure	S. Kaufmann, L. Fosse
01	October 14 th 2020	Implementation of fully remote audits for manufacturing and maintenance activities	S. Kaufmann, L. Fosse

REMOTE AUDITING AUDIT REALIZATION



Office session

Audit of processes which can be presented by sharing screen e.g.:

- Review of requirements
- Project management

Workshop session



This requires a reliable internet connection and this functionality shall also be part of the trial meeting.

Audit result

REMOTE AUDITING MAIN ISSUES



Main interruptions during remote audits

- Audit Participants are not familiar with communication platform used to conduct audit.
- Meeting settings screen.
- Missing reliable internet connection in workshop areas.

Conclusion

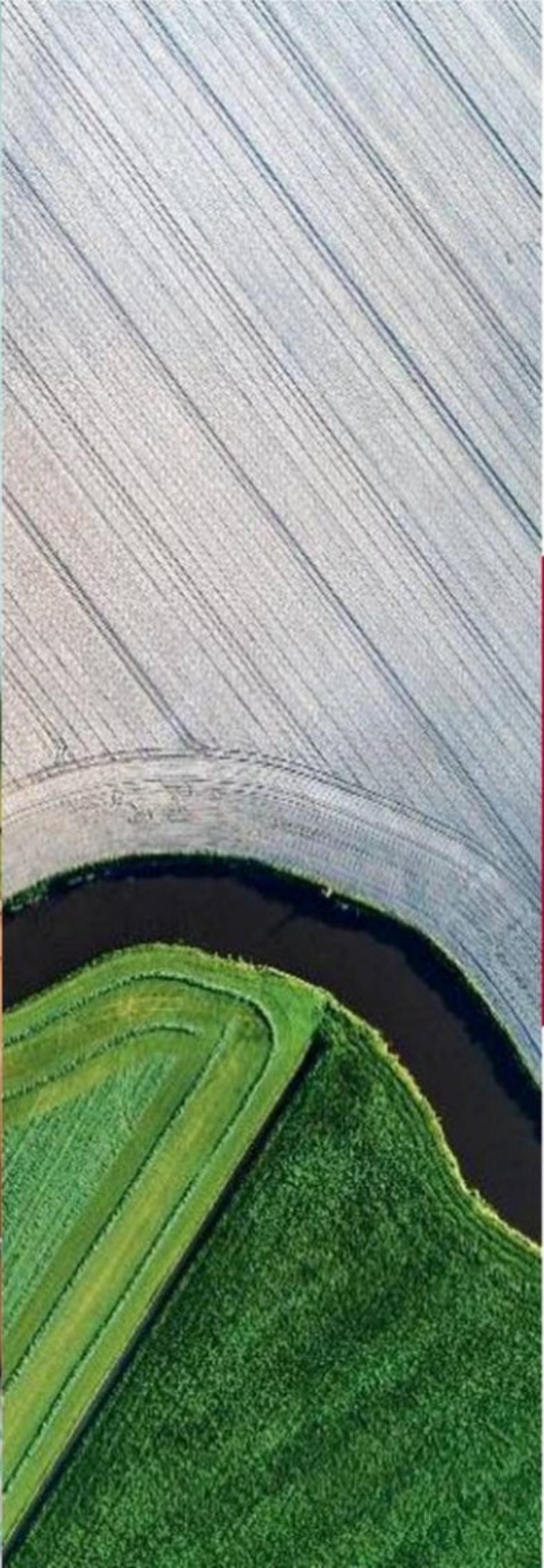
- Minimization of unexpected situations during preparation phase of remote audit increase level of effectiveness

REMOTE AUDITING SUCCESS CONDITIONS



PREPAREDNESS AND ANTICIPATION

- Get prepared as usual on the audit expectations (process/perimeter/people)
- The use of ICT shall not be a stake : Site team need to be trained on the ICT usage
- An Audit coordinator will be extremely important to manage “audit logistics” .
- All the attendees to be informed, trained and ready with ICT usage for answering
- In case of on-site process audit (shop floor) prefer to use tablet or smartphone.
- Test network connectivity performance. Back-ups are welcome (2nd Device, fully charged)



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Register for the next IRQB Quality Monthly on Silver Quality Performance Level on 9 April

Q&A

9 questions
0 upvotes