

# The benefits of remote auditing

Extra-efficient ways to  
safeguard quality



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# Remote auditing: what can it do for you?

**When on-site auditing is not possible, remote auditing offers a smart solution. It's like regular auditing, with some big advantages: it requires no physical presence of the auditor, it increases process efficiency and it reduces travel time and cost, while offering high levels of quality and service. Here's how it works.**

## What is a remote audit?

By definition, a remote audit (or e-audit) is an audit in which the evidence is obtained using electronic tools. You and your auditor don't meet in real life but in a secure digital environment. You can see and hear each other, share documents, discuss processes/procedures and be interviewed. Audit interviews and report presentations are handled via online meeting tools such as Microsoft Teams. Remote auditing offers you an efficient and fully fledged way of live auditing, compliant with all regulations and requirements.

Kiwa has carried out many remote audits, gaining extensive experience with this very efficient method.

## What types of audits can be performed remotely?

Remote auditing has proven itself particularly useful for documentation review, records evaluation in information systems and interviews with staff or management at different locations. Remote audits focus mainly on procedures, implementation and interviews. Standards including requirements for physical security (eg ISO/IEC 27001) or environmental matters (eg ISO 14001) require additional on-site visits.

**"It takes less time and the auditor does not have to travel – saving time, energy and CO<sub>2</sub> emissions"**

Leon R Michelsen, Quality and Environmental Coordinator at Vola A/S in Denmark



## Practical solutions, substantial advantages

### 8 major benefits

For selected aspects, remote audits are exactly as in-depth and detailed as regular on-site audits. The audit itself does not necessarily take less time, but remote auditing certainly has some major advantages:

1. Easier to keep certification processes on schedule despite travel or meeting restrictions.
2. Less travelling for staff, improved employee effectiveness.
3. Less travelling for auditors, easy access to our global network of experts.
4. Easier planning thanks to reduced location dependency of participants, internal and external.
5. Effective audit processes and deployment of manpower thanks to one virtual workspace with all necessary documents.
6. Fewer auditors on the work floor, less disturbance of normal working routines.
7. Reduced CO<sub>2</sub> footprint thanks to reduced mileage by car/train/airplane.
8. Engaging and immersive audit experience with the same trusted expertise.

### Your virtual workspace: safe, secure and easy to use

In a remote audit, you and the auditor share and discuss information simultaneously on an online platform that is both safe and secure and very easy to use. To participate, all you need is:

- reliable, fast internet connections for your participants;
- secured access to all computers and/or devices involved in the remote audit;
- webcams and comfortable microphones/headset(s) with good voice quality for each of your participants;
- multiple displays for sharing documents;
- a quiet workplace where you can present and discuss confidential information.

Kiwa recommends Microsoft Teams for reasons of stability, security and ease of operation. On request, we can also work with other online platforms. In all instances, Kiwa will work with you in advance of the audit to ensure underlying technology is in place and compatible.

**“I believe wholeheartedly that this type of audit will become valid throughout the world”**

Zozan Teker, Head of Supplier Quality & Development and Sustainability Expert in Supply Chain at Viessmann Climate Solutions SE in Germany

### Want to learn more?

Check [www.kiwa.com/en/themes/remote-auditing](http://www.kiwa.com/en/themes/remote-auditing).

#### 1. More effective processes and deployment of manpower.



#### 2. Less auditors visiting your organization.



#### 3. Quicker and safer.



#### 4. Less travelling: benefits employee effectiveness.



#### 5. Sustainability: no use of paper and less CO<sub>2</sub> emissions.



# Going remote 3 simple steps

Do you think remote auditing can bring benefits for your organisation too? It takes just 3 simple steps to perform a quick check and find out:

1. Read the info and watch the video on <https://www.kiwa.com/en/themes/remote-auditing>.
2. Picture the way your audits have been done up to now and make an estimate of how much of that can be done remotely.
3. Contact your Kiwa account manager and check your estimate against his/hers, or ask one of our experts via [info@kiwa.com](mailto:info@kiwa.com).

Whether an audit can be performed remotely is up to the scheme managers to decide.

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**“No more piles of paperwork –  
and less stress”**

Steve Cliff, Quality and Environmental Manager  
at Esterchem Ltd. in the UK

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## Partner for Progress

Kiwa is an independent, impartial global leader in Testing, Inspection and Certification. We offer laboratory, (statutory) inspection, auditing and assurance activities, supported and strengthened by (strictly separated) training, consultancy and data services. Our customers can count on us to create trust in their products, services, processes, (management) systems and employees.

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