



**Remote Auditing**  
The Future of Auditing  
Is Now

▶ DEKRA      SUBARU      AVAYA

Virtual Roundtable May 27, 2020



# Agenda for today's meeting



- ❑ Introduction of panel of speakers
- ❑ Terminologies: Remote Auditing, Virtual Auditing, ICT, MD4,....
- ❑ Remote vs. Virtual
- ❑ Auditor qualification
- ❑ Audit preparation
- ❑ Meeting audit objectives in the new world
- ❑ Continual monitoring in an Agile world (end of once a year check up?)
- ❑ Benefits to clients, certification bodies, and accreditation bodies.
- ❑ Virtual Roundtable and Q &A

# ABOUT DEKRA

DEKRA has been active in the field of safety for 90 years. Founded in 1925 in Berlin as Deutscher Kraftfahrzeug-Überwachungs-Verein e.V., it is today one of the world's leading expert organizations.

With qualified and independent expert services, we work for safety in more than 50 countries.



# OUR HISTORY



**1925** Founded in Berlin as a registered association



**1990** Development of a comprehensive inspection network in Eastern Germany



**1960** Approved as a vehicle testing organization

**2005** Establishment of the industrial inspection business



**2007** Market entry into energy and process industries



**2009** Market entry into product certification



**2012** Expansion of consulting for organizational and process safety



**2015** Market entry EMC- / Wireless testing



**2016** Combining testing expertise, automated driving and connected mobility



**2017** Investment in the largest manufacturer-independent testing center for autonomous and connected driving in Europe



**2018** Founding of DEKRA Digital GmbH to develop new, digital business models



**2019** Launched Service Divisions



# OUR 8 SERVICE DIVISIONS



## Vehicle Inspection

Performing periodic and non periodic technical testing, as well as systematic emission tests for all kinds of vehicles.



## Claims & Expertise

Delivering automotive and non-automotive claims services, vehicle appraisal and management services as well as loss adjusting for all possible damage.



## Product Testing

Testing and certifying consumer, industrial, automotive, information, and communication products, as well as medical devices.



## Industrial Inspection

Supplying full service for building, facility, machinery, and infrastructure inspection, including material testing & inspection.



## Consulting

Aiming to lead safety transformation at the workplace and business practices, within operations and processes as well as in the dynamic and rapidly changing digital era.



## Audits

Offering independent audits, assessments and management system certifications according to international and national standards.



## Training

Providing solutions and services in a wide range of training, expert migration, language, integration and education.



## Temp Work

Supporting know-how and experience in personnel-, solution-, event & logistic and human resources management.

USA | Canada








Total Revenue

\$125m



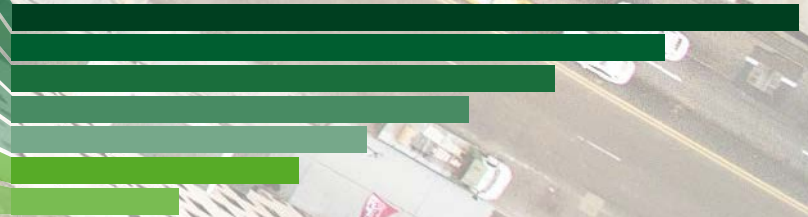
2019

### Services

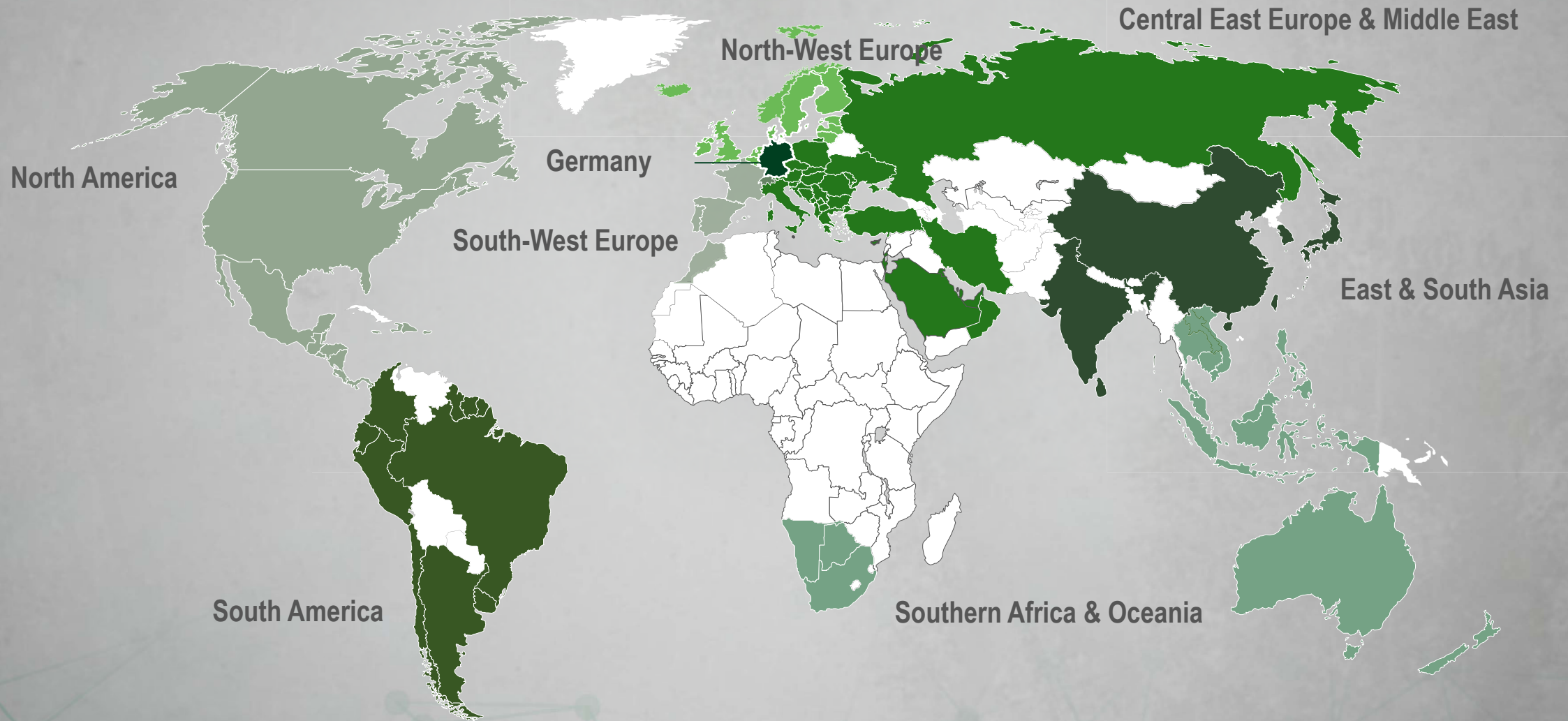
-  Consulting
-  Vehicle Inspection
-  Product Testing
-  Audits
-  Claims & Expertise
-  Industrial Inspection
-  Training

2  
Countries

600  
Employees



# SAFETY EXPERTS IN 8 REGIONS



# DEKRA AUDITS

## Ensuring safety in the modern world

We provide management system and personnel certification services as well as customized on-site and remote audits and assessments to support our contemporary customers with the assurance they need to operate in fast-paced global business environments.





## References:

### ❑ ISO 9001 Auditing Practices Group Guidance on: REMOTE AUDITS

([https://committee.iso.org/files/live/sites/tc176/files/documents/ISO%209001%20Auditing%20Practices%20Group%20docs/Auditing%20General/APG-Remote\\_Audits.pdf](https://committee.iso.org/files/live/sites/tc176/files/documents/ISO%209001%20Auditing%20Practices%20Group%20docs/Auditing%20General/APG-Remote_Audits.pdf))

### ❑ IAF MD4-2018 Use of Information and Communication Technology (ICT) (<https://www.iaf.nu/upFiles/IAF%20MD4%20Issue%202%2003072018.pdf>)

### ❑ ANAB Heads Up 450 ANAB's Support of IAF MD 4 During the COVID-19 Pandemic

(<https://anab.qualtraxcloud.com/ShowDocument.aspx?ID=17620>)

### ❑ ASQ/ANSI/ISO 19011:2018 GUIDELINES FOR AUDITING MANAGEMENT SYSTEMS

([https://webstore.ansi.org/Standards/ISO/ISO190112018?gclid=Cj0KCQjwn7j2BRDrARIsAHJkxmxDExBbVqmS743ykrcTGf6QEI9C-LBA07gbJE0spi5PuVTxgRiDm2EaApbJEALw\\_wcB](https://webstore.ansi.org/Standards/ISO/ISO190112018?gclid=Cj0KCQjwn7j2BRDrARIsAHJkxmxDExBbVqmS743ykrcTGf6QEI9C-LBA07gbJE0spi5PuVTxgRiDm2EaApbJEALw_wcB))

# Terminology - Remote vs. Virtual

- ❑ “Auditing of a virtual location is sometimes referred to as virtual auditing.” ISO 19011 A.16
- ❑ Remote auditing use techniques such as interactive web-based collaboration, web meetings, teleconferences and/or electronic verification of the client’s processes.
- ❑ Remote audits refer to the use of ICT to gather information, interview an auditee, etc., when “face-to-face” methods are not possible or desired. (ISO 19011)



# Path to successful Audit



# Auditor qualification

## ☐ Training, Testing, Observation, Witness Competence

 **Remote Audits Training Centre**  
Are you ready for the future of auditing?

### Conducting remote audits

Fast, safe and competent assessment with remote audits



[GET MORE INFORMATION](#)

### Remote Auditing Info Channel

Search and find answer to most frequent questions

[TO THE CHANNEL](#)

### Information for Key Users

Hints for multipliers (internal use)

[TAKE PART](#)

### Excellence in Remote Auditing

Training course for Auditors

[COMING SOON](#)

### Using Webex for Remote Audits

Training course for Auditors

[TAKE PART](#)

### Accreditation Specific Questions

(QM of the region)

[UNDER CONSTRUCTION](#)

### Helpdesk

Excellence in Remote Auditing with Webex

[CONTACT US](#)

### Helpdesk

Technical support for Webex

[LINK TO WEBEX](#)

# Audit planning and preparation

- ❑ Audit Program should address potential for performing remote auditing
- ❑ Audit Plan must indicate processes to be audited remotely
- ❑ Risk Assessment (approved by Auditor, Client and DEKRA) is completed for each remote Audit addressing the following at a minimum:
  - Is technology available (Client IT infrastructure, stable connection with good online connection quality, etc.)?
  - Confidentiality, Security and Data Protection (CSDP)?
  - Auditor Qualification?
  - **Can Audit Objectives be met?**



# Meeting audit objectives in the new world

- ❑ Information relevant to the audit objectives, scope and criteria (including information relating to interfaces between functions, activities and processes) shall be obtained by appropriate sampling and verified to become audit evidence.
- ❑ Methods to obtain information shall include, but are not limited to:
  - a) interviews
  - b) observation of processes and activities
  - c) review of documentation and records
- ❑ The auditor/assessor shall also be aware of the risks and opportunities of the information and communication technologies used and the impacts that they may have on the validity and objectivity of the information gathered.



# Continual monitoring in an Agile world (end of once a year check up?)

- ❑ Management System Certification should be an ongoing partnership between Certified Organization, Auditor and Certification Body.
- ❑ The increased use of Information and Communication Technology provides an opportunity to better establish a continual process of improvement with greater flexibility for audit scheduling.
- ❑ The improved methods and use of Information and Communication Technology can result in greater efficiency and effectiveness of the audit while maintaining the integrity of the audit process.



# Benefits to you (auditors), clients, certification bodies, and accreditation bodies.

- ❑ Benefits of improved methods and use of Information and Communication Technology to Auditors include reduced travel time, ability to better prepare for follow-up onsite Audit, improved value of Audit time and the ability to conduct more audits.
- ❑ Certified Organizations benefit from improved methods and increased use of Information and Communication Technology by less disruption to their ongoing operations, greater effectiveness and efficiency of the audit and reduced cost for travel.
- ❑ Certification and Accreditation bodies benefit by delivering greater value to both the Client Organization, the Auditor and the world as a whole by implementing the management system standards with greater integrity and flexibility.





# Virtual Roundtable May 27, 2020



**Brent Lank - Subaru**  
Government Relations and Compliance

**Cem Onus – DEKRA**  
Managing Director

**John Trahan – DEKRA**  
Lead Auditor

**Peter J. Wilson – AVAYA**  
Quality Management System Program  
Manager

Remote Auditing  
The Future of Auditing  
Is Now

A promotional graphic for a virtual roundtable. The top half features a photograph of three people in an office setting. A man in a white shirt and blue tie is on a video call on a monitor, smiling. Two other people, a man and a woman, are looking at the screen. A green banner with white text is overlaid on the bottom of the photo. Below the photo are the logos for DEKRA, Subaru, and Avaya.

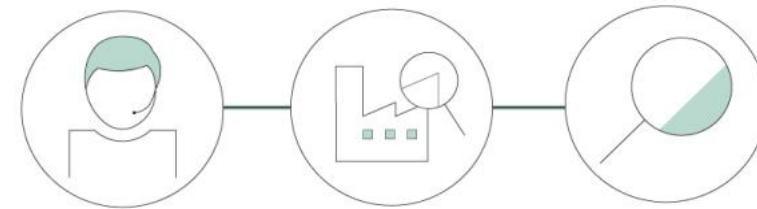
# Your experience with Remote Auditing and Technologies used.



# Trusted Facilities



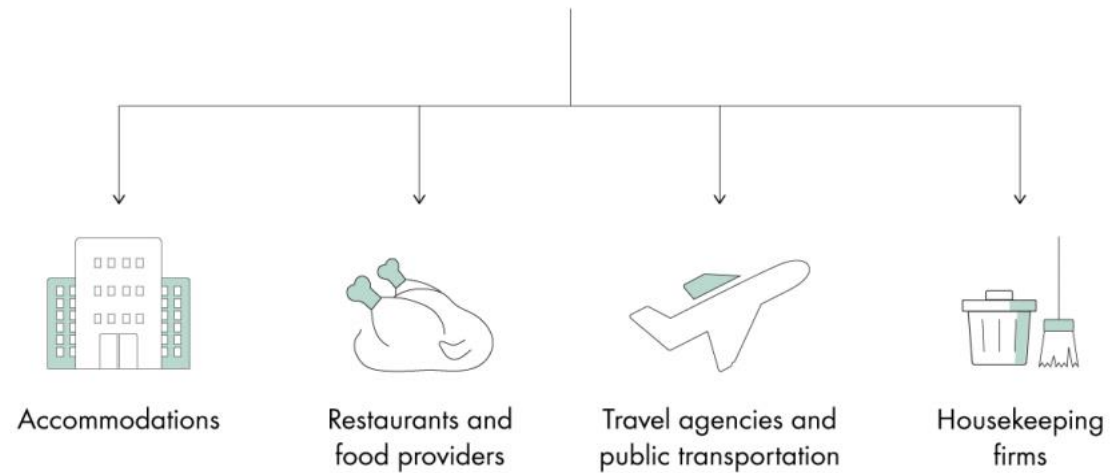
Our comprehensive auditing services for health and safety in the hospitality industry



Remote audits

On-site audits

Blended assessments



Accommodations

Restaurants and food providers

Travel agencies and public transportation

Housekeeping firms

# Contact



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**THANK YOU  
FOR TAKING  
CARE OF  
SAFETY!**

