

This survey prepared to determine the needs of NABs and relatively for CABs on remote assessment and inspection and evaluate the results to decide if establishing an EAIC TFG can be useful for harmonisation between NABs' implementation within the inspection field.

This questionnaire elaborates on the present situation of NABs to conduct remote assessments.

31 NABs attended this survey.

Thank you for your contribution.



1.

Which scopes can be subject to remote assessment in terms of inspection field?

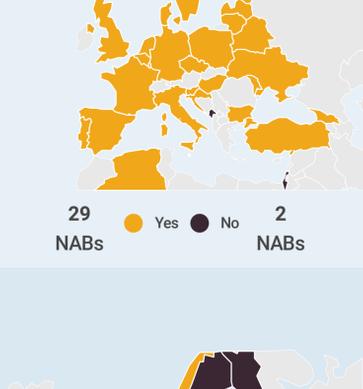
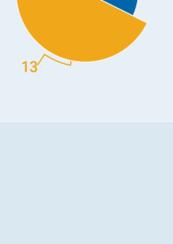
9 NABs	1 NAB	4 NABs
All accredited scopes	Not sure	Don't have remote assessments of witnessing
9 NABs	8 NABs	
Based on risk analysis	Specific Fields	



2.

Has your AB conducted any remote assessment in the inspection field so far and for which scopes?

● Only a Couple of Scope	● Many Kinds of Accreditation Scopes	● Only Part of Office Assessment, Except Witness	● No
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3.

Has your AB any specific documents on the remote assessment?

27 NABs	4 NABs
Yes	No

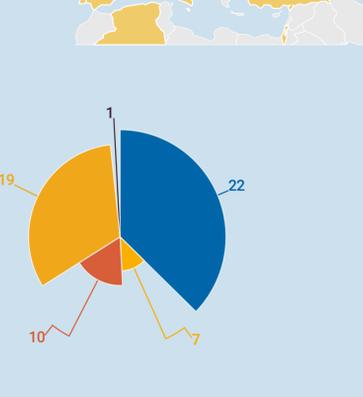


4.

In accordance with items 6.1.8 and 6.1.9 of the ISO/IEC 17020 standard, what are your AB techniques to observe sufficient supporting evidences that the inspector is continuing to perform competently?

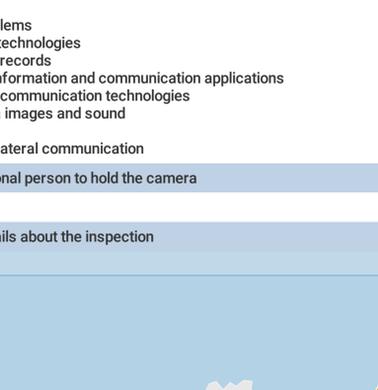
Remote Assessment ”

● Review the Records, Files and Documents	● Review Video Records or Live Video Connection	● Witness Remotely	● Witness on Site	● Depend on the Techniques Used by the CAB
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5.

What are the difficulties you face in the remote assessment especially while performing on-site assessment?

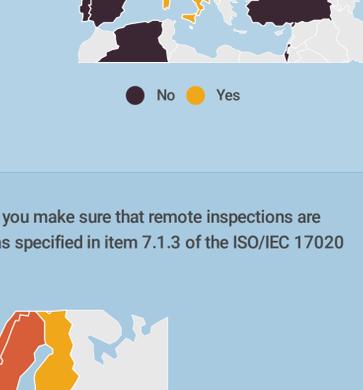


Difficulties	Number of NABs
Difficulties of Analyzing Technical Files	6
Organizational Difficulties - need much more time - need good preparation - take longer to gather information	11
Technology problems - Wi-Fi connection problems - Not having sufficient technologies - Not having electronic records - Proficiency in using information and communication applications - Ability to use modern communication technologies - Bad quality of camera images and sound - Security rules - Difficulties with multilateral communication	18
The need for an additional person to hold the camera	5
Read "body language"	2
Missing important details about the inspection	6

6a.

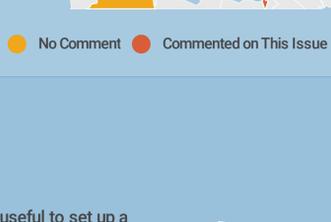
Have you encounter any examples where the CAB accredited by your NAB has performed remote inspection?

5 NABs	26 NABs
Yes	No



6b.

If you have any experience, how do you make sure that remote inspections are appropriate and fully documented as specified in item 7.1.3 of the ISO/IEC 17020 standard?



7.

Do you think it would be useful to set up a TFG regarding the remote assessment and remote inspection?

21 NABs	7 NABs	3 NABs
Yes	No	Maybe Later



Conclusion

It turned out that most of the participating NABs are in favor of establishing a TFG on this issue.

We see that many NABs perform remote assessments and the problems are mostly common.

We also conclude that most of CABs do not perform remote inspections. Actually, they are not ready in this sense either. e.g. personnel qualification, technology.

It is not an issue that we can put forward a guidance document and decide on ourselves as an IC at Level 1 (Remote Assessment). But we can discuss at Level 2 and Level 3 (Remote Inspection). We should cooperate with other committees for Level 1.

Is it possible to conduct witness assessments remotely for all scopes?

Scope Extension to apply 'Remote Inspection'.

Minimum technical requirements for remote assessments. i.e. Information and Communication Technology (ICT) Equipment.

GDPR.

What world awaits us after the coronavirus?

