

bsi.

Remote Audits

Immersive technology.
Trusted expertise.



Introducing BSI Remote Audits

Virtual workforces are becoming an accepted norm. Many successful organizations have large numbers of employees based remotely, often spanning geographic borders. Against this backdrop, audits become more effective and efficient when technology such as phone and video conferencing, webcams, smartphones and smartglasses are utilized.

BSI Remote Audits deliver your audit program how and when you need it. We use a variety of technology, with the same trusted experts, to engage your team members wherever they are based.

Benefits of a BSI Remote Audit

- Stay on schedule
- Access our global network of experts more easily
- Decrease our carbon footprint and expenses through reduced travel for your team and ours
- A flexible approach – we align the technology that works best for you
- Engage your teams no matter where they are based
- It's an immersive audit experience with the same trusted expertise

Your Remote Audit choices

We offer two main approaches for remote auditing:

1. **the auditor is off-site**, auditing from a BSI office, or from their home office
2. **the auditor is with you** at one of your locations, remotely auditing another one of your sites, performing interviews, reviewing documentation and records or observing processes and activities with your team.

Regardless of approach, and depending on the individual audit requirements, we use different technologies for an immersive audit experience. This enables you to collect data safely, access new areas and delivers the most effective experience for you.

Our technologies



Level 1 Live web streaming technology

We use live streaming technology such as MS Teams, Webex and Zoom to support:

- Document, record and procedure review
- Live interviews with your teams

Secure sharing platforms may also be used to transfer documentation.



Level 2 Live streaming paired with mobile technology

We use video applications on smart devices (phones and tablets) to immerse our audit team. This technology enables virtual site tours. It allows us to observe the implementation of processes and activities in real time.



Level 3 Live streaming paired with smartglass technology*

We get fully immersed in the audit by using hands-free technology such as smartglasses and video headsets. We provide immersive technology equipment in advance of the audit for your teams to use in action. Live feeds communicate data to our augmented reality platform for verification by our experts.

*Limitations apply. Only applicable for highly sensitive environments or ITAR security controlled, where smart devices cannot be safely deployed whilst task is in operation

What to expect from a Remote Audit

Your BSI Remote Audit will follow these three simple steps:

1. Planning

The use of remote auditing may be considered at any stage of the certification process. We will work with you to discuss the proposed approach, considering scheme specific requirements and your technology infrastructure, to ensure we can deliver an effective audit. Once our approach is confirmed, we'll schedule a date and our audit team leader will start the detailed audit planning process with you. We'll discuss and agree with you the technology and audit methods used to perform the remote audit and circulate the final audit plan at least one week before the remote audit.

2. Conducting a remote audit

A successful remote audit relies on adequate connectivity (i.e. voice and video) to ensure the communication between you and the auditor is stable. Once your connection is up and running, audit evidence will be collected via interview, review of documentation and records (via screen sharing) and observation of processes and activities (via video sharing if possible). All evidence will be reviewed and reported to support the audit findings and conclusions – the only difference is it will be done using remote techniques.

3. Audit reporting

In addition to a standard on-site audit report, remote audit reports will also include details about the remote auditing methods that have been used and will clarify the effectiveness of the audit in achieving the stated objectives.

Don't forget your audit reports can be accessed via the BSI portal, along with your BSI Mark of Trust to promote your achievement.



Your remote audit checklist

Here's what you need to prepare before we conduct a remote audit:

- IT Infrastructure**
Test the connectivity of the agreed technology
(e.g. agreed voice and video arrangement)
- Your team**
Engage the people who are involved in the audit to make sure they have seen the audit plan and understand how the remote audit will be conducted.
- Your management system and/or product information**
Make sure the required documented information is available electronically and accessible remotely in a timely manner for our auditor to view.

Please note:

- Information can be accessed via an agreed transfer mechanism (e-mail, FTP, encryption) as long as it fulfils the agreed information security arrangements and / or your access control is aligned to your information security policy
- Access to documented information will be essential for demonstrating the effective implementation of your certified management system.
- Your information / evidence can include:
 - Management system documentation
 - Process procedures and evidence of implementation
 - Internal audit evidence
 - Management review information

- Your process and activities**
One of the key approaches to obtain information to support audit findings and conclusions is to observe the implementation of processes and activities. Remote audits can use video technology to allow us to observe the implementation of processes and activities in real-time.

BSI is with you every step of the way to make your remote audit as seamless as possible.

Whether it's a management system audit, a supply chain audit or product certification audit, our trusted experts will ensure it adds value and supports your business goals.

Contact us to explore your remote audit requirements
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