



## Experiencing a remote 2<sup>nd</sup> party supplier audit

Subzero's logistics and compliance internal auditor shares their first-hand experience of what it is like to undergo a supplier audit using BSI's immersive remote auditing solution



### Why immersive 2<sup>nd</sup> party audits?

Subzero have supplied our cold chain services to our customer Godiva for a while now, but these were new refrigerated storage sites that we hadn't used for them before. Naturally they wanted to audit us as part of their supplier approval and management process. This would usually involve one of their auditors flying in from Turkey to our site in the UK, quite an expensive activity for us as a supplier. However, due to travel restrictions this wasn't possible.

### What technology was utilized?

For the document-based review we were able to utilize Microsoft Teams video calling flexibly with our phones, tablets and laptops. For the walkabout of our facilities BSI were able to provide us with the expertise and equipment to undertake the audit.

We utilized BSI's XpertEye headset connected wirelessly to a 4G portable roaming modem. The tech was delivered with some really useful notes from our contact at BSI which allowed us to dive in and get started straight away.

### The verdict

The picture quality was excellent- our customer auditing us from over 3000 kilometres away could see our facility in the same quality and detail as if they were standing right beside me in the warehouse. The software the auditor and client used enabled photos, video footage to be taken and annotated on the fly – which really helps to identify non-conformities and assists with the efficiency of their close out. At the end of the audit the auditor has the option to download as all the images, footage etc for the report.

In that way BSI has really considered the user experience in the design and application of the technology- the functionality is really practical and effective in the auditing environment, including the reporting stages after the actual audit.

Find out more: [bsigroup.com](https://www.bsigroup.com)

**SUBZERO**  
TEMPERATURE CONTROLLED LOGISTICS & STORAGE

**“As a business with customers based all over the world, we will definitely be looking to utilize BSI’s immersive auditing approach in the future. Showcasing our facility to customers is a great way for us to gain trust and approval as a supplier, whilst providing our customers with peace of mind on the quality, safety and sustainability of our products and operations.”**

Ashleigh Abbey-Mohammed  
Logistics & Compliance  
Subzero



## Pros

- The equipment was very quick and easy to set up
- The quality of images was fantastic, the auditor got everything they needed in the allocated audit time
- The support from BSI was brilliant, they explained how everything should work and made the whole experience surprisingly enjoyable

## Cons

- The signal did drop out a couple of times, especially in the refrigerated areas where conditions were minus 22 degrees.
- After wearing the headset for an extended period of time, I did start to become aware of the weight of the equipment towards the end of the day.

## Top tips

- Plan, plan and plan again. The better your audit plan the smoother the day will go regardless of whether you’re undertaking an immersive remote audit, or a traditional onsite one.
- Check for Wi-Fi dead spots and see if you can boost the signal in these areas before the audit
- Keep your login QR code in your pocket to get back up and running quickly if the signal drops.
- If you have long hair, consider wearing it down if you can, or if you can’t, give yourself plenty of time to position your ponytail around the two straps on the equipment before the audit.



## Why BSI?

The ease and quality of the audit with BSI was second to none, and utilizing immersive audit technology allowed us to implement a much more cost effective and environmentally friendly way of doing things.