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# IAF/ILAC/ISO Survey on Remote Audit/Assessment/Evaluation

### Introduction The results of this survey will be used by [IAF](https://www.iaf.nu/), [ILAC](https://ilac.org/) and [ISO](https://www.iso.org/home.html) to help assess the impact of remote techniques’ increased use and where needed make improvements to ensure more efficient and effective auditing, assessment and evaluation, delivering the trust and assurance all stakeholders need.  This survey has been prepared by [IAF (International Accreditation Forum)](https://www.iaf.nu/), [ILAC (International Laboratory Accreditation Cooperation)](https://ilac.org/) and [ISO (International Organization for Standardization)](https://www.iso.org/home.html).

**Please note that only survey responses submitted via the survey platform will be accepted.**

### Your Details\*

First Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organisation Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Economy/Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### ****Please read the information below before you start this survey!**** All of the required questions will have an asterisk(\*) next to the question. A "Save and Continue" function has been included for your convenience to allow you to leave the survey and return to complete your responses at a later time. To use this function click on the button in the top right hand corner of the survey screen in order to save your input before exiting the survey. A tailored link will then be sent to the email address that you have entered and this will enable you to return to your survey and continue from the position where you exited.  There is also a "Back" function included in the survey, however, please be aware that if there are any changes to your internet connectivity while using this function we cannot guarantee that the data that you have already entered will be saved.

### ****Question 1. Have you been part of a remote audit/assessment/evaluation in the last year?****\*

( ) **Yes**, this was as part of an organisation being audited/assessed/evaluated

Go to Question 2, 6, 7 and 8

( ) **Yes**, this was as part of the team carrying out the audit/assessment/evaluation

Go to Question 2, 3, 4, 5 and 8

( ) **No**, I do not have experience with remote activities

Go to Question 8

### ****Question 2. All in all, how satisfied are you with the remote audit/assessment/evaluation experience?****\*

( ) Satisfied

( ) Somewhat satisfied

( ) Dissatisfied

### ****Question 3. From your experience of carrying out remote audit/assessment/evaluation, how much do you agree with the following statements:****

#### ****a. the documents available for carrying out audits/assessment/evaluations (e.g. IAF, ILAC, standards, etc.) were appropriate and flexible for remote work?****\*

( ) Agree

( ) Somewhat agree

( ) Disagree

#### ****b. new technologies and alternative techniques should be used to ensure continuous improvement, robustness and trustworthiness of audit/assessment/evaluation e.g. real time camera, sensors, data exchange, AI technology, etc.****\*

( ) Agree

( ) Somewhat agree

( ) Disagree

#### ****c. assuming an ideal set-up (e.g. preparation, consideration of risks, effective technology including internet connection), a remote audit/assessment/evaluation provides as much confidence as an on-site audit/assessment/evaluation****\*

( ) Agree

( ) Somewhat agree

( ) Disagree

#### ****d. the dramatically increased use of remote techniques and the willingness to change will provide a stimulus to new audit/assessment/evaluation processes (e.g. more frequent & shorter audits, greater use of data, ‘continuous audit/assessment/evaluation’, greater use of specialists)****\*

( ) Agree

( ) Somewhat agree

( ) Disagree

#### ****Please give further details (optional)****

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### ****Question 4. Which of the following were a benefit to you in carrying out the activity remotely?****\*

#### ****a. Reduced travel time and costs for auditors/assessors/evaluators****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

#### ****b. Reduced travel risks for audit/assessment/evaluation team****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

#### ****c. Reduced environmental footprint (due to reduced emissions from driving, etc.)****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

#### ****d. Strict respect of time/schedule of the audit plan****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

#### ****e. Possibility to keep the certificate/accreditation/recognition and conduct the audit/assessment/evaluation despite the pandemic****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

#### ****f. Efficient use of time for audited/assessed/evaluated personnel (not blocking processes, etc.)****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

#### ****g. Conduct remote witness activities efficiently in one/more of the sites/facilities****

( ) Beneficial

( ) Somewhat beneficial

( ) Not beneficial

### ****Question 5. Were there other benefits in carrying out the activity remotely****\*

( ) Yes Please specify below

( ) No

#### ****Please specify****\*

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### ****Question 6. From your experience with the remote audit/assessment/evaluation, how much do you agree with the following statements:****\*

#### ****a. Preparation for the audit/assessment/evaluation (including the consideration of risk of suitability for remote activity) was more difficult and time-consuming****

( ) Agree

( ) Somewhat agree

( ) Disagree

( ) Not applicable

#### ****b. Effectiveness of the audit/assessment/evaluation when done remotely was lower compared to traditional on-site audits****

( ) Agree

( ) Somewhat agree

( ) Disagree

( ) Not applicable

#### ****c. Significant efforts had been made to ensure information security (e.g. protecting shared documents/files, possible data breach, etc.)****

( ) Agree

( ) Somewhat agree

( ) Disagree

( ) Not applicable

#### ****d. I experienced audit disruptions due to poor Internet connection****

( ) Agree

( ) Somewhat agree

( ) Disagree

( ) Not applicable

#### ****e. I found the effectiveness of IT technologies (MS Teams, Zoom, WebEx, etc.) used to execute the remote audit to be restrictive****

( ) Agree

( ) Somewhat agree

( ) Disagree

( ) Not applicable

### ****Question 7. Did you experience other benefits or disadvantages from the remote audit/assessment/evaluation not mentioned in the above question?****\*

( ) Yes - Write In (Optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

( ) No

The questions below are for everyone to answer

### ****Question 8. To what extent do you think organisations can effectively benefit, in the future, from a remote audit/assessment/evaluation?****\*

( ) To a great extent (remote audits/assessments/evaluations can become the preferred method)

( ) To some extent (integrated with on-site audits/assessments/evaluations)

( ) Not much (for exceptions only)

( ) Not at all

### ****Question 9. What would be the main drivers to opt for a full or partial remote/audit/assessment/evaluation in the near future? Select all that apply:****\*

[ ] a. Save costs on travel and accommodation expenses

[ ] b. Reduce environmental footprint (less people traveling and polluting)

[ ] c. Reduce disruptions on the day of the audit

[ ] d. Better access to specific auditing/assessment/evaluation expertise cost-efficiently

[ ] e. Enable more sites to be audited in a cost-efficient way

[ ] f. Possibility to efficiently conduct witness activities in one/more of your sites/facilities remotely

[ ] g. Avoid travel restrictions in certain locations

[ ] h. Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\*

### ****Question 10. What would be the main areas for improvement for a remote audit/assessment/evaluation in the near future? Put in order of priority:****\*

\_\_\_\_\_\_\_\_Preparation of the audit/assessment/evaluation plan is more cumbersome and time-consuming

\_\_\_\_\_\_\_\_Lower effectiveness of the audit/assessment/evaluation when done remotely

\_\_\_\_\_\_\_\_Possible threats to information security

\_\_\_\_\_\_\_\_Audit disruption due to poor Internet connection

\_\_\_\_\_\_\_\_Limited effectiveness of the IT technologies (MS Teams, Zoom, W-Up, etc.) used to execute the remote audit

### ****Question 11. Assume there are no longer any pandemic restrictions; what would you prefer****\*

( ) Traditional on-site audits/assessments/evaluations with a physical presence on-site

( ) Fully remote audit/assessment/evaluation with connection via digital tools

( ) Blended audit, where parts are done with physically on-site and parts are conducted remotely

### ****Question 12. Do you think that the current rules (standards, IAF, ILAC, etc.) should be modified in some way to adapt to the new normal after the end of the pandemic?****\*

( ) Yes Go to Question 13

( ) No Go to Question 14

### ****Question 13. If you feel that something needs to be changed, do you have a specific point, for example in an ISO standard / IAF or ILAC document that you would like changed and if so, how? (specify the points that you’d like to change, or the requirements that you’d like to add, trying to be very specific and precise)****\*

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**Who you are**

### ****Question 14. What is your involvement in auditing/assessment/evaluation?****\*

[ ] **Standards-developer**

[ ] **Regulator**

[ ] **Conformity assessment body** - having undergone a remote assessment

[ ] **Conformity assessment body** - undertaking a remote audit (i.e. certification body)

[ ] **Accreditation Body** - having undergone an evaluation

[ ] **Accreditation Body** - undertaking assessments

[ ] **Regional Accreditation Group** - having undergone an evaluation

[ ] **Regional Accreditation Group** - undertaking evaluations

[ ] **User**(e.g. a certified organisation)

[ ] **Consultant/expert**

[ ] **Other** - please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\*

### Thank You!

#### Thank you for your contribution which will help IAF, ILAC, ISO and all their members consider and improve remote offerings.