



THE INDEPENDENT VOICE OF TRUST

**Remote Conformity Assessment Activities
How will COVID 19 and innovation change the landscape of
conformity assessment?**

Webinar | 16 February 2021



Remote Conformity Assessment Activities



Speakers



Ugo Salerno
CEO, RINA



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The Consumer Goods
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Emanuele Riva
Vice chair, IAF
Vice General Manager,
Accredia



Audience Question



Post to the chat section:

Yes – if you are familiar with remote approaches to conformity assessment

No – if you are not familiar with remote conformity assessment activities





Ugo Salerno
CEO, RINA

TIC Conformity Assessment Activities



Inspection

Evaluation

Auditing



Assessment

Verification

Testing



Remote Inspection – A Deep Dive



TIC Council White Paper on Remote Inspection

Remote inspection is a term used to refer to the performance of inspection using technology such as a video feed while an intermediary person moves at the inspector's direction around with the camera.

**Visit
TIC-Council.org
to download the
White Paper**



Technical Needs

When performing a remote inspection, the following may be used:

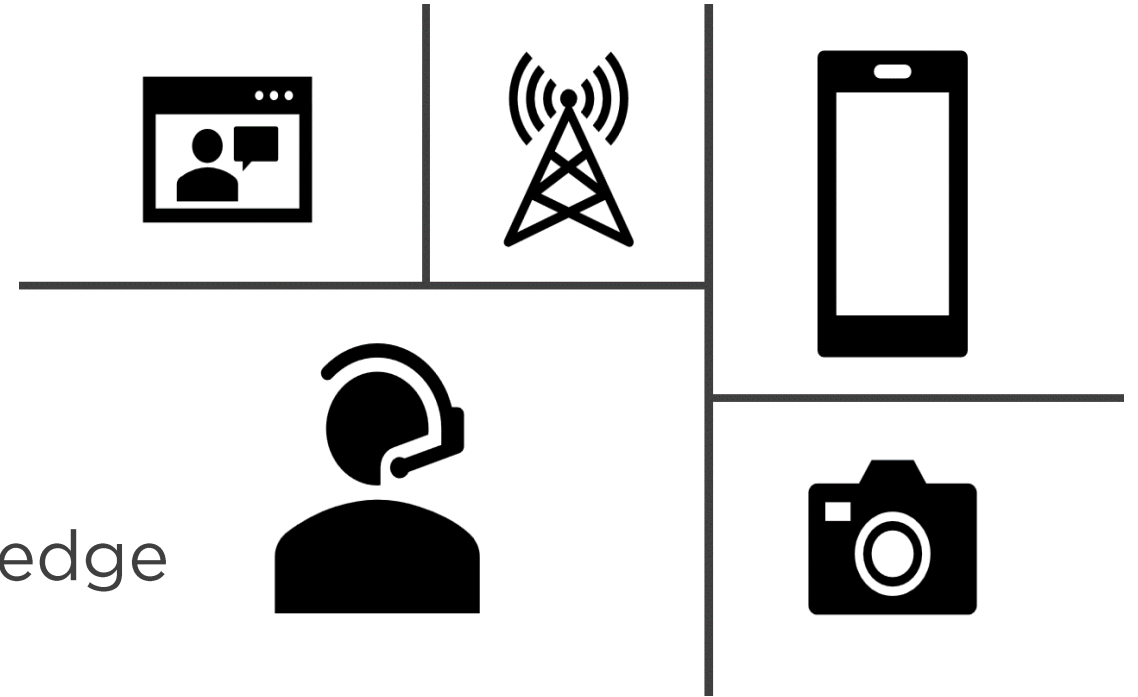
- Use of live-stream audio-video conferencing,
- Document sharing,
- On-screen chat,
- Body and robot cameras,
- Screen captures and annotations (e.g., telestration), and;
- Recording of video and audio of the remote inspection (only after explicit approval of the inspected facility and all recorded persons).



Hurdles and Challenges

Including, but not limited to:

1. Connection speeds
2. Access to internet
3. Access to data
4. Cybersecurity
5. Training and technical knowledge



Industry Perspectives



Accreditation & Standardization



Industrial Life Cycle Services



Commodities Committee

Product Testing & Certification



Food & Health



Government Services



Food & Health



TIC Council members have gone the extra mile for ensuring that food sites continue working in safe and compliant ways.

This is important for continuing safe food production during movement restrictions.

A hybrid approach with elements of remote auditing seems appropriate in the future.

Particularly to ensure that diverse professional profiles can contribute to audits regardless of the site's location.



Industrial Life Cycle Services



Remote Activities are being performed in

- Testing (e.g., non-destructive testing)
- Inspections (e.g., storage tanks, pipelines, bridges) and during periodic inspections
- Audits
- Witnessing
- Monitoring (e.g. sensors installed in installations)

There is support for remote activities only if the right conditions are in place:

- Quality (e.g., lightning, sensitivity, validation), - Safe data transfer/ownership and storage, - Trained & qualified and/or certified personnel.



Commodities



Whilst the generic move towards remote inspection does offer various interesting possibilities in the field of bulk cargo quantity and quality inspections, from efficiency to improved HSE, there are a number of very significant challenges to be considered and overcome before any transition within the traditional commodities inspection can be made. The hurdles fall into three main groups:

1. The revision of norms and standards to include any new technologies
2. The recognition in regulations, contractual law and national legislation of the alternative technologies as being equivalent to or better than the established techniques
3. The certification of equipment to operate in hazardous areas.



Government Services



TIC Council members provide services to national governments giving them reassurance that products entering its domestic market comply with either National or International Standards. One such service is the visual inspection of consignments in order to ensure that the products being shipped are those for which test reports have been submitted.

This inspection is performed either in-person or remotely. The remote verification is performed using a specific application and connecting via Internet to the inspection site using a smartphone (or other suitable connected device) available on the site.



Horizontal Task Force on Remote Activities



Will bring together impacted TIC business verticals to address current and future challenges on remote issues for the industry.

Main goals:

- Understanding guidance provided by IAF/ILAC and accreditation bodies.
- Documenting TIC sector views.
- Conveying positions to relevant stakeholders.





Erica Sheward
Director, GFSI
The Consumer Goods Forum



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Vice chair, IAF
Vice General Manager, Accredia





L'ENTE ITALIANO DI ACCREDITAMENTO

Remote Conformity Assessment Activities, How will COVID 19 and innovation change the landscape of conformity assessment?

Emanuele Riva

Vice General Manager Accredia

Member of EA Executive Board

IAF Chair-elect

Online, 16 February 2021



**There are some things you
learn best in calm, and some
in storm.**

Willa Cather

What the Quality infrastructure has done

All standards bodies have made the standards for masks and gloves available free of charge

The list of accredited laboratories in Europe and China for tests on masks has been published on the EA website

Transitions to ISO 17011 and ISO 17025 have been postponed



QUALITY & STANDARDS AND THEIR
ROLE IN RESPONDING TO COVID-19





IAF/ILAC Approach to Remote Peer Evaluations of Regions and Single Accreditation Bodies during the COVID-19 Pandemic



EUROPEAN COMMISSION

DIRECTORATE-GENERAL FOR INTERNAL MARKET, INDUSTRY, ENTREPRENEURSHIP
AND SMES

The Director-General

Brussels 10/01/2021

GROW.F.4/KB (2021) 91773

Elena Santiago Cid

Director-General CEN and CENELEC

Sent by email

esantiago@cencenelec.eu

Dear Ms Santiago Cid,

The EU tourism ecosystem is one of the hardest-hit by the COVID-19 pandemic with impacts on both travel supply and demand. Travel restrictions, limitations to the activities of tourism services providers as well as flight cancellations and frequency reduction have

IAF against COVID



Task force composed of all the Chairs of the main IAF Committees

34 FAQ (and 2 resolutions) - translated into 4 languages

48 hours to reply




MENU

HOME

**IAF FREQUENTLY ASKED QUESTIONS
COVID-19 OUTBREAK**

RESOLUTIONS

ASK A QUESTION

 Scrivi qui per eseguire la ricerca





IAF Resolutions

IAF Resolution 2020-16 – (Agenda Item 9.1) IAF COVID-19 FAQs :

The General Assembly, acting on the recommendation of the Executive Committee, endorses the IAF COVID-19 Frequently Asked Questions (FAQs) as developed and published by the IAF COVID-19 FAQ Task Force.

The General Assembly further endorses the IAF COVID-19 FAQ Task Force to continue its work on a temporary basis dependent on the evolution of the current COVID-19 pandemic.

The General Assembly acknowledges and accepts that standards and other normative documents do not cover specific requirements for all situations that can occur. In this case, IAF COVID-19 FAQs have regulated the unanticipated situation of the pandemic.

For this reason, when an accreditation body or a conformity assessment body refers to an IAF COVID-19 FAQ, published by IAF, **it is assumed to be operating not in contradiction** or excluding any of the requirements included in the

[General](#) (5)

[OH&SMS](#) (2)

[Peer evaluation](#) (1)

[Postponing activities](#) (6)

[Remote assessments/audits](#) (7)

[Witnessing](#) (2)



Scrivi qui per eseguire la ricerca



Replacement of assessments during the COVID-19 pandemic

During the current COVID 19-pandemic, where a mandatory scheduled on-site assessment cannot be performed, by the AB or, whenever relevant, by a sub-contracted AB which is an IAF MLA/ILAC MRA signatory, that assessment may be replaced with a remote assessment or, in extraordinary circumstances, by an off-site review of documentation.

The review of documentation should only be considered if the justifications for not being able to conduct the on-site or remote assessment are traced back to the exceptional situation due to COVID-19 (eg: Travel restrictions, Social distancing, Workplace health and safety decisions including health risk categories for both assessors and CAB personnel)

The impact of the replacement on the accreditation program for the current accreditation cycle needs to be considered.

If either a remote assessment or an on-site assessment has not been conducted within 12 months from the review of documentation, for reasons not attributable to the AB, the AB shall normally initiate the process for suspension or withdrawal of the accreditation of the CAB.

For an initial assessment, review of documentation only, is not sufficient.

Where do you see opportunities for remote options to support current conformity assessment activities?

Travel times and costs

Take quick action during the audit (the Scheme Managers who might be involved to manage a potential reserve)

Easy involvement of Technical experts

Attend to the opening and closing greetings

Document examinations transformed into a call?

Monitoring inspectors do this partially remotely



What practices can we adopt?



Mixed/Hybrid audits?

If everything goes digital:

- How do we sign audit reports?
- How do we store files/video/photo securely? How long?

Are there sectors that remote auditing or inspections cannot work?

Witness audit where in-person observation could be essential (eg: safety schemes - security, safety and hygiene).

Mystery audit (undeclared) during the provision of a service



What pitfalls or risks could be associated with remote conformity assessment?

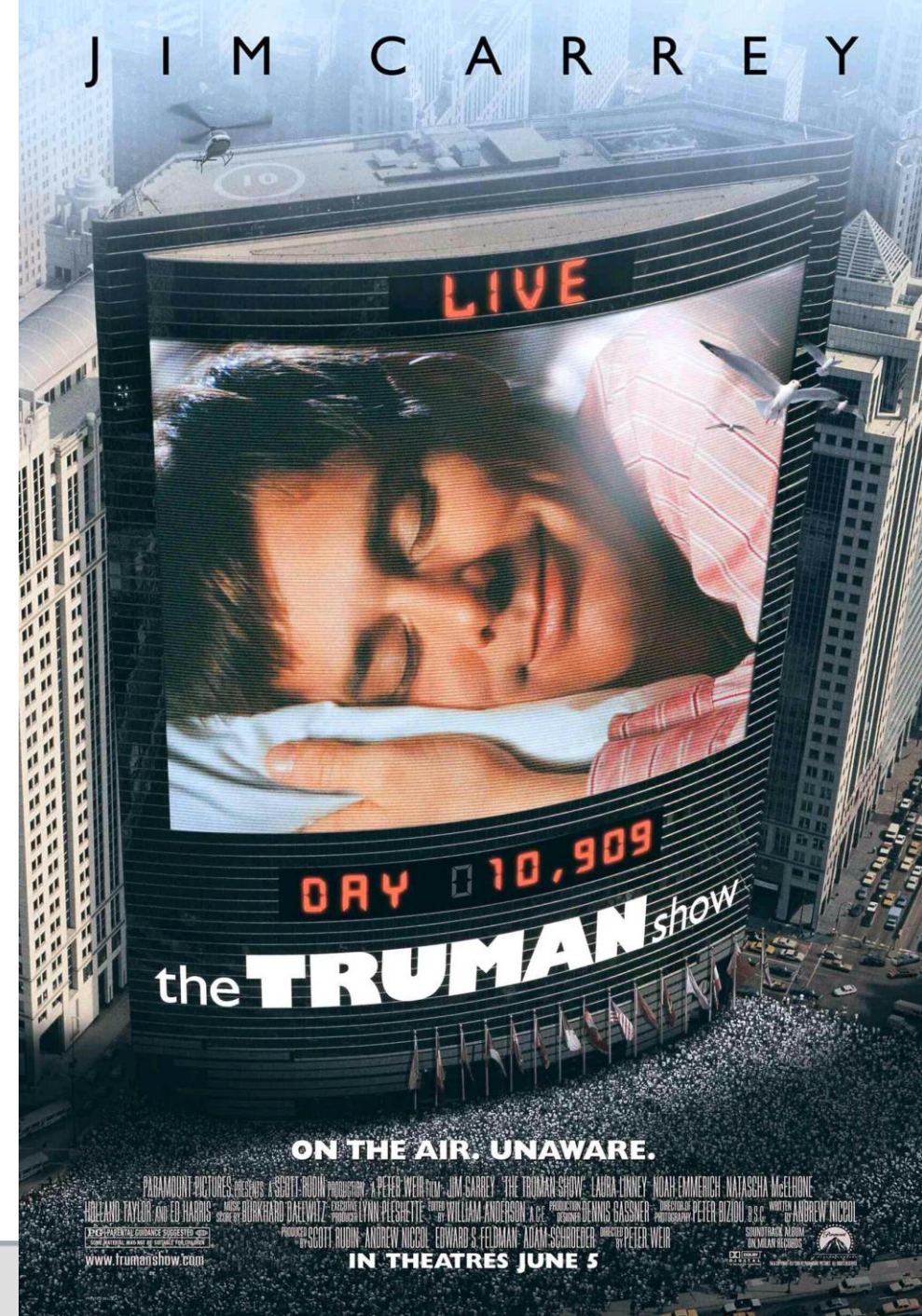
Truman Show (artificial world created for audit)

Do not perceive the weak signals related to non-verbal messages (the human factor)

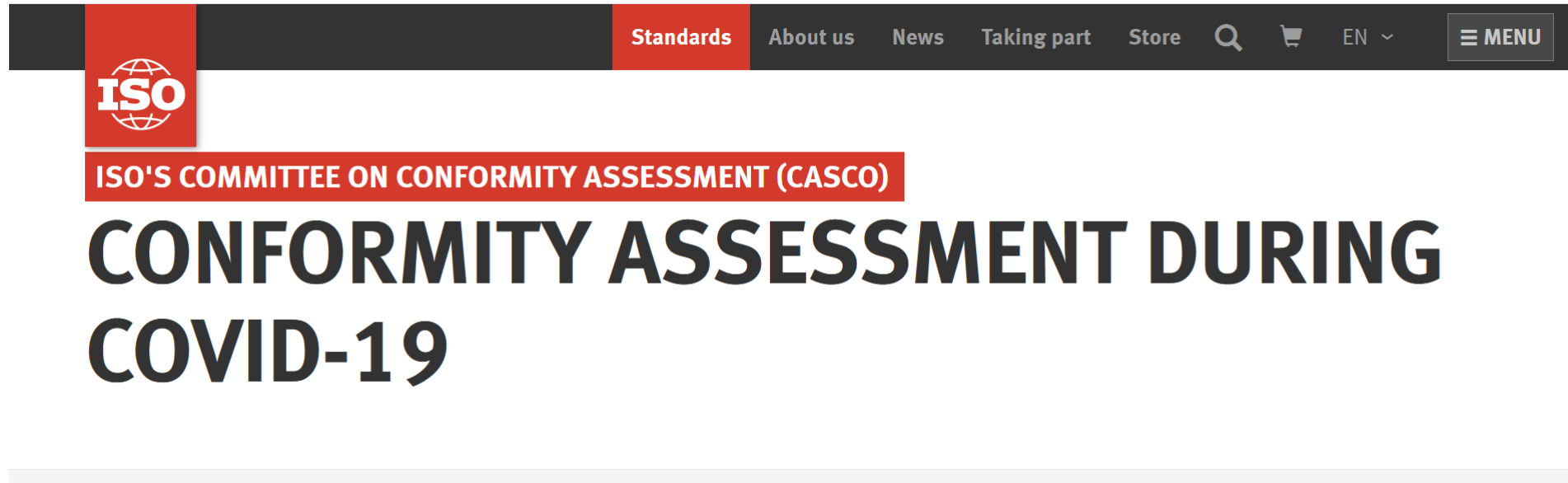
Too formal, without emotions.

Risk of misunderstandings and of «us against them»

Confidentiality (recording and multi-view)



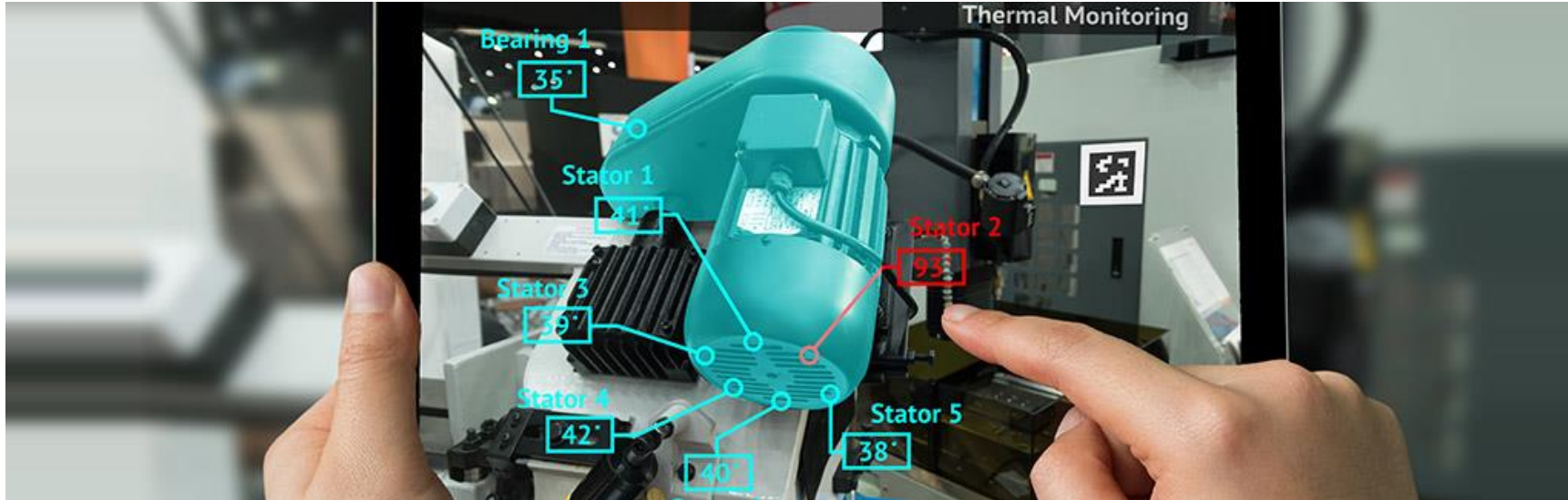
What regulatory or accreditation constraints are you encountering when conducting remote activities?



Working group

Cristina Draghici (new chair ISO CASCO), Emanuele Riva (IAF), Shawn Paulsen (IEC), Marcus Long (IIOCI), Alister Dalrymple (IQNet) and ETTY Feller (ILAC)

Are there alternative solutions to performing conformity assessment activities remotely?

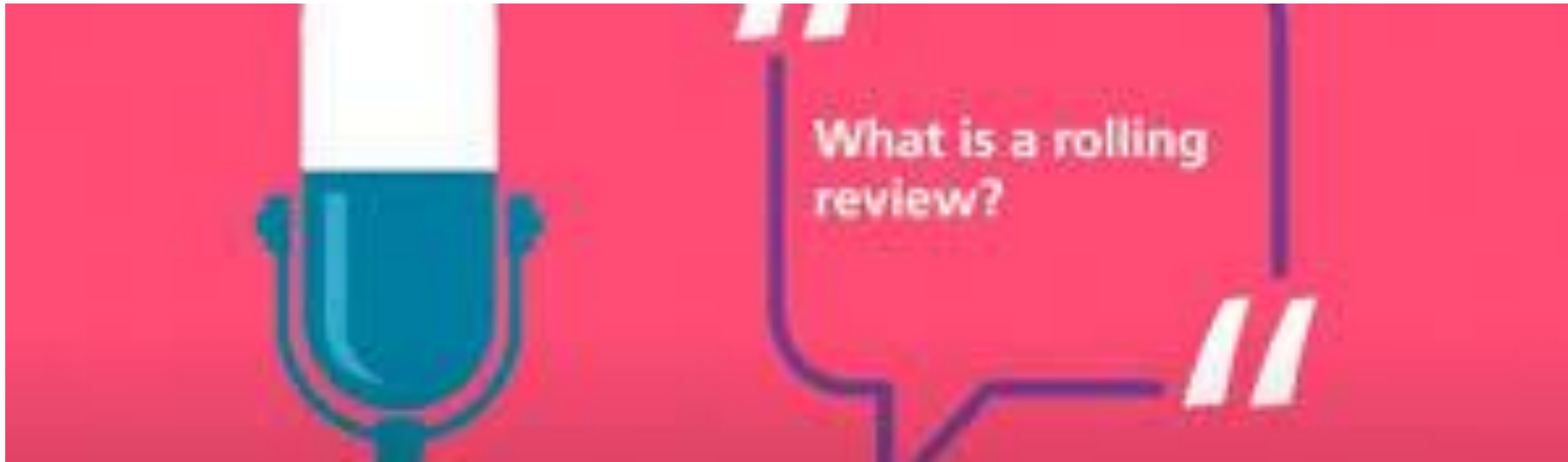


SMART working does not mean changing your desk, but rethinking how we do the checks.

Using Google / Hololens glasses, or even changing **what** we watch? Or **when** do we look at it?

And review the activities performed (traceability of the responsibility if the audit is recorded).

Are there alternative solutions to performing conformity assessment activities remotely?



Rolling review introduced by the EMA .. Does it also apply to us? Verify data continuously?

Transform the one-off verification into a monitoring over time?

Why not split the verification in several moments during the year, instead of a fixed day?

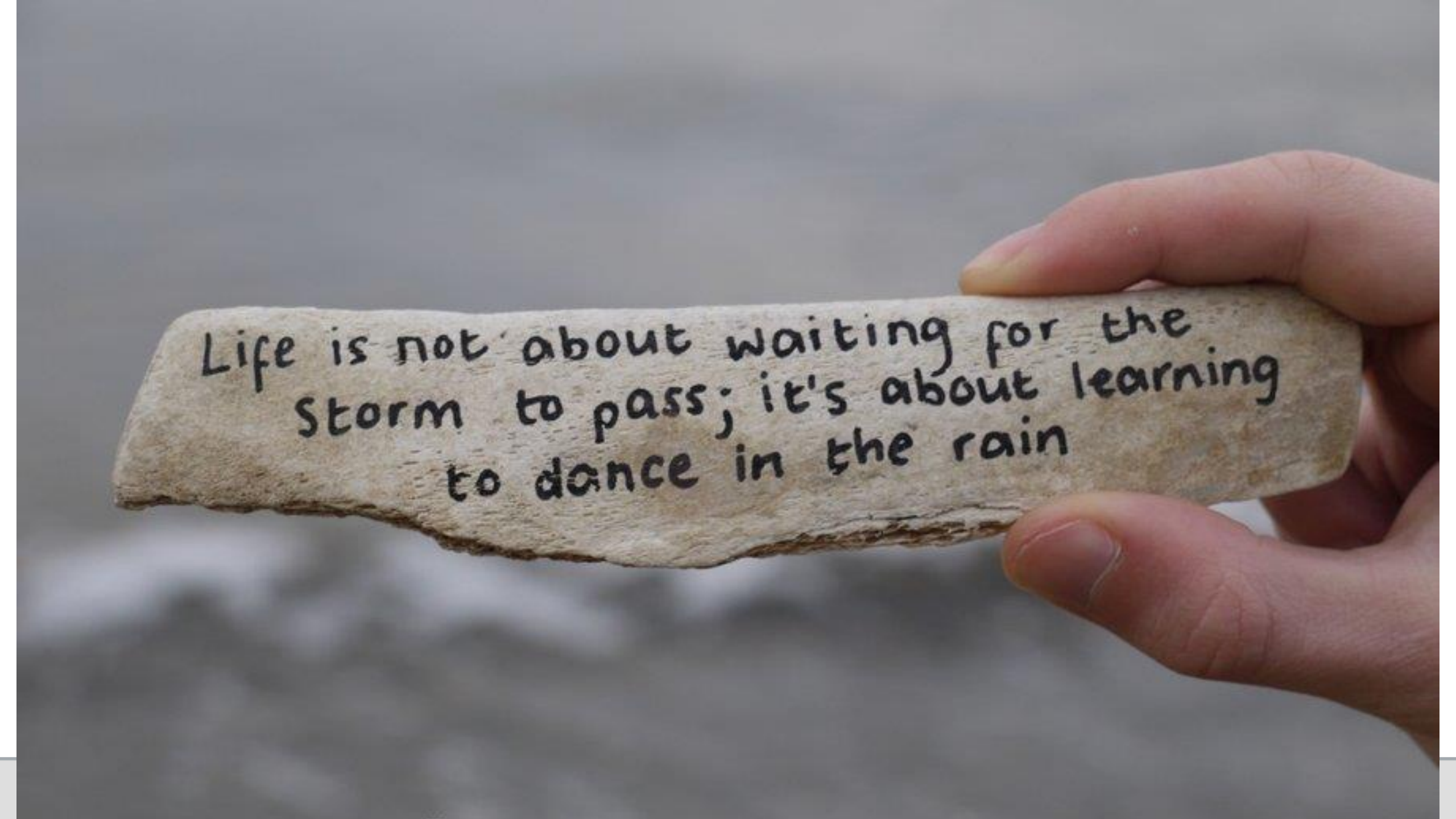
What do you see as the next step in the industry's use of remote options?

Many formal activities can be carried out by artificial intelligence (data processing, supervision of operations) or carried out directly by the audited subject (such as telepass or cash payment in supermarkets today – self assessment)

Others will continue to be conducted by humans, remotely or in presence. The use of the Blockchain will give a "certain date" to many operations.

The consumer / client will be able to "see" the control activities carried out (which is already possible with the use of the glasses they record). With a QR CODE you can see who did what related to a specific product. Difficulty in managing information, too many and sometimes delicate



A close-up photograph of a person's hand holding a piece of light-colored, weathered driftwood. The driftwood is held horizontally and has a handwritten message in black ink. The background is a blurred, greyish-blue surface, likely a beach or a body of water. The text on the wood is a well-known quote about resilience.

Life is not about waiting for the
storm to pass; it's about learning
to dance in the rain



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Questions?



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Wikipedia page:
Testing, inspection and certification

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