



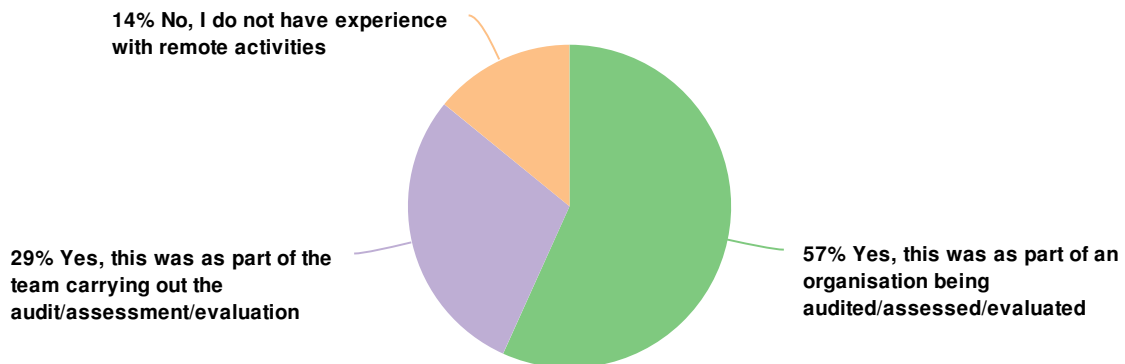
Report for IAF/ILAC/ISO Survey on Remote Audit/Assessment/Evaluation (Reference Report)

Response Counts



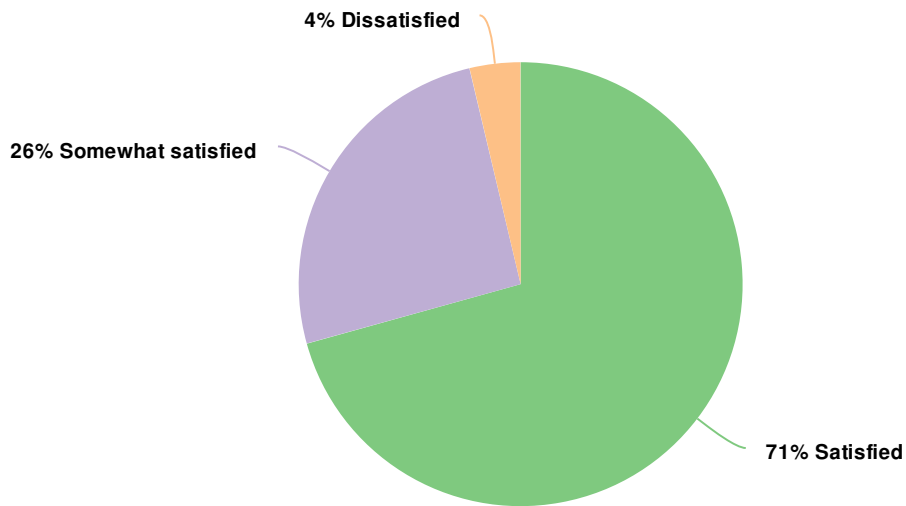
Totals: 4,320

Have you been part of a remote audit/assessment/evaluation in the last year?



Value	Percent	Responses
Yes, this was as part of an organisation being audited/assessed/evaluated	56.7%	2,451
Yes, this was as part of the team carrying out the audit/assessment/evaluation	29.1%	1,258
No, I do not have experience with remote activities	14.1%	611
		Totals: 4,320

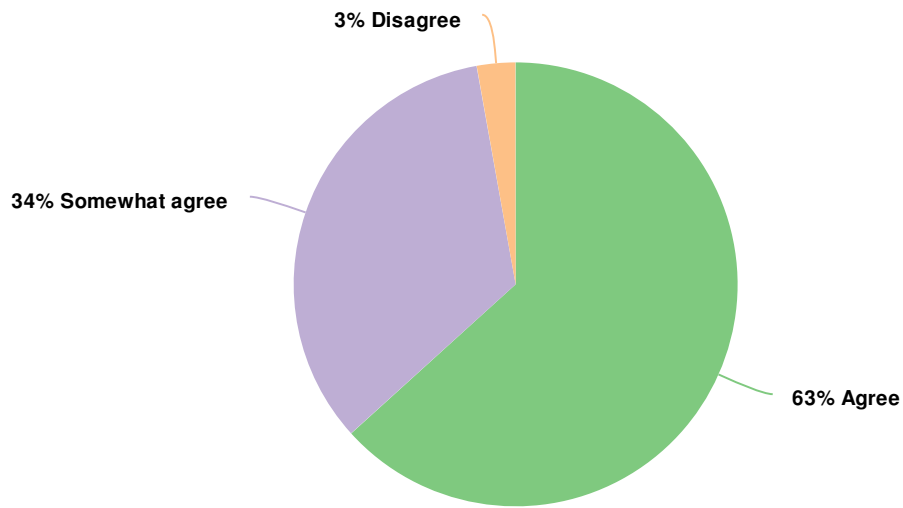
All in all, how satisfied are you with the remote audit/assessment/evaluation experience?






Value	Percent	Responses
Satisfied	70.7%	2,622
Somewhat satisfied	25.6%	951
Dissatisfied	3.7%	136
		Totals: 3,709

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

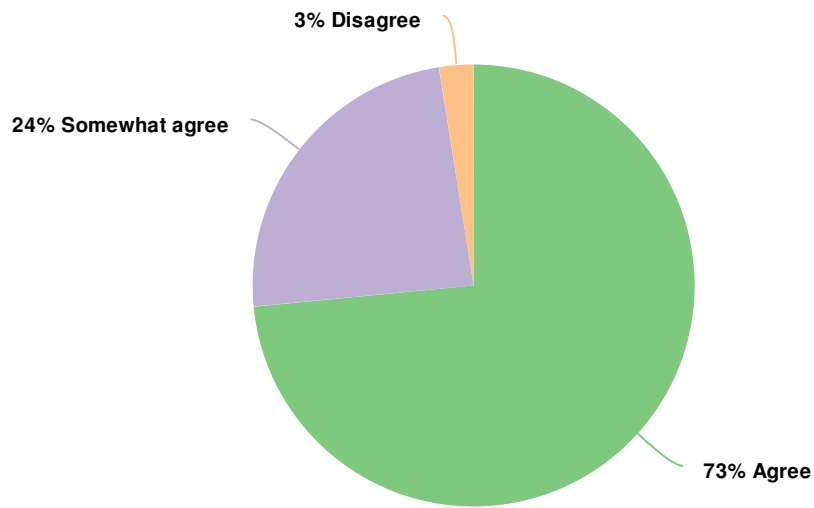
a. the documents available for carrying out audits/assessment/evaluations (e.g. IAF, ILAC, standards, etc.) were appropriate and flexible for remote work?



Value		Percent	Responses
Agree		63.3%	796
Somewhat agree		33.9%	427
Disagree		2.8%	35

Totals: 1,258

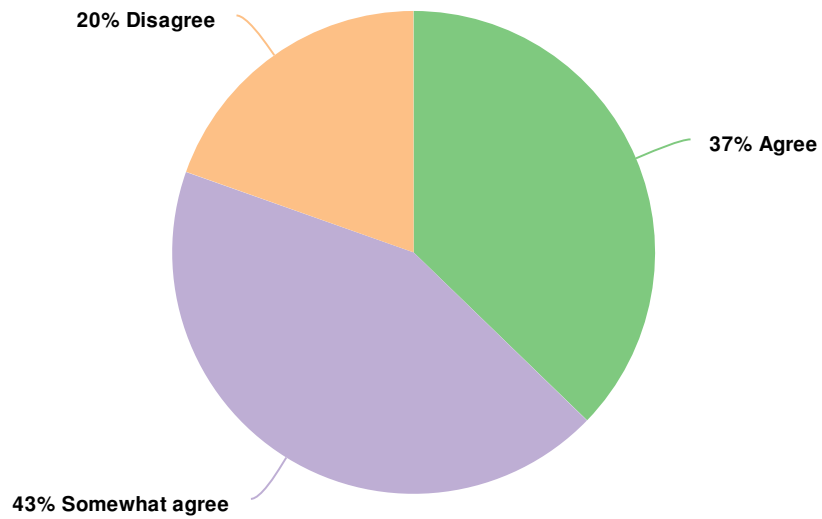
b. new technologies and alternative techniques should be used to ensure continuous improvement, robustness and trustworthiness of audit/assessment/evaluation e.g. real time camera, sensors, data exchange, AI technology, etc.



Value	Percent	Responses
Agree	73.4%	924
Somewhat agree	24.0%	302
Disagree	2.5%	32

Totals: 1,258

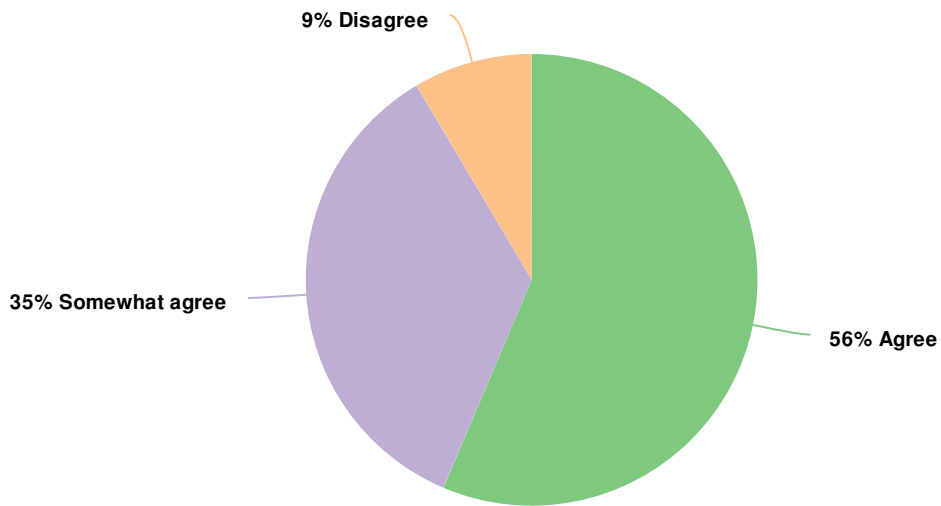
c. assuming an ideal set-up (e.g. preparation, consideration of risks, effective technology including internet connection), a remote audit/assessment/evaluation provides as much confidence as an on-site audit/assessment/evaluation






Value	Percent	Responses
Agree	37.3%	469
Somewhat agree	43.2%	543
Disagree	19.6%	246

Totals: 1,258

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)

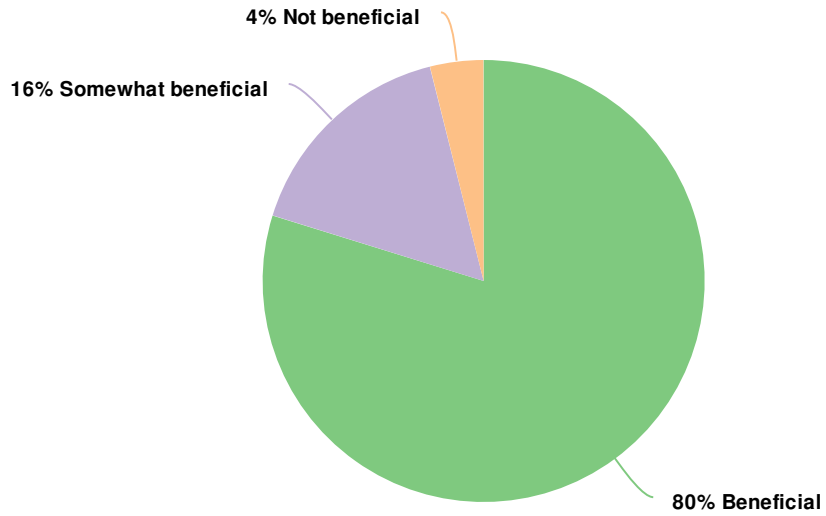





Value		Percent	Responses
Agree		56.4%	709
Somewhat agree		35.1%	442
Disagree		8.5%	107

Totals: 1,258

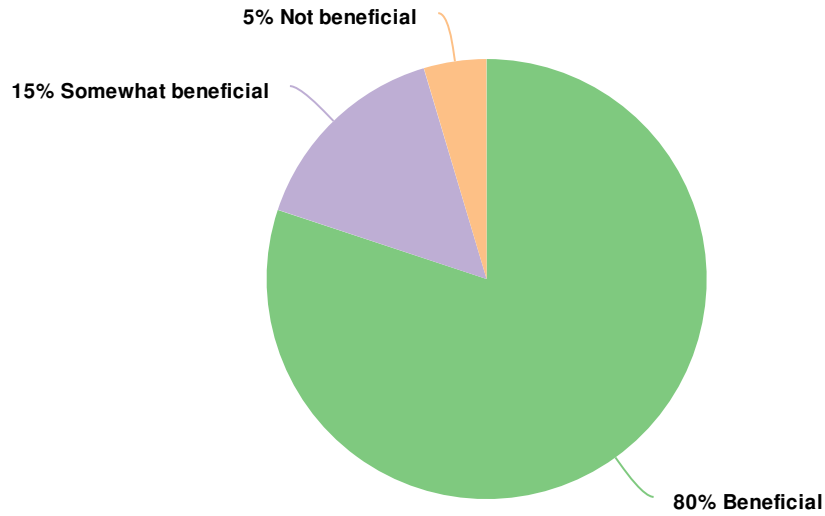
Which of the following were a benefit to you in carrying out the activity remotely?

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



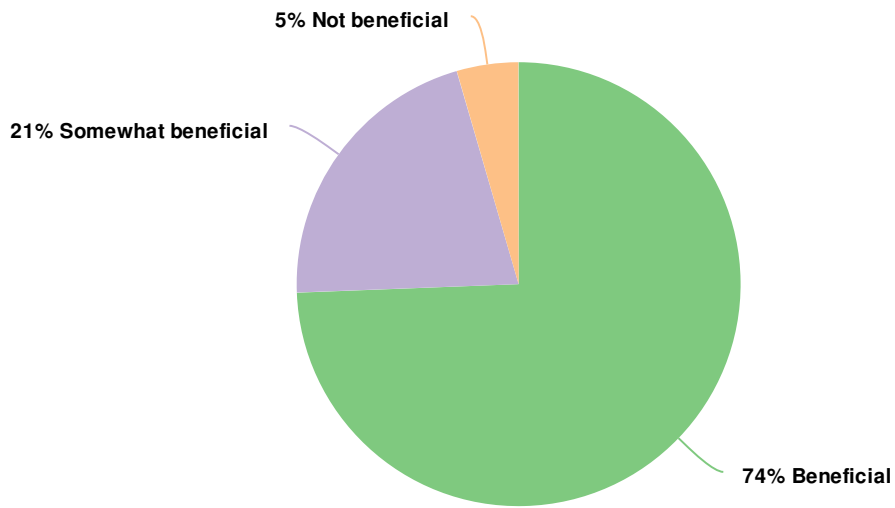
Value		Percent	Responses
Beneficial		79.8%	1,004
Somewhat beneficial		16.3%	205
Not beneficial		3.9%	49
			Totals: 1,258




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



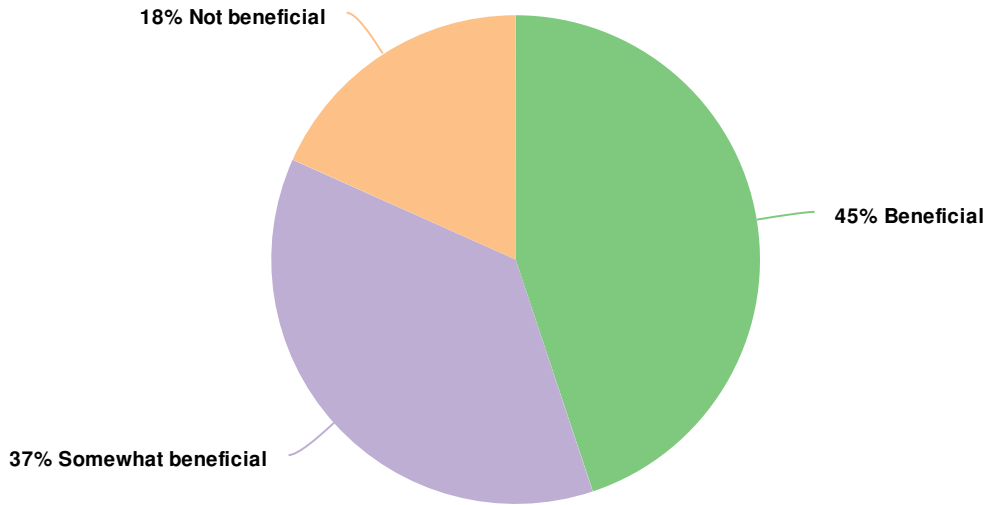
Value	Percent	Responses
Beneficial	80.1%	1,008
Somewhat beneficial	15.3%	192
Not beneficial	4.6%	58
		Totals: 1,258




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



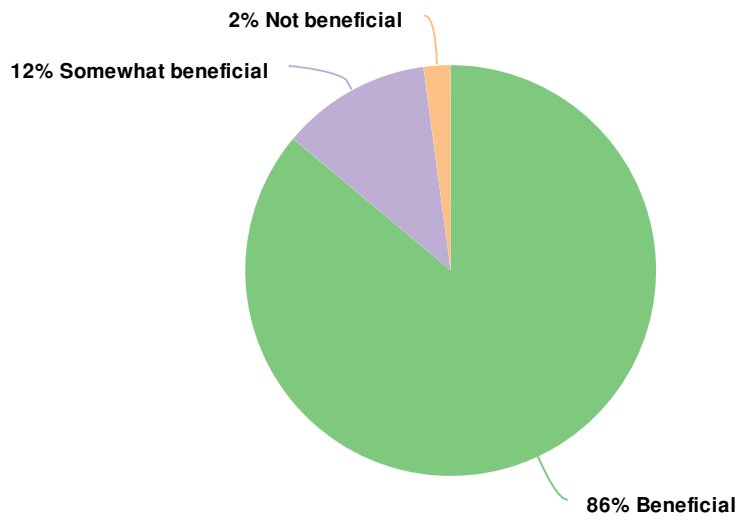
Value		Percent	Responses
Beneficial		74.4%	936
Somewhat beneficial		21.1%	265
Not beneficial		4.5%	57
			Totals: 1,258




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



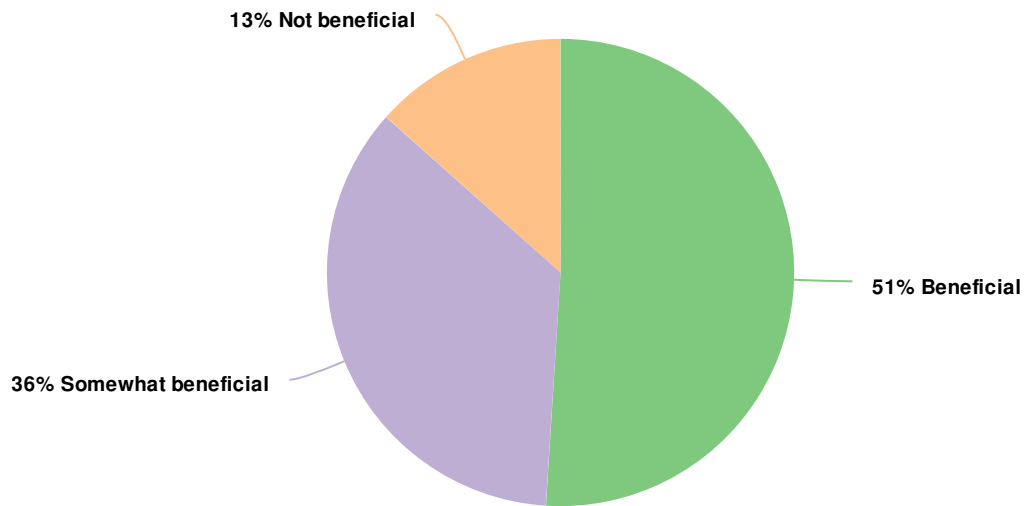
Value		Percent	Responses
Beneficial		44.9%	565
Somewhat beneficial		36.8%	463
Not beneficial		18.3%	230
			Totals: 1,258




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



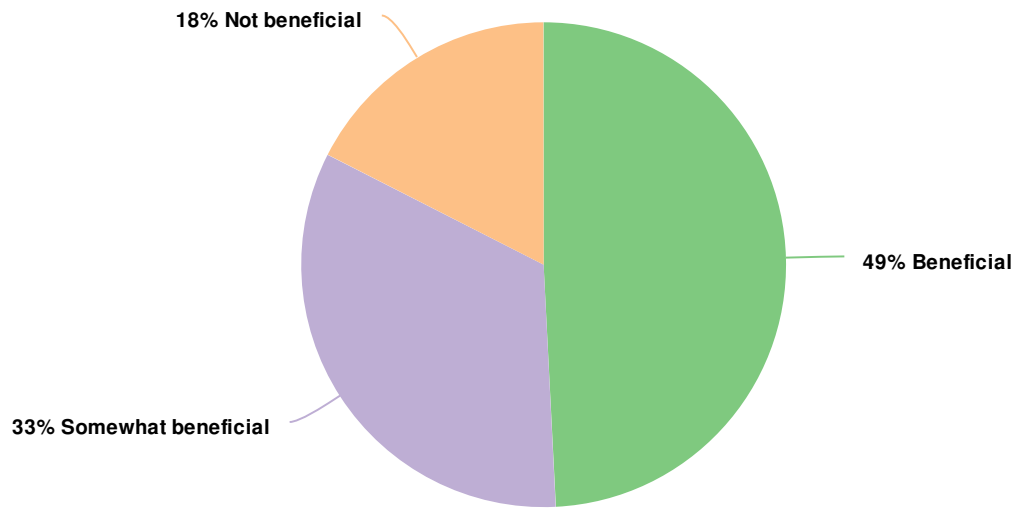
Value		Percent	Responses
Beneficial		86.1%	1,083
Somewhat beneficial		11.8%	149
Not beneficial		2.1%	26
			Totals: 1,258




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



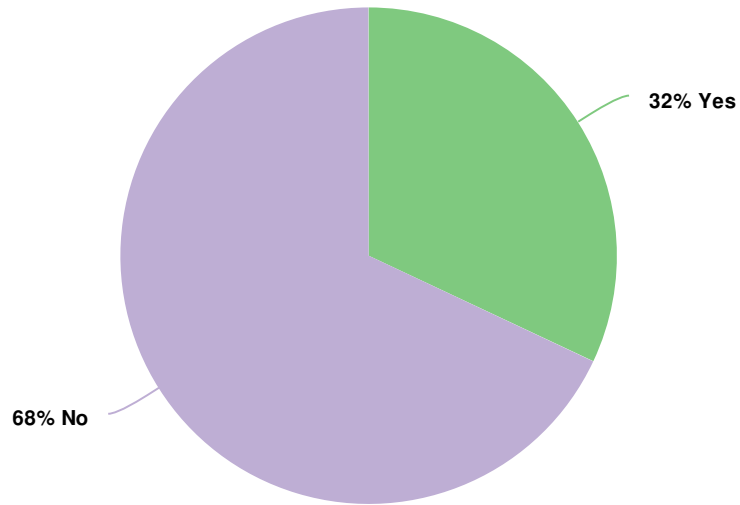
Value		Percent	Responses
Beneficial		51.0%	642
Somewhat beneficial		35.6%	448
Not beneficial		13.4%	168
			Totals: 1,258

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



Value		Percent	Responses
Beneficial		49.2%	619
Somewhat beneficial		33.3%	419
Not beneficial		17.5%	220
			Totals: 1,258

Were there other benefits in carrying out the activity remotely



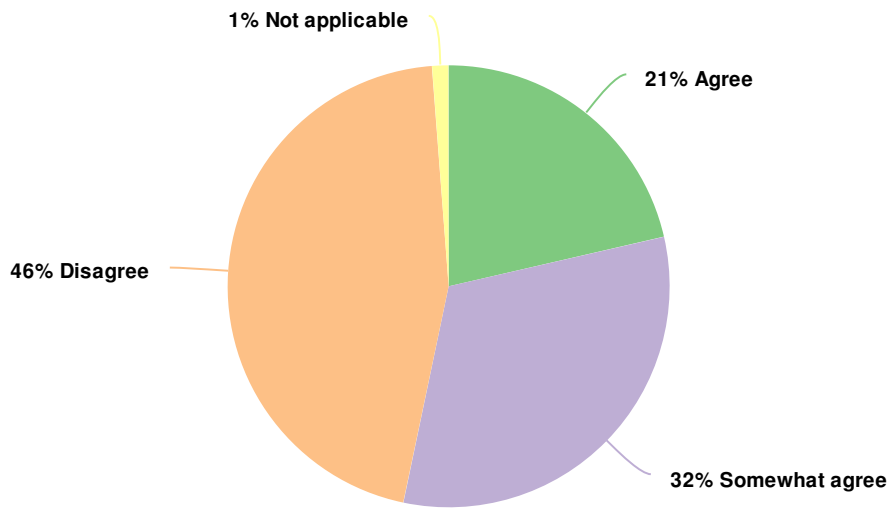
Value	Percent	Responses
Yes	32.0%	403
No	68.0%	855
		Totals: 1,258

Please specify



From your experience with the remote audit/assessment/evaluation, how much do you agree with the following statements:

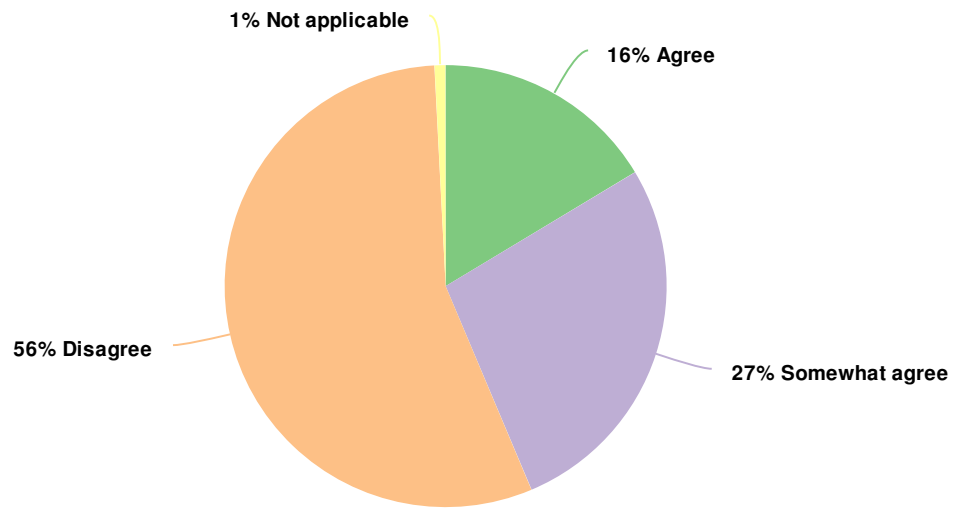
a. Preparation for the audit/assessment/evaluation (including the consideration of risk of suitability for remote activity) was more difficult and time-consuming



Value	Percent	Responses
Agree	21.4%	525
Somewhat agree	31.9%	783
Disagree	45.5%	1,114
Not applicable	1.2%	29

Totals: 2,451

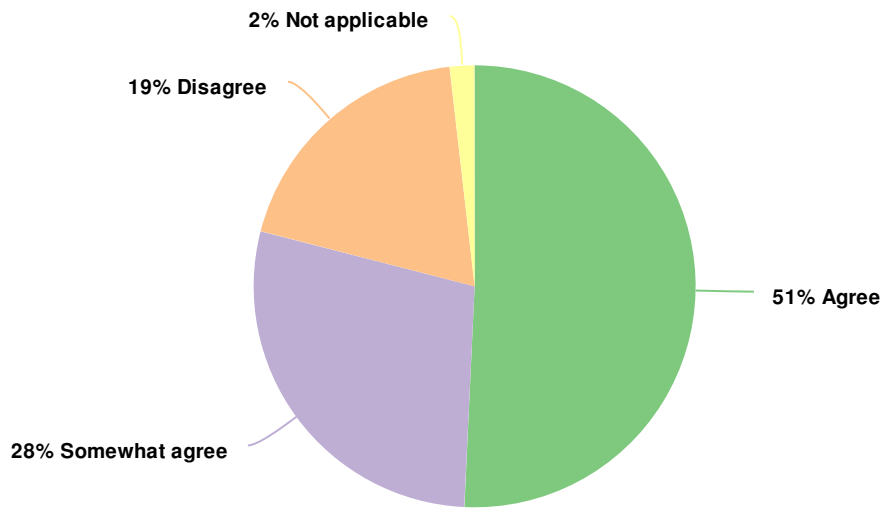
b. Effectiveness of the audit/assessment/evaluation when done remotely was lower compared to traditional on-site audits



Value	Percent	Responses
Agree	16.4%	401
Somewhat agree	27.3%	668
Disagree	55.6%	1,362
Not applicable	0.8%	20

Totals: 2,451

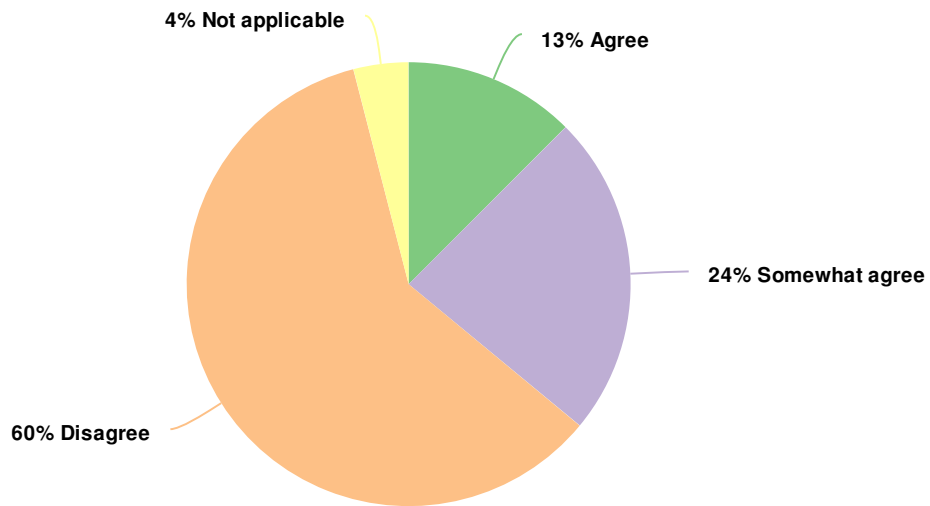
c. Significant efforts had been made to ensure information security (e.g. protecting shared documents/files, possible data breach, etc.)



Value	Percent	Responses
Agree	50.8%	1,244
Somewhat agree	28.3%	693
Disagree	19.2%	470
Not applicable	1.8%	44

Totals: 2,451

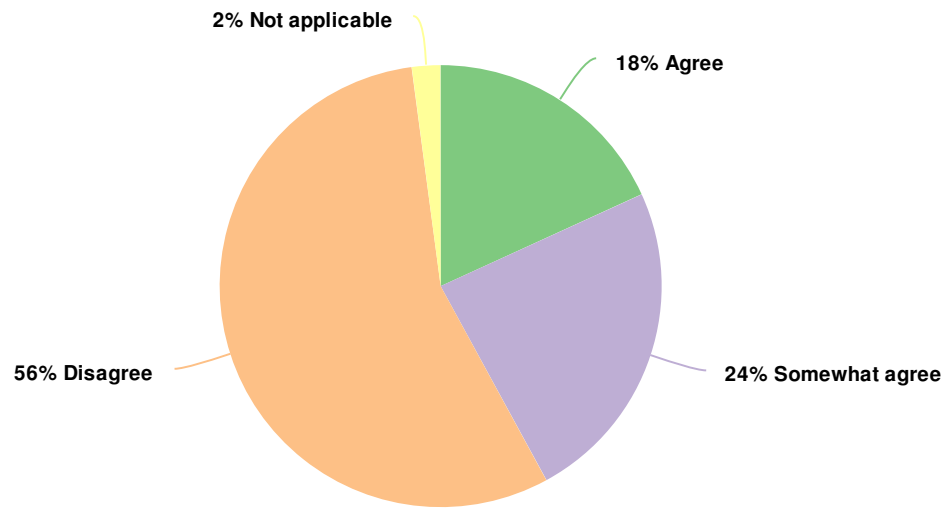
d. I experienced audit disruptions due to poor Internet connection



Value	Percent	Responses
Agree	12.5%	306
Somewhat agree	23.5%	577
Disagree	60.0%	1,471
Not applicable	4.0%	97

Totals: 2,451

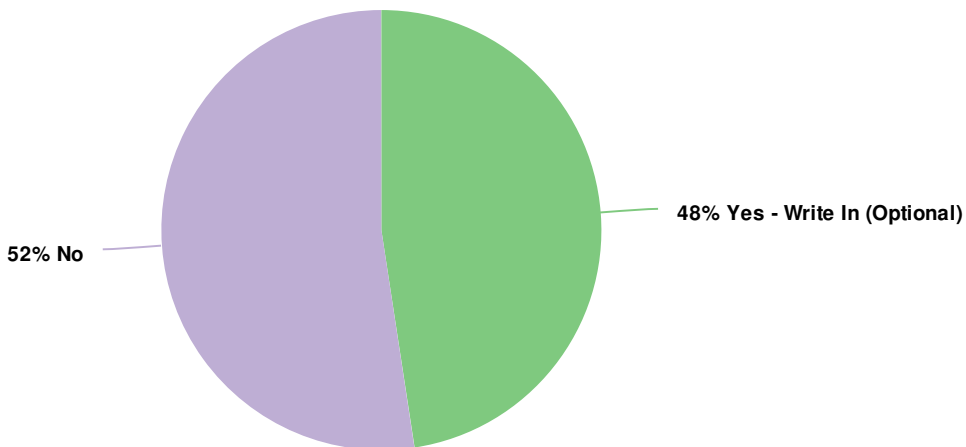
e. I found the effectiveness of IT technologies (MS Teams, Zoom, WebEx, etc.) used to execute the remote audit to be restrictive



Value	Percent	Responses
Agree	18.2%	445
Somewhat agree	23.9%	586
Disagree	55.9%	1,369
Not applicable	2.1%	51

Totals: 2,451

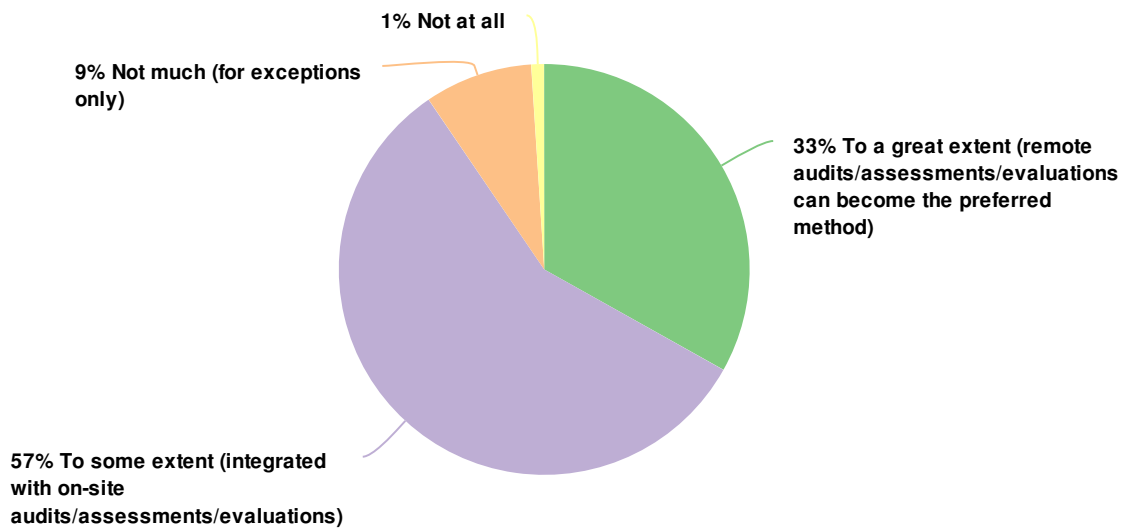
Did you experience other benefits or disadvantages from the remote audit/assessment/evaluation not mentioned in the above question?



Value		Percent	Responses
Yes - Write In (Optional)		47.6%	1,167
No		52.4%	1,284

Totals: 2,451

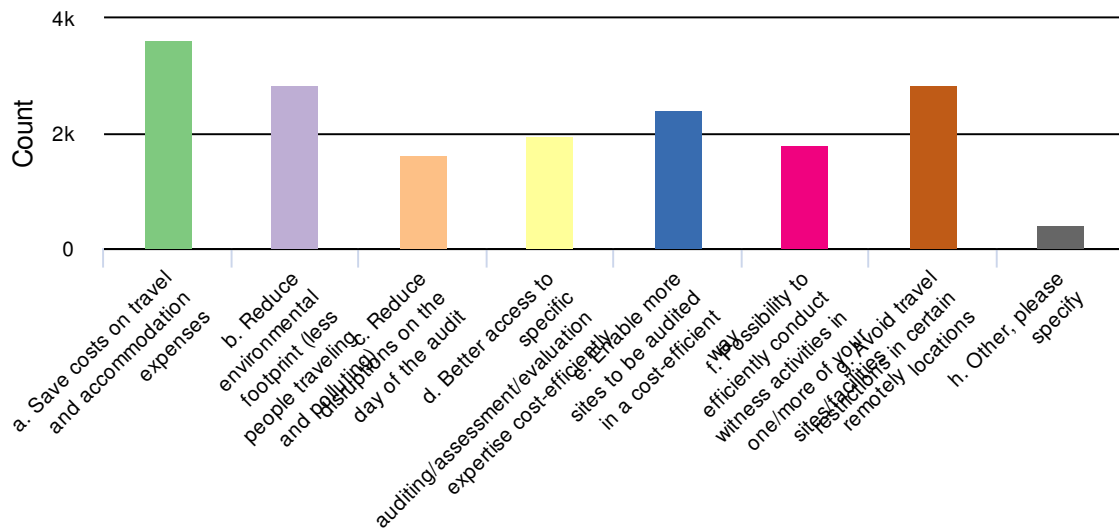
To what extent do you think organisations can effectively benefit, in the future, from a remote audit/assessment/evaluation?











Value	Percent	Responses
To a great extent (remote audits/assessments/evaluations can become the preferred method)	33.1%	1,430
To some extent (integrated with on-site audits/assessments/evaluations)	57.3%	2,477
Not much (for exceptions only)	8.5%	369
Not at all	1.0%	44


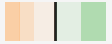

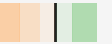

Totals: 4,320


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:



Value		Percent	Responses
a. Save costs on travel and accommodation expenses		84.3%	3,642
b. Reduce environmental footprint (less people traveling and polluting)		66.2%	2,859
c. Reduce disruptions on the day of the audit		37.6%	1,623
d. Better access to specific auditing/assessment/evaluation expertise cost-efficiently		45.3%	1,957
e. Enable more sites to be audited in a cost-efficient way		56.0%	2,420
f. Possibility to efficiently conduct witness activities in one/more of your sites/facilities remotely		41.6%	1,796
g. Avoid travel restrictions in certain locations		65.7%	2,838
h. Other, please specify		9.6%	415

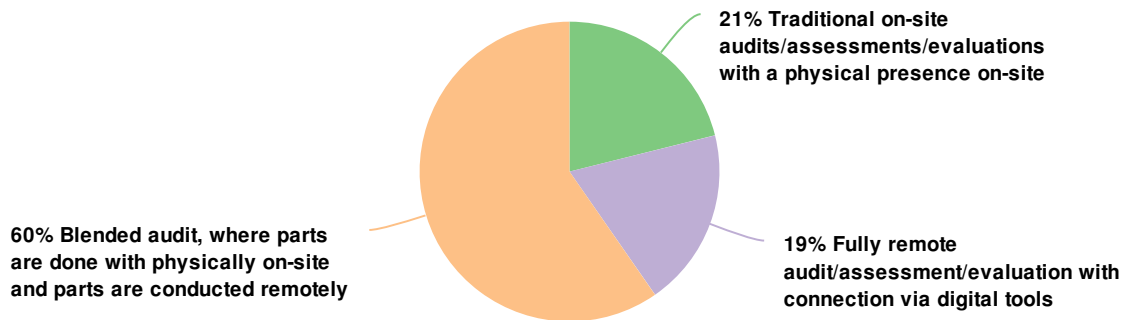
What would be the main areas for improvement for a remote audit/assessment/evaluation in the near future? Put in order of priority:

Item	Overall Rank	Rank Distribution	No. of Rankings
Audit disruption due to poor Internet connection	1		3,851
Possible threats to information security	2		3,788
Preparation of the audit/assessment/evaluation plan is more cumbersome and time-consuming	3		3,702
Lower effectiveness of the audit/assessment/evaluation when done remotely	4		3,632
Limited effectiveness of the IT technologies (MS Teams, Zoom, W-Up, etc.) used to execute the remote audit	5		3,652



Lowest Rank Highest Rank

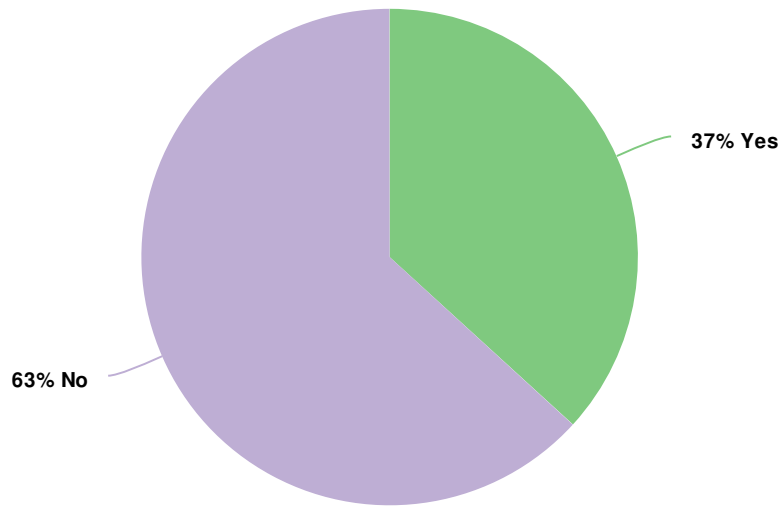
Assume there are no longer any pandemic restrictions; what would you prefer





Value	Percent	Responses
Traditional on-site audits/assessments/evaluations with a physical presence on-site	21.1%	913
Fully remote audit/assessment/evaluation with connection via digital tools	19.2%	831
Blended audit, where parts are done with physically on-site and parts are conducted remotely	59.6%	2,576

Totals: 4,320

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?

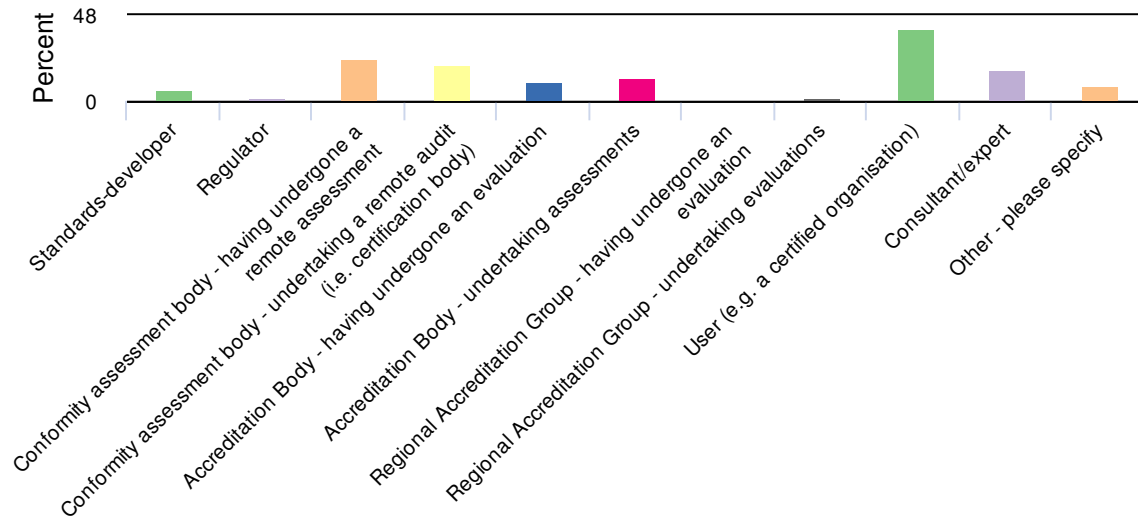


Value		Percent	Responses
Yes		36.8%	1,588
No		63.2%	2,732

Totals: 4,320

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)

Who You Are What is your involvement in auditing/assessment/evaluation?



Value	Percent	Responses
Standards-developer	6.6%	287
Regulator	2.0%	88
Conformity assessment body - having undergone a remote assessment	23.8%	1,028
Conformity assessment body - undertaking a remote audit (i.e. certification body)	21.1%	910
Accreditation Body - having undergone an evaluation	10.9%	470
Accreditation Body - undertaking assessments	13.0%	563
Regional Accreditation Group - having undergone an evaluation	1.4%	60
Regional Accreditation Group - undertaking evaluations	1.9%	80
User (e.g. a certified organisation)	40.3%	1,743
Consultant/expert	17.2%	744
Other - please specify	9.1%	393