



- 1) Object
- 2) Vocabulary and abbreviations
- 3) Review procedures
- 4) Reference documents
- 5) Description of the procedure
- 6) Records

Scope

For transition assessment combined with surveillance, the remote assessment will be based on both versions.

For non-combined transition assessments, they can be done remotely or based on a documentary assessment.

Responsibility for the application:

The HD/AM are responsible for the implementation of this procedure.

Amendments

The changes relate to:

- the introduction of a relative definition Information and communication technologies (see chapter Vocabulary and Abbreviations.
- The replacement "The level of risk of the remote assessment is acceptable by ALGERAC", by "the decision to use the remote assessment ... prior risk analysis (see chapter 5.1- General principles)
- The introduction of a paragraph: "a risk analysis will be carried out by the HD concerned (FOR 77-1)",
- "If the results of the risk analysis ... a remote assessment" (Chapter. 5.3- Prerequisites for remote assessments), "If all the conditions for the remote assessment are met, ALGERAC informs the CABs and assessors on techniques..." (see chapter 5.4- Planning the assessment remotely), "When assessment cannot be done (e.g. health, the..." (see chapter 5.7).

Établi le : 26/12/2022

Par : Technical Head
Department

Visa:

Vérifié le : 26/12/2022

Par : Quality Manager

Visa :

Approuvé le : 27/12/2022

Par : General Director

Visa :



1. OBJECT:

The objective of this procedure is to define the provisions for carrying out remote assessments without compromising the integrity of the accreditation granted by ALGERAC when the assessment is not possible on site, due to unforeseen circumstances.

2. Vocabulary and Abbreviations:

- a) **Extraordinary events or other circumstances:** A circumstance beyond the control of the organization, "major force" (war, strike, riot, political instability, epidemic, pandemic,...), or other natural or man-made disasters.
- b) **Remote assessment:** assessment of a CAB from a location other than the organization physically located.
- c) **Documentary Assessment:** The process of determining CAB compliance by remotely assessing documented evidence and arriving at an assessment finding and conclusions.
- d) **Teleconferencing/videoconferencing:** use of telecommunication means to organize discussions/meetings between participants in different locations.
- e) **Information and communication technology (ICT) :** it is a set of technological tools and resources used to collect, store, retrieve, process, analyse and transmit information. These technological tools and resources include the internet (websites and emails) and softwares, and hardware such as smartphones, laptops, desktops, video cameras, transmission technologies, etc.

3- Reference documents:

- **IAF ID 3 :** IAF Informative Document For Management of Extraordinary Events or Circumstances Affecting ABs, CABs and Certified Organization
- **IAF ID 12 :** Principles on Remote Assessment
- **ISO/IEC 17011** Conformity assessment – Requirements for accreditation bodies accrediting conformity assessment bodies.
- **PRO 12** ALGERAC accreditation procedure
- **PRO 25** Procedure for surveillance, renewal and extension of the scope of accreditation.
- **ISO 19011** Guidelines for auditing management systems.
- **EA-2/21 G:** Guidance on remote assessments.



CAB: Conformity Assessment Body
GD: General Director
HD: Head of Department
AM: accreditation manager
LA: Lead assessor
ICT: Information and communication technologies
MS: Management system

4. Terms of review:

The QM reviews this procedure each time it is useful for improving the MS and the functioning of ALGERAC.

5 Description of the procédure

5.1- General principles

Remote assessments are carried out according to the same criteria as on-site assessments.

All requirements of the applicable standards must be assessed.

The preferred technologies for carrying out remote assessments are teleconferencing/videoconferencing or other tools: ZOOM, WEEBEX, Skype, WhatsApp and the telephone, if applicable (connection problem).

In general, all exchanges with the CAB must be traceable.

The decision to use remote assessment to observe an activity should be based on a prior risk analysis.

5.2- Criteria for using remote assessment:

Remote assessment may be considered in the following cases:

- extraordinary events or other circumstances (epidemic, pandemic, strike, political instability, ...);
- an impossible trip to an organization for security reasons, travel restrictions, etc.
- The large number of sites to be assessed is difficult for ALGERAC to complete within the timeframe provided;
- The assessment is for a minor extension of the scope of accreditation.
- The unavailability of the evaluation team due to major force.
- The situation requires the assessment team to return to conduct a complimentary/additional assessment close to the initial assessment.

5.3- Prerequisites for remote assessments:

Risk analysis shall be done by the concerned HD (FOR 77-1) in order to remove or bring down risks to an acceptable level, as well as to ensure all the required criteria are met in order to do a remote assessment.



While analysing risks, the concerned HD shall consider the following:

- The period since the last on-site assessment;
- The availability of the appropriate ICT equipment and the ability to use it,
- Efficiency (also for the assessing team as well as CABs),
- The nature of the requirements to be covered during the assessment,
- The nature of complaints and other matters that need to be investigated;
- Safety and security constraints within the CAB;
- The stability of the CAB's resources and management system;
- The level of the electronic information to be made available to the assessors,
- CAB's performance, transparency, and collaboration,
- The size of the assessing team as well as the assessment duration,
- Assessors' training and experience as to using the techniques and tools of remote assessment.

If the results of risk analysis are satisfactory, ALGERAC shall ensure that the requirements stated below are implemented so that remote assessments are possible:

- An appropriate meeting room on the premises of ALGERAC in the event that the evaluation team cannot carry out a videoconference from their home.
- When it is not possible for the assessors to meet in one place, they must be able to remain in regular contact with the LA;
- Access to the Internet by a fast and reliable connection, by all the members of the team as well as by the CAB;
- A videoconference / teleconference platform and any other appropriate means of communication (e.g. Skype, WhatsApp group call, email, telephone);
- Confirmation of the confidentiality of the information by the evaluation team, before the evaluation (FOR 01);
- The members of the evaluation team must have access at all times to the staff of the CAB, concerned with the assessment;
- Ensure confidentiality and respect for privacy during breaks during the assessment, for example by cutting microphones, stopping cameras.

5.4- Planning the remote evaluation

If all the conditions for the remote evaluation are met. ALGERAC, informs the CAB and the assessors on the evaluation techniques and the means of communication used, in order to enable them to make the necessary preparations.

The planning of the remote assessment date will be fixed in common agreement with the CAB and the assessors according to the provisions of PRO 12.

The assessment team conducts the documentary assessment and prepares the assessment

(Interview & observation of activities).

5.5- Organizational and technical specifications:

Test the platform/Software to ensure proper use by the assessment team/CAB, before the evaluation.



5.6- Remonte assessment:

A- Opening meeting: According to the provisions of PRO 12. The prerequisites for remote assessment apply, see chapter 5.3.

B-Assessment

- In order to facilitate the conduct of the assessment, the remote assessment can be carried out in two phases for one day of assessment (2 x ½ day for example);
- During the evaluation, all exchanges of documents can be done by e-mail, and for documents that cannot be sent by the CAB, a consultation by screen sharing is accepted.
- Each individual evaluator can question the persons of the CAB and/or evaluate the relevant files in accordance with the applicable requirements (standard, regulation, etc.);
- When non-conformities are identified, they must be discussed and verified with the CAB to ensure the accuracy of the information;
- After verification and confirmation with the assessees, all findings will be submitted and reviewed by the LA, who may seek clarification from the team members.

Any difficulty encountered during the evaluation: technology problem, elements that cannot be evaluated off-site, problems accessing records that call into question the evaluation of requirements, etc. the HD/AM in charge of the file must be informed.

If the remote assessment is canceled or stopped due to the above issues, it will be organized at a later date, in mutual agreement with the CAB.

C - Closing meeting:

The closing meeting will take place at the end of the evaluation according to the provisions of PRO 12.

- The deviation sheets are completed and sent to the CAB, within a period not exceeding 24 hours, following the closing meeting.
- All documents to be validated by the CAB (attendance sheet, deviation sheets, etc.) must be sent to the LA and to ALGERAC within 24 hours of receipt of the documents by the CAB.
- The principle of handling deviation remains the same according to the PRO 12 accreditation procedure.

5.7- Remote assessment not possible

If there are clear reasons why a remote assessment is not possible for a CAB, ALGERAC offers the possibility of maintaining the accreditation by means of an detailed documentary review and a conference call.

The on-site assessment will be carried out as soon as possible.



Reasons for refusal may include:

- When on-site assessment cannot be carried out (e.g. health, climatic events, political instability, safety risks for assessment team members, etc.).
- When the physical presence of assessors negatively influences the outcome of conformity assessment activities in front of witnesses (eg contamination, lack of space);
- When due to the nature of the accredited activity and the mode of operation of the accredited CAB, on-site assessment would not make sense (e.g. for controlled activities in the virtual environment)
- Inability to work due to lack of staff / lack of availability of employees.
- When it is not possible to meet the specific requirements of certain systems (for example, on-site assessments are specified).
- Initial evaluation, also extension to new scope.
- When connectivity is insufficient for live streaming.
- Where equipment limitations (eg microscopes) may require the installation of specialized cameras.
- When privacy and security issues exist in certain scope (e.g. healthcare, forensics).
- When certain sectors and situations are restricted by the sensory limits of remote techniques (need to hear, to feel, to have an unrestricted gaze), for example in certain situations of testimony of activities.

NB: when a renewal or monitoring assessment is combined with an extension, ALGERAC cannot carry out the assessment remotely.

5.8- Data protection:

The provisions of confidentiality in relation to customer data (OEC) remain unaffected and apply.

6. Records

- Records of Accreditation procedure (PRO12)
- Records Risk analysis procedure (PRO 30)
- Risk analysis (FOR 77-2)