










Remote Audits: Addressing your concerns



Our remote audits allow our technical experts to review documentation, conduct interviews and site tours using technology. They maintain the high standards of on-site audits while offering flexibility for businesses.

We understand trying a new way of auditing can be daunting, that's why we want to address your concerns, to help you embrace technology and get the most out of remote audits.

Your concern	Our solution
<p>Conducting a site tour whilst holding a mobile phone or tablet seems unsafe.</p> 	<p>Your safety is always our top priority when conducting an audit. That's why we advise you to use wireless technology such as Bluetooth to ensure your hands are free when conducting a site tour. Possible solutions to use to enhance safety include a safety guide to escort the phone operator around the site, or a simple rule of no talking whilst walking. Use of a harness to hold the phone, mounted displays on safety helmets or integrated into safety glasses could also be helpful options. It might also be practical to pre-record the site tour at a time when the conditions are optimised.</p>
<p>Depending on what area you would like to see in the business, there may be some connectivity issues.</p> 	<p>We understand that connectivity may not be as strong in some areas as it is in others, which is something that can be addressed before the audit begins. The auditor managing the project can discuss and build this into a contingency plan based on your site conditions. We can also test connectivity strength in the proposed areas to pre-plan for any potential issues that may arise.</p> <p>If there are any problems that arise due to poor connectivity, we remain adaptable enough to always find a workable solution.</p>
<p>There might be some locations and things that will be difficult to see via our camera and it can occasionally be very noisy.</p> 	<p>A test will take place before the audit to identify potential problems so relevant solutions can be proposed. We know from experience that the very nature of factories and industrial sites can often make them very noisy at times, so we always take that into consideration. For example, if excessive noise will be a problem in one particular section, we may consider using noise cancelling headphones to maintain dialogue.</p> <p>Alternatively, Microsoft Teams features a caption option to substitute for loss of audio, while hand signals on the video link and type to text can also be used to communicate. Knowing what technology to use, when to use it and being aware of the right time to speak is something we plan and consider ahead of time.</p>

Your concern	Our solution
<p>How can we plan so we ensure success on the day?</p> 	<p>The audit plays an essential role in supporting the integrity of your business which is why we take the time to plan the finest of details before it begins. We also want to build long-lasting relationships with our customers and even though the audit is taking place remotely we remain friendly and helpful throughout – building in appropriate breaks for comfort if needed. This allows some downtime for us to learn more about you as people, just like we would with a face-to-face audit. It also maximises the time available to conduct the audit, making sure it is completed on-time and efficiently in accordance with the pre-agreed timetable.</p>
<p>Staring at a screen all day can cause eyestrains and headaches, how do you cater for this?</p> 	<p>We understand that staring at a screen can cause tech fatigue, this is why we make sure there is a balance between how long you are staring at a screen or speaking to an auditor. We schedule regular comfort breaks where you can go get a coffee, eat lunch and have a walk.</p>
<p>There is a lack of face-to-face interaction which will make it harder to build a rapport with the auditor and for them to understand the culture of the organisation.</p> 	<p>Using a video call can seem a little distant at first as the person you are communicating with is not present with you on-site. However, with all the planning and time spent prepping for the audit we are able to build a rapport with your team so remote communication feels more natural and less formal. Being able to see and speak directly to each other on a video call goes a long way to developing a relaxed rapport, so we learn about your preferred methods of working and organisational culture. We know how important the audit is to your business and do our best to make you feel at ease throughout the entire process.</p>
<p>We have a lot of sensitive information in our company, will our information be safe?</p> 	<p>Customer confidentiality and data protection are as important to us as they are to you during a remote audit. One of our main priorities is to protect sensitive information and to factor in ways to protect data if it is accessed and recorded in our audit reports.</p> <p>This opens up three options for our customers:</p> <ul style="list-style-type: none"> • the use of your in-house system – this will also test your current security capabilities • Microsoft Teams – which offers various levels of data protection solutions • the use of the LRQA Remote app which is ideal for more complex audits <p>LRQA are also ISO 27001 certified, which means we have a documented system to manage sensitive company information, ensuring data is accessible only to authorised users.</p>

Get in touch

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