



Management Service

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# Customer Information Remote Auditing

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Remote auditing means that part of the audit (or in some cases the entire audit) is carried out remotely without physical presence of TÜV SÜD auditors on site. In remote audits, information and communication technology (ICT) is used at both the organisation to be audited and TÜV SÜD.

### When is remote auditing possible?

Remote auditing of parts of your management system is always possible. The option of performing the entire audit remotely depends on various factors and requires a case-by-case decision in consultation with TÜV SÜD.

### How does remote auditing work?

The remote audit process is similar to that of an on-site audit and makes use of ICT. For example, TÜV SÜD auditors will interview your employees using an audio or video conference call. Documented information can be reviewed either directly in the remote audit, e.g. during the video conference call, or after the remote audit. You must also ensure that documents are available in digital format, for example in the form of scans, screenshots or files. In individual cases, even production processes may be audited remotely with the help of video technology.

### Data protection and confidentiality

Data protection and confidentiality play a key role in remote auditing. Before the start of the audit, clients and TÜV SÜD auditors agree in advance on a secure method for the transmission of information and data. The interviews and videos are not recorded. All information is processed with strict confidentiality.

**If you have any questions on remote auditing, please contact your auditor or TÜV SÜD account manager. They will be happy to assist you.**

Please check in advance whether your information and communication technology (ICT) is suitable for remote auditing.

- Make sure you have the necessary technical equipment for remote auditing (see Tips).
- Check that all systems are working and sort out any technical issues before the start of the remote audit.
- Develop an alternative plan (e.g. use of alternative technical systems) in case of interruptions during the remote audit.

### SEVEN TIPS FOR REMOTE AUDITING

1	<b>Timely clarification</b> of the type and scope of ICT use and of all details of remote auditing with your TÜV SÜD auditor
2	<b>Stable Internet or WiFi connection</b> Browser e.g. Firefox, Chrome, Internet Explorer...
3	<b>Laptops/computers with Internet access and video and audio capability</b>
4	<b>Installed video conferencing software</b> such as Skype, Microsoft Teams, WebEx...
5	<b>Quiet conference rooms or office space</b> for uninterrupted remote auditing
6	All audit participants should have an <b>email address</b>
7	All relevant documents are available in <b>digital format (PDF etc.)</b> and can be viewed with a PDF reader, for example