

Remote Audits: The future of ISO Certification

FedEx and LR share insights on
remote auditing



Event Partner



Today's panelists:



Dimi Gencheva
Quality & Continuous Improvement Principal at FedEx Corporate

Dimi has been with FedEx since 2016 starting as Audit Systems Advisor and moving to a Quality and Continuous Improvement Principal role in 2018. In her current role she manages projects related to integration of acquisitions into FedEx's quality management system, development of ISO 9001 related tools and guidance, certification support for the international groups of FedEx Express and various enterprise wide continuous improvement projects. Dimi has background in international transportation and logistics, management consulting and almost 10 years as Lead Auditor for ISO 9001 in Europe and the United States. Dimi has an MBA degree in International Trade.



Todd Hawkins
Quality and Continuous Improvement Advisor at FedEx Corporate

Todd has been with FedEx Corporate for three years as a Quality and Continuous Improvement Advisor in the Service Experience Leadership organization. In that role, Todd focuses on various projects including ISO 9001 certification support for FedEx Ground; ISO 9001 certification marketing and communications throughout the FedEx enterprise; and, most recently, development of remote auditing.



Michael Wardell
Area Field Assessment Manager at Lloyd's Register

Michael has been with LR since 2012, but experienced with management system assessments since 2004. He has a broad background in EHS including program management and consulting. Since joining LR, Michael's EHS and quality audit experience has included a wide range of industries, including food, large and small manufacturing companies producing everything from machined parts, castings, forging and assembly of finished goods, from printed circuit boards to trucks. Michael has a Bachelor and Masters degree in Biology from Rutgers University.

Agenda

- Benefits of remote audits
- Considerations for planning and approving remote auditing process
- Understanding standard limitations, processes and technology
- Addressing privacy concerns
- Best practices
- The future of remote auditing and certification for ISO 9001, 14001 and 45001

There will be a Q&A session at the end

About LR

1760

Established

60K+

Clients, from SMEs to Fortune 500 companies

\$57m

Donated to the Lloyd's Register Foundation last year to support science and engineering research and education

7,472

Employees worldwide

195

Offices

50+

Accreditation bodies recognize LR

3

Values

We care about each other, we build real partnerships

We share our expertise with each other, with our delegates and clients and with all our stakeholders.

We do the right thing never compromising on standards or safety

Question 1



What are some benefits of remote audits?

Dimi Gencheva

Quality & Continuous Improvement Principal
FedEx Corporate



Michael Wardell

Area Field Assessment Manager
Lloyd's Register



Question 2



Describe some considerations for preparing and approving remote auditing process.

Todd Hawkins

Quality & Continuous Improvement Advisor
FedEx Corporate



Michael Wardell

Area Field Assessment Manager
Lloyd's Register



Audience Poll Question

What is your experience with Remote Audits?

- a) Experienced a Remote Audit and it was beneficial
- b) Experienced a Remote Audit and it was challenging
- c) Experienced a Remote Audit and I prefer face to face audits
- d) Have not yet experienced a Remote Audit

Question 3



What are some limitations regarding standards, processes and technology?

Todd Hawkins

Quality & Continuous Improvement Advisor
FedEx Corporate



Michael Wardell

Area Field Assessment Manager
Lloyd's Register



Question 4



How do you address privacy concerns?

Todd Hawkins

Quality & Continuous Improvement Advisor
FedEx Corporate



Michael Wardell

Area Field Assessment Manager
Lloyd's Register



Audience Poll Question

On which standard(s) would you consider having a remote audit conducted?

- ISO 9001 Quality
- ISO 14001 Environment
- ISO 45001 Safety
- ISO 27001 Information Security
- Food Safety

Question 5



What have you found to be best practices for remote auditing?

Todd Hawkins

Quality & Continuous Improvement Advisor
FedEx Corporate



Michael Wardell

Area Field Assessment Manager
Lloyd's Register



Question 6



What do you see as the future of remote auditing ?

Dimi Gencheva

Quality & Continuous Improvement Principal
FedEx Corporate



Michael Wardell

Area Field Assessment Manager
Lloyd's Register



Summary

Smarter, safer and more sustainable solutions

- Several benefits of remote auditing include: cost efficiency, less travel time, reducing disruption, flexibility and increased efficiency
- When approving remote auditing process be sure to consider any necessary legal activities, audit scopes and delivery method of the audit
- When preparing for remote audits be aware of time zones, connection requirements, and allow time for breaks
- A remote audit may take more time – facility review, document review, technology issues
- Best practices include: advance planning between auditor and auditee as well as internal organizational groundwork , preparation of evidence folders for easy accessibility and knowledge of previous audit results





Q & A Session

Thank you

Please contact lr.org
for more information.

