Overview-Virtual Remote Assessments

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Webinar Housekeeping

- This webinar is being recorded
- All PJLA webinar recordings and slides are available for download from the Past Webinars section of our website
    - https://www.pjlabs.com/training/pjla-webinars
- All attendees are muted. However, feel free to utilize the questions tab and they will be answered at the end of the session.

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Objectives

- Purpose-Why are we offering these?

- Validity-How did we determine that these are a valid way of accrediting?

- Expectations-What clients should expect?

- Guidelines –Criteria/Qualifiers

- Open Q&A

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Virtual Assessments-Purpose

- To be offered when an on-site assessment cannot take place (natural disasters, travel restrictions)

- What the Future Holds…
  - May be utilized as an alternative for low risk assessment services-preliminary assessments, scope expansions, quality management system reviews

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Virtual Assessments-Purpose

Ultimate Goal

- Avoid delays and lapses in accreditation while keeping the integrity of an assessment in place in accordance to ISO/IEC 17011.

- ISO/IEC 17011:2017-*Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies*

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Virtual Assessment Validity

- ISO/IEC 17011: 2017- Section 3.24-Defines Assessment Technique

- *method used by an accreditation body to perform an assessment. Assessment techniques, can include, but are not limited to:*

- *on-site assessment;*

- ***remote assessment***

- *witnessing*

- *document review*

- *file review*

- *measurement audits*

- *review of performance in proficiency testing and other interlaboratory comparisons*

- *validation audits*

- *unannounced visits*

- *interviewing*

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Virtual Assessment Validity

- ISO/IEC 17011: 2017- Section 7.4.4 – Preparation for Assessment

"The accreditation body shall establish documented procedures to assess the competence of a conformity assessment body to perform all activities in its scope of accreditation irrespective of where these activities are performed. These procedures shall describe the manner in which the scope of an applicant or an accredited conformity assessment body is covered through the use of a combination of <u>on-site assessments and other assessment techniques sufficient to provide confidence in the conformity with the relevant accreditation criteria.</u>"

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Virtual Assessment Validity

- ISO/IEC 17011: 2017- Section 7.9.3- Accreditation Cycles

  – *A sample of the scope of accreditation shall be assessed at least every two years. The time between consecutive on-site assessments shall not exceed two years. However, if the accreditation body determines that an <u>on-site assessment is not</u> applicable, it shall use another assessment technique to achieve the same objective as the on-site assessment being replaced and justify the use of such techniques (<u>e.g. remote assessment).</u>*

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Virtual Assessment Validity

ILAC –Position-Potential impact of coronavirus outbreak on accreditation activities

- *ILAC continues to monitor advice to assess the developments and risks following the outbreak of coronavirus disease 2019 (COVID-19). The situation has led to safety concerns and travel restrictions in some economies that may affect accredited conformity assessment activities.*

- *Accreditation bodies may be considering and/or implementing alternative arrangements to conduct assessments such conducting assessments <u>remotely or rescheduling activities if necessary</u>*

- https://ilac.org/latest_ilac_news/potential-impact-of-coronavirus-outbreak-on-accreditation-activities/

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Virtual Assessment Validity

- Other Sources Utilized- International Accreditation Forum, Inc (IAF)

- IAF ID 3:2011- Informative Document for Management of Extraordinary Events or Circumstances Affecting ABs, CABs and Certified Organizations

- IAF ID 12:2015 -International Accreditation Forum, Inc.-Principles on Remote Assessment

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What we have done to prepare…

- PJLA has rapidly developed a virtual remote assessment program
  - Work Instructions for Assessors
  - Client Guideline Development
  - Modified Pertinent Assessment Forms
  - Training of Assessors and Clients
  - Trial with a laboratory

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Expectations

- Clients will be receiving a virtual remote assessment survey
  - Allow for virtual (i.e. cameras in the lab)
  - Have the capability to use virtual systems, screensharing
  - Have equipment with cameras/remote screen sharing for quality review as well as the laboratory operations
  - Full staff availability

- Upon review of the survey organizations and assessors will be provided with the decision that the assessment can be conducted fully or partially remote

- An assessment will be scheduled

- 1 week prior to the assessment a Go to Meeting event will be scheduled; A calendar invite will be sent for each day and all clients will be provide with instructions

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Virtual Assessments -Docs and Assessment Criteria

- Assessors and clients will have a discussion to determine the planning of the virtual assessment

- Each client will receive a plan that will include 8 hour days; some of the hours during the day will be time away from the meeting room to provide breaks and for the assessor to review requested information in detail as necessary.

  – Plans will be specific as to which activities are to be conducted virtually or through documentation review only; the goal is to continue with customer interaction

  – Since these are full system assessments a reasonable amount of time will be dedicated to witness tests/calibrations

- Opening and Closing Meetings will Continue

  – Clients may invite multiple members of their lab to join. Please request that anyone invited is logged in only to their applicable areas being assessed to avoid over crowding of the meeting room. We welcome multiple staff members for the opening and closing meeting.

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Virtual Assessments-Guidelines

- Quality Management Review- Screensharing, Pre Document Submission; Assessors will select records to be sampled

- Technical Assessment- Entire Scope (instruments, technicians, data, reference standards, records) We will witness tests and interview relevant staff for all items on your scope. Items not available to witness will still be assessed through record verification and interviewing of staff.

- Please ensure that you have a camera, so we can continue appropriate assessor-client interaction, as if we were at your facility. When assessing the lab activities please ensure cameras are ready and hardware is available to ensure stability of the camera (table, stand, or tripod)

- If any technical difficulties occur, we will be patient to work them out. However, if we cannot conduct your assessment clearly with the use of the camera, the assessment will be postponed.

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Virtual Assessments-Guidelines

- Assessors may require screenshots of some LIM systems, software where they may not be able to read clearly through the camera.

- We ask that organizations participating in these assessment stay on schedule with the plan and have the necessary staff available to interview

- THIS WILL NOT BE RECORDED TO PROTECT CLIENT CONFIDENTIALITY!

- Final Reports will be provided to clients similar to on-site assessments with a notation about the virtual assessment detail
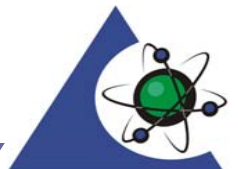
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Virtual Assessments Software

- Go To Meeting
  - Secure, Safe and Reliable
  - Compatible with all PC types
  - May be used on iPads, Tablets and Cell Phones
  - User Friendly
- Recommend to visit www.gotomeeting.com for live demonstrations and instructions

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Thank you!

- We are grateful to have this assessment tool in order to continue our daily operations and to meet client's accreditation timelines.

- Thank you for participating!

- Time for Questions!

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