

1. PURPOSE

The purpose of this procedure is to explain how issues related to remote assessment techniques will be handled and in which situations they will be applied without compromising the comprehensiveness of routine assessment techniques that form the basis for reviewing the integrity and competence of NAC's accreditation activities.

2. SCOPE

This procedure covers the general principles and rules of remote assessment service related to the accreditation activities of conformity assessment service-providing organizations.

3. DEFINITIONS

Definitions related to this procedure are provided in INST.001-NAC Definitions and Abbreviations Used in NAC Documentation Instruction.

4. RELATED DOCUMENTS

PR.017-NAC Procedure for the Accreditation of Conformity Assessment Bodies

PR.012-NAC Complaints and Appeals Procedure

IAF ID 3: Management of Extraordinary Events or Circumstances Affecting ABs, CABs, and Certified Organizations

IAF MD 4: IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes

IAF ID 12: Principles on Remote Assessment

FR.118-NAC Remote Assessment Notification Form

5. IMPLEMENTATION

Remote assessment techniques cannot always provide the outputs that on-site assessment provides. Therefore, NAC's primary approach is to conduct assessments on-site. The period between on-site assessments cannot exceed 24 months. (ISO/IEC 17011, Clause 7.9.3) However, if NAC decides that on-site assessment is not applicable, it can use the remote assessment technique to achieve the same purpose as on-site assessment. While using remote assessment techniques, NAC follows PR.017-NAC Procedure for the Accreditation of Conformity Assessment Bodies.

The applicability level of remote assessment techniques can be determined according to the structure of the organization, the cooperation of the CAB with NAC, the risk of the organization's activities, accreditation experience, complaints and appeals, and routine assessment outputs. In addition, force majeure reasons (natural disasters, epidemics, security concerns, etc.) may necessitate remote assessment.

Remote assessments cannot be applied in the initial accreditation assessment, but they can be used as part of the initial accreditation assessment when deemed necessary.

If deemed necessary, surveillance assessments can be performed using the remote assessment technique. However, in cases where the outputs of the initial accreditation assessment conducted on-site are related to situations such as the organization's address change, scope extension applications, complaints and appeals, the use of the remote assessment technique in the surveillance assessment may not be deemed appropriate.

The remote assessment option is examined and evaluated separately for each case. The decision on when to apply remote assessment is made by NAC.

Assessments of organizations conducting calibration and testing activities require on-site assessment techniques. However, the remote assessment technique can support on-site assessment techniques or be considered as part of the assessment.

The remote assessment activity is carried out using a tool deemed appropriate by NAC. With the consent of the CAB and relevant parties, if any, a recording (video and audio) of the assessment process can be made. NAC deletes these recordings at the end of the period defined in the archiving work instruction. The assessment team may record screenshots of certain documents (calibration certificate, assignment letter, equipment image, etc.) to include them in the assessment report.

Information regarding the infrastructure to be used in the remote assessment is shared by NAC with the CAB and the assessment team before the assessment, and the approval of the parties regarding its usability is obtained. The CAB to be assessed using the remote assessment technique signs the FR.118-NAC Remote Assessment Notification Form and sends it to NAC.

When needed, the assessment team can hold assessment team meetings by disabling the access of the CAB. Each assessment team member and CAB officials fill in the assessment records (e.g., participant list, etc.) and sign the relevant sections.

Before the assessment, a trial connection is made, and the accessibility and usability of the web page to be connected by the CAB and the assessment team, and the suitability of the connection conditions are confirmed by the accreditation officer. Before, during, and after the assessment, the CAB uploads or electronically transmits the documents and records that the assessment team needs to review during the assessment to the relevant area.

Special requirements for remote assessment application:

a. To perform the remote assessment, it should be ensured that the connection quality (live video, audio, etc., transmission) is at a sufficient level. Internet access with sufficient bandwidth, remote access to the database and management system, a sufficient number of suitable computers, equipment to be used in audio and video transmission that can be used in the process, etc., are evaluated within this infrastructure. (E.g., headphones with microphones to prevent echo formation). When requested by the assessment team, the CAB should ensure that all competent personnel who may be required during the remote assessment process, including logistical and technical aspects, are accessible.

b. The CAB is obliged to cover all expenses that the remote assessment may require. This obligation includes the expenses necessary for the assessment team to provide a suitable working environment when necessary, such as meeting room rental, transportation, accommodation expenses, etc., and the expenses required for its own connection.

c. Upon NAC's request, the CAB should provide information/evidence to NAC personnel and the assessment team in advance to perform the requested remote assessment. This process may include elements such as verification of internet bandwidth, currently acceptable technology, access to information management systems, access to web conferencing tools, etc.

d. The CAB should make arrangements that will enable the assessment team to obtain objective evidence through the remote assessment method. These arrangements should include making the necessary profile definitions for the use of the assessment team, where applicable.

e. If the CAB cannot maintain the processes specific to this assessment technique during the implementation of the remote assessment or the assessment team cannot adequately perform the remote assessment, the remote assessment may be repeated, a new remote assessment may be

performed for the missing parts, or an on-site assessment may be conducted, depending on NAC's decision.

f. During the implementation of the remote assessment, the organization and the assessment team take all necessary measures to ensure the confidentiality of the assessment. In this context, people other than the assessment team members and those participating in the CAB assessment are not allowed to enter and exit the places where the communication is carried out (the places where the assessment team works and the CAB locations shown).

g. The assessment team presents the findings in draft form to the CAB before the closing meeting; the CAB's approval or feedback, if any, regarding the findings is obtained. After receiving the feedback from the CAB, the assessment team finalizes the findings and conducts the closing meeting. At the end of the closing meeting, the CAB signs the FR.041-NAC form and submits them to NAC and/or the assessment team. If the CAB has any objections to the findings, it can apply to NAC in accordance with the PR.012-NAC Procedure for Complaints and Appeals.

6. AUTHORITIES AND RESPONSIBILITIES

The accreditation officer, assessment team, and CAB management are responsible for the implementation of the requirements of this procedure.

7. REVISION TABLE

Date	Section	Amendment
19.03.2020	Header	Logo has been changed.
22.03.2024	All	Revised form numbers have been changed. Editorial changes have been made.