



Guideline for Remote Process Assessments

Version Control

Document title: **Guideline_for_Remote_Process_Assessments**

Version: **Version 1.0**

Release date: **April 8th, 2020**

Distribution: **Public**

Status: **Released**

Due to the COVID-19 pandemic, we are receiving several questions regarding the possibility of performing remote assessments. Is this permissible, recommended, or not? In this context, remotely means that each participant and each assessor can be at different locations during the assessment.

The obvious problem is that most people are currently not allowed to travel or even leave their homes. However, not all assessments can be postponed.

Now, to answer the question:

There is no intacs™ or ISO/IEC 330xx rule that prohibits remote assessments. Most Internet-based meeting solutions can be utilized with a few additional critical considerations in order to provide an assessment result with no significant loss of quality. If you plan to perform a remote assessment, we recommend that you consider the following:

- Agree in advance with the sponsor that the assessment can be performed remotely as the sponsor may also need to confirm acceptance with their client or assessment result stakeholder.
- Plan longer sessions and enough breaks in your assessment agenda.
- Build a team of experienced assessors, since remote interviews can be more challenging than face-to-face ones.
- Body language is extremely important during assessment interviews. Set up video conferences not just audio calls.
- Test the internet-based meeting technology solution settings thoroughly before assessment start.
- When using conference tools, confidential data may be transferred to servers in other countries and/or belonging to other companies with a consequent infringement of underlying non-disclosure agreements or other security policies. Make sure in advance that all involved parties do not have any issues with the intended tools. In many cases, adopting the tool already used by the organization to be assessed is the most suitable approach.
- State clearly in the assessment report that the assessment was conducted remotely and describe the setting (tools used, location of the involved assessors, location of the interviewees, etc.).
- Plan in advance how to sign the assessment log (possibly using electronic signatures) to avoid delays in certification/re-certification of assessors.

However, we would also like to mention that the VDA in their Automotive SPICE® Interpretation Guideline (Section 8.3.1 Assessment scheduling) is discouraging purely remote assessments. On the other hand, this guideline has been published in 2018, long before the Corona crisis.

