



3 April 2020

AN OPEN LETTER TO TQCSI CLIENTS

Dear Client,

COVID-19 RESPONSE – REMOTE AUDITING

With the COVID-19 pandemic, TQCSI is focussed on maintaining our clients' ISO certification as best we can. Travel restrictions are making it very difficult for many of our auditors to visit client premises and, like some other certification bodies, we are auditing many clients remotely.

To facilitate this, TQCSI has been accredited by JAS-ANZ to IAF MD 4:2018 (Use of information and communication technology (ICT) for auditing/assessment) for remote auditing. We also have extraordinary flexibility in audit scheduling in response to COVID-19; we have documented our remote auditing processes and trained our office teams and auditors, accordingly.

Remote auditing requires teleconferencing software such as Microsoft Teams or Zoom being used, which allows multiple people to join meetings and, most importantly, facilitates screens to be shared so auditors can review documents. These meetings are supplemented by phone calls, emails, access to client intranets (if available) and other web-based conference facilities. Visual inspection of processes can be achieved in real time by using mobiles or laptop cameras. We have very strict rules in place to ensure any documentation or data received during the audit is destroyed or deleted immediately following the audit.

Our experience in the past few months has shown that remote auditing can achieve audit objectives very well and with minimal disruption to our clients. I urge you to positively consider remote auditing if asked by your TQCSI Office – I think you will be pleased with the results!

Please review my VLOG on our website (www.tqcsi.com) for further information.

As the largest and most professional JAS-ANZ accredited certification body in the world, we value all of our clients and will continue to offer the most professional service we can. Stay safe!

Yours sincerely

TQCS INTERNATIONAL PTY LTD

CRAIG BATES
PRESIDENT

