

If remote audits are the answer, what was the question?

As of this writing, global economies are undergoing a medical stress test with COVID-SARS2, also called the “novel corona virus”. Travel restrictions and health concerns lead customers, auditors and certification bodies to consider accreditation-proof alternatives to on-site audits, with remote audits chief among them.

Remote Audits are an established audit method and not a separate type of audit. Until now, they were often used for off-site document review, and that is still their strength, even if new technology seems to offer more options. While remote audits may be used for parts of the total audit time and to avoid travel time, they may require increased audit time for planning, setting up the necessary Information and Communication Technologies (ICT), etc.

We cannot conduct a pending audit as planned. What do we do now?

Of course we will postpone the audit date. An extension of the deadline of initially up to 90 days is generally possible for 95% of all standards. Please note, however, that such a postponement, in the case of re-certification audits, may result in a transition period without a valid certificate. Your local DQS office will discuss this with you in detail and find the best possible solution for you.

They will also be pleased to examine together with you the extent to which individual audit components can be carried out as a remote audit (video conference).

Please note that there may be charges for travel expenses etc. that cannot be cancelled.

Can we turn an on-site audit into a remote audit?

Basically, we support the use of video conferencing techniques to avoid on-site appointments, whereby the infrastructure for this must be provided by you for reasons of

information and data security. The extent to which the audit or only parts of it can be carried out remotely must be examined in each individual case together with your customer service representative and an individual risk assessment must be prepared.

How do we plan a remote audit?

Instead of the confirmed audit schedule, DQS will clarify the feasibility of a remote audit together with your auditor and with you.

Whether a remote audit can be performed depends on **the following factors**:

- the processes that can be effectively audited remotely
- the rules of the respective certification scheme
- from information and communication technology
- the personnel available in your organization to support the remote audits
- the degree of your current business activity and operational capability

In order to be able to assess the situation in your organization and the risks associated with conducting remote audits in advance, your local DQS office needs your information and declaration of consent to conduct remote audits.

Once you have filled in the DQS remote audit questionnaire, your local DQS office can determine the feasibility and scope of the remote audit on the basis of your information. After the remote audit has been carried out, our customer service people will set up a time for the remaining audit days on site together with you.



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COVID-19 "CORONAVIRUS":

How we support our customers worldwide ...

Please see our latest information on how to keep your business running; what to expect from accreditation bodies and how to get ready for a remote audit that protects the health and safety of all individuals whilst maintaining trust and confidence.

Follow us on:

[DQS COVID-19 Information](#)

Remote Audits (continued)

Can remote auditing be done for all standards and their certification programs?

Some programs, such as IATF 16949 and ISO/TS 22163 (IRIS) do not allow remote audits. For any industry specific regulation we would like to also refer to the information pages of other DQS companies: [DQS CFS](#), [DQS MED](#), [DQS Inc](#) and your [DQS local office](#).

While the lockdown has caused many of our international offices to move their people into working from home, they continue to support our customers in every respect, and they are available to answer any of your questions.

[Contact our international team!](#)

See the DQS video on Remote Audits!



Discover DQS Remote, a suite of solutions !



"Audits can be conducted on site, remotely or a combination of both. The use of these methods should be appropriately balanced, based, inter alia, on consideration of the risks and opportunities involved.", (Dr. Grieb, DQS Auditor)

What is an integrated management system?

An IMS, or Integrated Management System, is a system that integrates all of an organisation's systems and processes into **one complete framework**. These are not separate systems joined together; instead they are an integrated management system with linkages **so that similar processes** can be managed seamlessly and performed without duplication. The **purpose** of an Integrated Management System is to streamline similar processes to allow the organisation to work as a single unit with unified objectives and thereby better meet the needs of the business and its management and operations.

According to ISO, **"a management system describes the set of procedures an organisation needs to follow in order to meet its objectives"**. An IMS combines all the related components of a business into one system for **easier management and operations**. Quality (QMS), Environmental (EMS), Energy (EnMS), and (Occupational Health &) Safety management systems (OHSMS) are often combined and managed as an IMS.

There are several components common to all these systems, namely **processes** (documented in the QMS/EMS/OHSMS and applied throughout the business) and **resources** (people, facilities and equipment). The publication of ISO's Annex SL, which prescribes a standardized base structure and common text for all new management system standards, further simplifies the implementation of multiple management system standards within an organisation.

The implementation of an IMS boasts several noteworthy **benefits** for SME's and larger corporations alike, including performance improvements, eliminating redundancies, establishing consistency and reducing bureaucracy. **An IMS provides a clear, uniform image of your entire organisation, how systems impact one another and the associated risks.**

SO, HOW IS AN IMS AUDITED?

With the exception of high-risk standards like IATF 16949 automotive management systems, and depending on whether the management system is fully, mostly or partially integrated, the auditing of an IMS may result in savings of up to 20% of audit time (audit days). Note that integrated audits occur when audit teams audit a single system that incorporates all the requirements of different standards and not when different systems are audited simultaneously. All the audit team members on integrated audits must also be skilled in all the standards for which certification of the management system is required.



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NEPTUN WERFT, FULL POWER AHEAD!

Shipbuilder applies integrated management systems

German shipyards have gone through significant changes. Most recently, the industry was affected by the financial crisis of 2008/2009, as well as growing competition from the Far East. At that time, NEPTUN WERFT already belonged to the leading MEYER Group in Germany and is still well positioned today - and the trend is rising! This also applies to the integrated management system of the traditional company, which has recently been extended to include environmental protection (ISO 14001) and occupational safety (ISO 45001). Join us now as we visit a truly impressive installation – the NEPTUN WERFT shipyard in Rostock.



Neptun(e), the Greek God of the Sea, was a recent addition to the company's name that was founded in 1850 and has built more than 1,500 ships and repaired many more. The panorama is dominated by the new production hall, with its length of 181 meters, width of 71 meters and height of 57 meters. The hall is designed to enable the construction of huge floating engine room modules for MEYER WERFT's sites in Papenburg on the river Ems and MEYER TURKU (Finland). These modules are stacked layer by layer and contain all propulsion and supply systems: ship engines, power generators, heating and air conditioning systems and tanks for liquefied natural gas (LNG). NEPTUN WERFT and MEYER WERFT are the first shipbuilding companies worldwide to use the sophisticated and environmentally friendly LNG technology for such ships. The integration

into MEYER GROUP in 1997 enabled NEPTUN WERFT to specialize in the construction of complete river cruise ships (from 2002) and the floating engine room modules for seagoing cruise ships already mentioned - both the basis for today's success.

At the shipyards in Papenburg, Rostock and Turku, a total of 23 new cruise ships will be built by 2024. The river cruise liners, which will mainly be in service in Germany and France after completion, will be built entirely in Rostock, from the hulls to the carpet strips in the cabins.

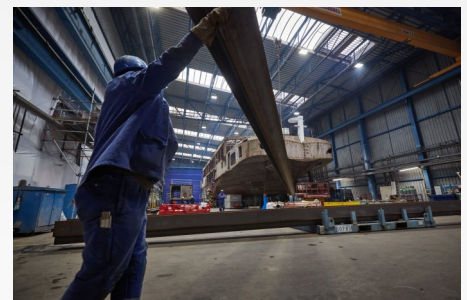
Adherence to delivery dates a cost factor

All of this requires not only a great deal of technical know-how, but also management that is geared to time, efficiency and safety. Shipping companies that commission a cruise ship want to put to sea on the day of the agreed handover - with a fully booked ship that is usually designed for many thousands of passengers and must meet the highest standards of quality and safety.

The floating module of the Rostock-based company must therefore arrive at its destination in time for further installation. At the same time, it must be ensured that all work processes can be carried out absolutely safely for the workforce and the environment. NEPTUN WERFT achieves this goal by means of management systems certified according to ISO standards - more precisely: an integrated management system (IMS).

For these reasons, the company has implemented both a quality management system according to ISO 9001 and an energy management system according to ISO 50001 in 2015; the latter to increase energy efficiency and reduce costs. The latest coup completes the integrated management system (IMS) with the

standards ISO 14001 for environmental management (UM) and ISO 45001 for safety and health at work (OHSAS). The IMS allows for the bundling of resources, avoids overlaps, and ensures a good balance between the diverse requirements of the specific standards. A holistic view of the company and consistent process orientation in the individual activities and procedures are prerequisites for an IMS, which then allows for simultaneous audits by auditors with multiple qualifications to identify potential for improved integration.



Many reasons for certified environmental and OHSAS management

Working at a shipyard involves a large number of risks to people's safety as well as the environment – think of fires, hazardous substances, water protection and energy use. While in Germany, legal requirements cover many of them, any heavy industry company has a fundamental responsibility to apply a conscious approach to environmental and safety issues, in order to secure a positive external image. And there are also advantages over competitors: High-calibre specialists - a rare commodity today - will definitely prefer a demonstrably secure workplace to an environment that may not be consistently organized according to OH&S requirements. The same applies to cooperation with contractors, e.g. for the interior fittings of river cruise ships. In the end, the shipyard as a whole benefits from a pro-active, effective IMS.

NEPTUN WERFT, FULL POWER AHEAD!

Shipbuilder applies integrated management systems

New consciousness created

Ultimately, all employees were brought on board, not least because the arguments regarding compliance, environmental protection and occupational safety were able to create a new awareness of the relevant issues. The consistent involvement and conviction of the employees also contributed significantly to the generation of ideas and approaches to solutions related to the individual workplace, down to the last detail.

Prioritization of measures

After a target-performance comparison, the measures to be introduced were defined, open measures were prioritized, the individual project plans were drawn up and the implementation into the PDCA cycle was carried out. This also included the introduction of an effective reporting system to identify and eliminate non-conformities. The measures focused on the above-mentioned yard-specific aspects of fire fighting, hazardous substances, water protection and energy use for the environment and work at heights and in confined spaces, as well as welding and flame-cutting work, large components and heavy loads for occupational health and safety.

Integrated management system: top management on board

In the course of the implementation of the measures, the IMS team, which also includes the Compliance Manager, Lena

Meyer, based at MEYER WERFT in Papenburg, and the Energy Management Representative, Jan Schepers, who also works there, have found interesting solutions.

The management of NEPTUN WERFT, to whom Dr. Moritz Achilles reports directly as the person responsible for the IMS, has acted in an exemplary manner: Not only does it fully support the integrated management system, but it is also actively involved in achieving its goals. Among other things, this is done by means of special, otherwise unannounced "GL audits" (see below) and the provision of personnel and financial resources.

DQS audit certifies conformity

Finally, the DQS certification audit took place at NEPTUN WERFT from 12 to 20 September 2019. Over eight days, the concrete situation was mapped out in all three shifts and at weekends. Those responsible at NEPTUN WERFT, together with the DQS auditor and author of this article, were highly satisfied with the course of the audit.

"NEPTUN WERFT has made enormous progress with its integrated management system over the past two years. The ISO certificates that have now been awarded confirm that the success factors of the management systems are used in a targeted and comprehensive manner".

Conclusion: Neptune looks ahead

Those responsible want to use their experience as a basis for further certifications as a benchmark for their partner companies; NEPTUN Logistik GmbH will be the first to do so. And the big MEYER WERFT will also be able to benefit from the IMS know-how of its "little sister" - and the Rostock-based company can be a little proud of this.



Manfred Ossevorth, Managing Director of NEPTUN WERFT, puts it this way with regard to his crew: "The employees of NEPTUN WERFT are our greatest asset, through them our products achieve their high quality. It is therefore a personal concern of ours to ensure the highest possible safety standards for our employees in terms of workplace and process design by introducing preventive measures and continuous improvement. In this way, we not only ensure a reduction in occupational accident rates and consistent product quality, but also make the company more attractive to specialists and managers in its external image." www.neptunwerft.de

"For us as management, the topic of SOC - safety, order, cleanliness - has top priority."
Manfred Ossevorth, Managing Director of NEPTUN WERFT



**LEADING
CONSTRUCTOR
OF RIVER CRUISE SHIPS**

TISAX PROCESSES IN PRACTICE

Successful assessments in Slovakia and Brazil



The world has been changing significantly during the last few years, mainly in the way information technology is used. We are increasingly incorporating information technology in our personal and professional life, but what about the safety of information technology and data security? **Safety of information technology usage and security of information is one of the MOST important requirements around the world and of course it is to the automotive industry too.** It is obvious that the security of information is absolutely crucial. Many automotive suppliers trust in their information security management system, but what level does it have? It is understandable that any OEM wants to be confident that their information is fully secure. Due to this, the **TISAX standard has been developed in accordance with VDA ISA.**

Since its development in 2017, DQS Group has evolved its own certification process for this standard.

Thanks to good support from **DQS BIT**, who is **responsible for TISAX in the group**, our office was able to start a certification process related to TISAX assessment as the first international DQS office outside of Germany. To be able to start the TISAX process fully within our office, it was necessary to qualify one of our ISO 27001 auditors with automotive experience for the TISAX standard. As the next step, it was necessary to understand the **TISAX certification process, which is slightly different from traditional standards certification**. For example, there is an option to perform complete off-site assessments, assessments take place only **once every three years**, and finally, the **TISAX label** (not certificate) is provided by ENX organization via a secure platform. Understanding these differences and the certification requirements of this standard allows us to support our customers and explain to them how the certification process works.

We are glad that we are the first international office that was able to provide TISAX certification thanks to one of our TOP customers, GUMOTEX, which was requested to fulfill the TISAX requirements and obtain the TISAX label by VW Group. GUMOTEX has cooperated with our office in the certification process related to IATF 16949 and ISO 9001 since their beginning in the automotive field. In order to meet and maintain customer requirements for information security and trust, GUMOTEX has implemented TISAX requirements into its internal processes and the entire organizational structure. GUMOTEX company has confirmed that they are able to maintain the trend with the management system certification and also with the high customer requirements of VW Group. To achieve this success, GUMOTEX has chosen DQS as its partner which was the result of long-term cooperation and satisfaction.

Article by Pavol Plevják, Managing Director of DQS Slovakia, s.r.o.

BCA PRODUÇÃO E DISTRIBUIÇÃO DE FILMES LTDA



**Certified TISAX
by DQS do BRASIL**

Meanwhile, in São Paulo, the lead auditor for BCA PRODUÇÃO E DISTRIBUIÇÃO DE FILMES LTDA, Hélder Costa Vega has this to say about their TISAX audit:

“The certification process according to TISAX at **BCA PRODUÇÃO E DISTRIBUIÇÃO DE FILMES LTDA** was very positive. BCA is not an IT company, so it was sort of a challenge for them, at the beginning, to adapt their system and installations in order to meet all requirements related to information security. BCA produces advertising material, using among other media, images generated from 3D files. They have **Volkswagen as one of their main customers**, so **TISAX certification was an important requirement** for them to fulfill. BCA had to make some adaptations in their structure in order to comply with TISAX program, such as provide a room with entry control, implement closed circuit camera in the production area, and also take specific measures in regards to software and confidentiality (i.e. password policy, non-disclosure agreements, among others).

As a result, the TISAX certification process was successful and now **BCA can benefit from these important steps they have taken in relation to information security.**”



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We are DQS - 35 years of successful partnership

We are on a journey since February 1985 when DIN (German Institute for Standardization) and DGQ (German Society for Quality) founded DQS as the **first Certification Body** in Germany. Operations commenced under the first Managing Director Dr. Wolfgang Hansen just five months before the first draft of what would become **ISO 9001** was published.

Join us as we explore our history, and make plans for our future:



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DQS is one of the leading certification bodies for management systems worldwide. With 85 offices in 60 countries, and 2,500 auditors and experts worldwide, DQS is your trusted partner for sustainable success. DQS Holding, based in Frankfurt, provides the strategic leadership for all DQS offices worldwide. We strive for one common goal: to improve our customers' management systems and organizational health by offering value-adding assessment services

Where to find us

Please contact the local DQS office in your area.
The list is available online at the Group website

