



Remote Audits

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- **Case Study Title:** AOG
- **White Paper:** Overview: Rx-360 Remote Audit Program
- **Educational Session:** May 2020, Rx-360 Townhall to discuss Remote Auditing Best Practices
- **Opportunity Identified:** Remote Audits instead of on-site audit due to COVID-19 Travel Restrictions

Introduction

I am a Senior Internal auditor of MilliporeSigma's Life Science business unit. In this position, I am performing audits at manufacturing and distribution sites as well as at subsidiaries. Until end of 2019, 100% of the internal audits were performed as on-site audits. This included local travelling within the home region and some oversea business trips. Our team is spread worldwide with the same practice.

Due to the travel restrictions caused by COVID-19, we had to change our approach from on-site to remote audits or 2-phase audits, as audits for most of the operations and distribution sites were no longer possible to be conducted on-site. This posed a new challenge for our team where we had to quickly adapt to the changes and continue supporting the business.

Internally we also established a Community of Practice (CoP) for remote auditing to ensure as an organization we develop consistent practice in conducting as well as hosting remote audits. Experts from supplier audit group, site QA, who hosted customer audits, and my team members were key members of the CoP.

Joining of the "**RX 360 Townhall to discuss Best Practice in area of Remote Audits**" and review of the "**Overview: Rx-360 Remote Audit Program**" paper provided good ideas, how to implement a remote audit process. We discussed this as part of our Remote Auditing CoP and ensured that we are aligned with the recommended practice.

We quickly developed standardized practice and SOP for hosting and conducting remote audits followed by several training sessions to ensure all our sites/business functions are aligned in the

remote auditing practice. The CoP continues to meet to exchange new experiences and learnings for continuous improvement in this area.

Our team worked well to identify the audits, which were possible to be transferred to fully remote audits. There was a great collaboration between our team and the auditee sites to quickly switch audit schedules and audit types in some cases. The open communication and collaboration helped us to meet our audit schedule where we were able to complete more than 50% of our planned audits on-time.

Conclusion

The interaction with Rx-360 provided a good overview, how remote audits can be handled and was useful for the quick creation of our own guidelines. This enabled us to complete more than 50% of our planned audits on-time.