

British Assessment Bureau – Testimonial for ABCB for Covid-19 Support

Many UK businesses, charities and public organisations require regular audits against international (ISO) standards in order to provide their stakeholders with confidence in their ability to deliver their products or services. Whether it's for customers, regulators or other key stakeholders, having this assurance is often critical in deciding which businesses they want to work with. Therefore, when COVID-19 reached the UK and threatened the ability of these organisations to maintain their certification there was understandable concern.

ABCB reacted quickly and decisively in developing a common approach for its members to deliver remote audits, instead of the traditional on-site audits. This flexible approach was to prove invaluable to its members and their clients.

Without the guidance and support from ABCB, we at British Assessment Bureau and other certification bodies would have been forced to go it alone with the real risk of either losing our accreditation with the governing body (UKAS) or failing to meet the needs of our clients. In either case the credibility of the standards-based compliance market could have been irreparably damaged.

To ensure that the approach was co-ordinated with all industry members, ABCB went beyond its remit in liaising with both national and international governing bodies and in reaching out to non-association members to get their buy-in to a common approach.

Throughout the crisis, as the new approach was rolled out, ABCB provided regular invaluable communications to us and fellow members including updates from the governing bodies, answers to queries and facilitating the sharing of information between members without breaching confidentiality.

For the British Assessment Bureau team, the key measure of success was the feedback from our clients. As well as maintaining our 4.8 out of 5 star rating on independent review service, Feefo, we also conducted our own dedicated research into client feedback on the remote audits. 35% said that the audit was much better than their previous audits, 63% said it was just as good as their previous, on-site audits. Only 2% said they preferred the on-site auditing method.

We also received some very positive and encouraging comments, including:

- *“Given that it was our first 'remote' audit it was conducted extremely well, with clear guidance in advance of how it would work and what would be required on the day, all of which helped the actual audit to run smoothly and efficiently. We were all very pleased with the whole process.”*
- *“The audit was conducted remotely and it was a much better use of time and much more efficient!”*
- *“The auditor was very clear and understanding especially having to conduct the audit remotely, he gave us sufficient notice for us to obtain the relevant information to him.”*
- *“Very professional whilst discovering a new way of auditing”*

Julian Russell, Group Product Director
British Assessment Bureau (part of the AMTIVO Group)