

# WORLD STANDARDS

Review



A Publication of Perry Johnson Registrars, Inc. – Your Partner in Quality



Volume XX • Summer 2021

## Future Of Virtual Auditing

Since the beginning of the COVID-19 pandemic, virtual and remote auditing have been a crucial factor in maintaining certification for clients in practically every industry. But how long will Accreditation Bodies and standard owners allow remote and virtual options to continue? While clients may find the new options offered by Certification Bodies more flexible and appealing than the traditional in-person audits of pre-COVID, some sectors may soon prevent (or at least limit) remote audit options.

As a general rule for any potentially remote or virtual audit conducted by PJR, IAF MD4 requires that contact be made between client and CB to perform a risk-based assessment of whether or not such an arrangement is possible. “It is important to distinguish that virtual auditing is not accomplished by the auditee merely emailing a cache of info to an auditor for offsite review,” said PJR QMS Program Manager Joseph Krolikowski. “If a client is selecting all the audit samples themselves [...] this would likely represent a violation of IAF MD4’s requirement of controls to avoid abuses that compromise the integrity of the audit process.” In other words – the auditing technique must permit the auditor to assess the system with identical rigor and technique as if they were sitting in the client’s facility.

Especially in sensitive, complex industries such as automotive manufacturing and electronics recycling, virtual and remote auditing is not a sustainable long-term option. “In my experience, remote audits are highly effective in some areas and highly ineffective in others,” said PJR Accreditation Manager Shannon Craddock when asked about the topic. “Post-pandemic, a portion of some audits may continue to be remote, but the percentage allowed will depend on the standard.” Craddock went on to explain that for standards related to information technology or involving multiple administrative processes, such as ISO 27001 or 20000-1, the percentage could possibly be quite high, while for R2 or IATF 16949, the allowance could be more minimal. “I have done a number of remote IATF audits, and auditing manufacturing processes is not as effective. If I haven’t been to the facility before, I have no idea what I’m not seeing – I know I’m writing fewer NCRs,” said Craddock.

(FUTURE CONTINUED ON PG 3)

## PJR Memorials

PJR is deeply saddened to announce the loss of two of our esteemed auditors: Charlie Ochs and David Siuzdak.

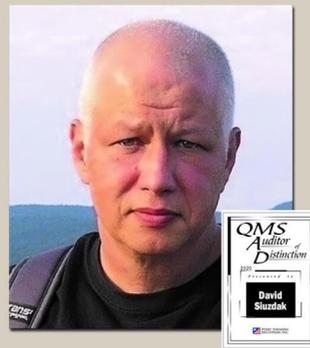
### Charlie Ochs

An esteemed auditor for over 16 years with Perry Johnson Registrars, Charles “Charlie” Ochs passed the evening of May 31, 2021.



### Dave Siuzdak

An esteemed auditor with Perry Johnson Registrars, David Siuzdak passed April 15, 2021. He was the recipient of the 2020 QMS Auditor of Distinction award,



If you have questions or concerns, please contact your project manager or reach out to PJR at (248) 358-3388 or email [pjr@pjr.com](mailto:pjr@pjr.com). ♦

## What’s HOT in the Registry?

ISO 9001  
ISO 27001  
ISO 45001



## IN THIS ISSUE:

Future Of Virtual Auditing.....	1
PJR Memorials.....	1
Approval For FSSC HPC 420.....	2
Meet Your New PJR Team Members.....	2
PJR client Spotlight: INFOCORE.....	3
R2V3 Lessons Learned Thus Far.....	4
UKAS & ANAB Logo Update.....	5
PJR Podcasts.....	5
FREE Training! Exclusively From PJR!.....	5



## PERRY JOHNSON REGISTRARS, INC.

### World Headquarters

755 W. Big Beaver, Suite 1340  
Troy, Michigan 48084

### Phone:

1-800-800-7910 or  
(248) 358-3388

### Email:

[pjr@pjr.com](mailto:pjr@pjr.com)

### Website:

[www.pjr.com](http://www.pjr.com)

### Publisher:

Terry Boboige

### Editors:

Tami Carr • Shannon Reed

### Writers:

Amy Wayne

### Layout & Design:

Jason Millbrand

Published as a service for PJR clients.  
Copyright 2021 by PJR. All rights reserved.  
Those wishing to reproduce or transmit any  
portion of this publication by any means must  
first seek permission from PJR.



LIKE US ON FACEBOOK

## Approval For FSSC HPC 420

PJR is excited to now offer clients FSSC HPC 420 Product Safety Management Standard! This new certification option provides a flexible framework for managing product safety in supply chains globally. Applicable to the entire supply and production chain, it requires every organization in the chain to consider the hazards of the chain's final products; certified sites demonstrate they have created optimal conditions for the manufacture of Home and Personal Care products.

Based upon PAS 420 (facilitated by BSI Standards Limited), HPC 420 adds quality management and sets out extensive requirements for certification and accreditation bodies. Additionally, HPC 420 includes the infrastructure for audit reporting, compliance, control and integrity management. This additional module is an add on for sites that already have ISO 9001 and FSSC and is intended to cover the non-food packaging products for the home, laundry & personal care products.



If you are interested in HPC 420 certification, or would like to learn more about PJR's other certification offerings, please email [pjr@pjr.com](mailto:pjr@pjr.com). ♦

## Meet Your New PJR Team Members!

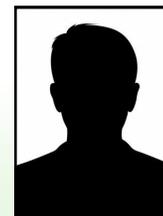
PJR keeps growing! With the addition of new standards and scopes of registration, our world headquarters team continues to grow! Our goal is to continue to provide value-added auditing and outstanding customer service to all our clients! ♦



**Cortney Cowles**  
Audit Program  
Coordinator



**Cathrine Aranowski**  
Administrative Assistant



**Patrick Austin**  
Accounts Receivable  
Specialist



**Bella Brass**  
Master Files Intern



**Jennifer Troost**  
Environmental Specialist



**Michael Krust**  
Cyber Security  
Project Manager



## PJR Client Spotlight:

# INFOCORE

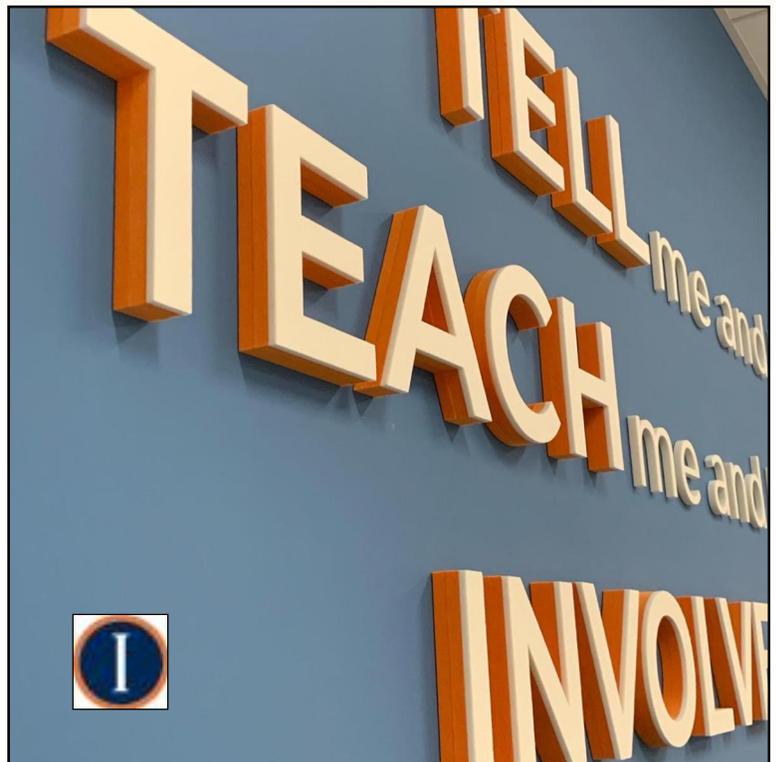


For more than 20 years, Infocore has been a well-known family-owned brand in the direct marketing industry. Supporting clients' acquisition programs with custom audience data sets and coordinating client marketing campaigns across multiple media channels, Infocore's focus is on results, not fashion. "Being data and media agnostic allows us to be completely aligned with our clients' goals," said Peter Jupp, Infocore's CEO.

While ISO 27001 certification is a requirement to work with some of their clients, the certification process with Perry Johnson Registrars, Inc. helped to make Infocore a more professional and efficient organization. "Certification adds considerable value, not only to our value proposition to clients and prospects, but to the way we conduct our day-to-day business," said Jupp. With no prior knowledge about the ISO certification process, Infocore found a strong partner from the start in PJR, who provided all the information and connections needed for a successful certification.

With a headquarters in Carlsbad, CA and offices in Boca Raton, FL, Infocore is growing at a 20% compound rate while expanding the verticals they serve and investing heavily in data analytics. "Our philosophy is success through service," said Jupp – and with ISO 27001 certification, that determination is more clear than ever!

To learn more about Infocore, visit [www.infocore.com](http://www.infocore.com). For more information on PJR's certification options, visit [www.pjr.com](http://www.pjr.com). ♦



(FUTURE CONTINUED FROM PG 1)

As things return to normal, pre-pandemic risk levels, it will become harder to justify completely remote audits. For aerospace standards specifically, a group is being compiled to collaborate and discuss how to proceed back from fully remote audits. According to Craddock, once AS9104/1 is released, the new timeframe for remote auditing will be 50% of the audit, where pre-pandemic it was 30%.

Regardless of what changes come to the auditing landscape as employees return to work and COVID restrictions are loosened, PJR is ready to adapt and plans to keep all current and prospective clients up-to-date on the latest industry news. Make sure to subscribe to PJR's mailing list via [www.pjr.com](http://www.pjr.com) to be notified via email, and call (248) 358-3388 with any questions regarding certification or audit procedure. ♦



## R2V3: Lessons Learned Thus Far

The one-year anniversary of the release of the new version of the R2 Responsible Recycling standard, R2v3, is fast approaching. With nearly a year of exposure to the new version, where do things stand from the perspective of PJR auditors?

One aspect of the new version that has been particularly notable is the updated Data Sanitization requirements. This requirement, as of R2v3, now applies across the board by default to all media that contains data. From iPhones to disc drives and everything in-between, there is no “opting out” of this expectation; it is explicitly demanded by the standard. However, the singular instance where auditors may see and accept a lack of Data Sanitization implementation would be specific repair scenarios. For instance, a client organization fixing a computer for a customer and returning it, data intact.

According to Core Requirement 9 of the R2v3 standard, insurance and/or reserves are required. While a risk assessment may be used to determine or establish how much coverage is appropriate, auditors may not accept the risk assessment in lieu of insurance or appropriate reserves. Additionally, it is worth noting that Appendix A requires pollution liability coverage for all R2 Facilities that manage negative value streams to their DSVs, and Appendix E mandates pollution insurance or guaranteed reserves.

The revised timeline for R2v3 for required concern and NCR submissions and the requirement for NCRs (major and minor) to be verified through revisit can be found below (as introduced in sections 7.5.3 and 8.6.4-8.6.11 of the Code of Practices):

- All R2v3 Stage 1 Concerns require evidence of correction prior to the Stage 2 audit. The Stage 1 package cannot be closed without this evidence. Auditors are expected to revise the report accordingly, and submit evidence as relevant to the audit package. Related revisions to the Stage 1 WB will be forthcoming.

Note: While a revisit is not required for identified R2v3 concerns by the Code of Practices, an auditor can request additional time or a revisit if there are a substantial number of concerns to be reviewed.

- All R2v3 NCRs (both minor and major) require evidence of correction within 30 days.
- All R2v3 NCRs (both minor and major) require verification of corrective action within 60 days. This constitutes documented evidence of investigation (root cause and corrective action), verified by the auditor through a desktop review. In other words, confirmation that the root cause and corrective action(s) identified by the client appear appropriate.
- For Surveillance audits, all R2v3 NCRs (both minor and major) require a revisit within 6 months to verify CA implementation/effectiveness. Per our normal process, this should be conducted within 90 days.

Note: If the above deadlines are not adhered to, the Code of Practices requires PJR suspend the certificate.

- For Recertification audits, all R2v3 NCRs (both minor and major) require a revisit within 3 months (90 days), or sooner based on the certificate expiry date, to verify CA implementation/effectiveness.

Note: If the above deadlines are not adhered to and the certificate expires, the client would need to start over with Stage 1 and 2 audits to pursue certification.

- For Stage 2 audits: all R2v3 NCRs (both minor and major) require a revisit within 3 months (90 days) to verify CA implementation/effectiveness. The revisit is required to verify implementation and effectiveness of corrective actions.

Note: If the above deadline is not adhered to, the client must repeat the Stage 2 audit (within 6 months of the Stage 1) to pursue certification.

For a comprehensive [timeline table of Stage 1, 2, Surveillance, and Recertification audits](#), please visit our website. If you have any questions or concerns about your R2 certification or the transition to R2v3, please call (248) 358-3388 or reach out to your project manager. ♦



# UKAS & ANAB Logo Updates

By February 1, 2024, PJR and its certified clients must use a version of the new UKAS symbol (see below). By this date, all PJR certificates will be updated and clients must have their websites, social media, email signatures, marketing materials, and other uses of symbols updated. The PJR logo and the UKAS symbol must continue to be placed together in a box, with the UKAS accreditation number “0105” printed below. Use of the old UKAS symbol will not be acceptable after the 2/1/24 deadline.



Three other permissible versions of the new UKAS symbol exist:



By January 1, 2025, PJR and its certified clients must use a version of the new ANAB symbol. By this date, all PJR certificates will be updated and clients must have their websites, social media, email signatures, marketing materials, and other uses of symbols updated. PJR will update certificates as they come up for re-certification. Use of the old ANAB symbol will not be acceptable after the 1/1/25 deadline. ♦



## PJR Podcasts

PJR is now hosting a series of podcasts on our website on a wide variety of topics. Here is a listing of just a few that you might be interested in listening too!

- RIOS 2016 Overview
- R2V3 Overview
- Statutory and Regulatory Requirements – Expectations in an ISO 9001 QMS Audit
- Foundations for Planning Your ISMS
- Non Applicable Clauses, Permissible Exclusions & Exemptions
- What to Expect During Your Stage 1 Audit ♦

## FREE Training! Exclusively From PJR!

PJR continues to expand their webinar topics to include: “ISO 45001 Overview” to “ISO 13485: 2016 Overview”! Check out PJR's current webinar schedule at [www.pjr.com](http://www.pjr.com). Registration is easy! ♦



### Upcoming Webinars:

#### Wednesday, July 7

ISO 9001:2015 – Introducing the World's Most Popular Standard

#### Wednesday, August 8

ISO 9001:2015 – Knowing What to Expect to Ensure a Stress Free Audit

More dates can be found on our website at: [www.pjr.com](http://www.pjr.com)

