

	Guideline on ENAS Remote Assessment		ID. No.: EG 04
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1. Purpose

This document describes the implementation of Remote Assessment conducted by ENAS for its accredited CABs and applicants.

2. Introduction

It is mandatory for an accredited Conformity Assessment Body (CAB) that the CAB continues to comply with the requirements of ENAS Accreditation Scheme Requirements; including ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17065, ISO15189, UAE S 2055-2 (whichever is relevant) and ENAS Policies to maintain its accreditation status.

As part of the Accreditation process, applicants and accredited CABs are subject to initial and surveillance on-site assessment as per ENAS procedures and CAB's pre-scheduled Assessment Program. However, ENAS may proceed for conducting Remote Assessment in cases or occasions where on-site assessment cannot be possible. Remote Assessment will then replace a planned on-site assessment and shall be carried out according to this guideline.

The use of CAB's Remote assessments may be initiated by ENAS for its assessment needs (surveillance, investigations, verifications, etc). The Remote assessment shall be considered for use when:

- Travel to a CAB or assessment location is not reasonable (i.e., for safety reasons, travel restrictions, etc.).
- When visit to CAB or assessment location is not reasonable during crisis or directions from government and regulators based on security, health and safety measures.
- There are unavoidable changes in scheduling for the Assessor(s) or CAB (i.e., personal issues, change in business priorities, etc.).
- The number of sites to be assessed is difficult for the ENAS to completely fulfill within its timeframe.
- The CAB has systematic implementation of its management system where records, data, etc. can be reviewed at any site or remotely, despite where the work is being performed.
- The CAB has a proven track record of conformance with the accreditation criterion, and the risk level of the on-site assessment is of low concern to the ENAS.

Remote Assessment activity is conducted by ENAS assigned assessment team members and the fees will be charged as per ENAS fee and payment policy.

The documents referred in this procedure are available on ENAS website www.enas.gov.ae.

3. Remote Assessment Procedure

3.1 Definition

Remote Assessment: is an assessment activity (usually offsite) that is conducted by ENAS approved assessors using different electronic means, and it includes a combination of the following assessment techniques:

- File/ records review.
- Documents review.
- Review of performance in proficiency testing and other inter-laboratory comparisons.
- Review of existing quality control.
- Interviewing.
- Remote witnessing.

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3.2 Conduct of Remote Assessment

ENAS Program Manager, CAB and Assessment Team shall apply the following procedure for the purpose of Remote Assessment.

#	Activity & Purpose	ENAS & Assessors Role	CAB Role
1-	Assessment Preparation: ✓ Assessment Team Selection ✓ Assessment Plan ✓ Document and Records submitted. ✓ Payment of the fees	<ul style="list-style-type: none"> ▪ PM shall be responsible to assign assessment team members considering ENAS requirements, that include a Lead Assessor (LA) and as many Technical Assessors/Experts (AT/TE/SE) as are necessary to provide the technical expertise to adequately assess the competence of the CAB for the scope intended to be covered in this activity. ▪ ENAS PM in cooperation with Assessment Team shall send ENAS Form (ACF 26-01) to the CAB to required documents/ records required for the Remote assessment. ▪ Lead Assessor with consultation of assessment team shall prepare Remote Assessment plan and send it to ENAS PM and CAB 10 days before the scheduled assessment. ▪ ENAS PM shall send the CAB the invoice for the Remote Assessment. 	<ul style="list-style-type: none"> ▪ The CAB shall confirm assessment team members and declare no conflict of interest. ▪ The CAB shall assign Contact Person and provide direct contact information for Remote Assessment activity. ▪ The CAB shall submit to ENAS PM and Assessment Team members or give access to the require documents and records as per ENAS at least 10 days before Remote Assessment Scheduled Date. ▪ The CAB shall complete the payment related to Remote Assessment Activity as required by ENAS.
2-	Conduct of Remote Assessment	<ul style="list-style-type: none"> ▪ Assessment Team shall evaluate the information, documents and records provided by the CAB in reference to related ENAS Accreditation Scheme Requirements and Remote Assessment Plan. ▪ Assessment Team shall conduct remote assessment, opening, closing, and internal assessors' meetings as per Assessment Agenda. ▪ Assessment Team shall report their evaluation outcome and findings using ENAS Assessment Forms. ▪ If the evaluation outcome is insufficient to establish the continued compliance and confidence in meeting ENAS Accreditation Scheme requirements, Assessment Team may proceed as follows: <ul style="list-style-type: none"> • Request further records from the CAB to be submitted within max 5 days. • recommendation of suspension until NCs are closed and on-site assessment is conducted. ▪ Lead Assessor shall arrange with assessment team members to complete the Assessment Report and NCR Sheet within the timeframe given by ENAS PM to conduct the Remote assessment. 	<ul style="list-style-type: none"> ▪ CAB assigned Contact Person shall provide assessment team members with any further documents or records requested by them during the scheduled Remote assessment. ▪ CAB assigned Contact Person shall arrange the interviews or audio/video calls between the assessment team and CAB staff members, when required during the Remote Assessment.
3-	Assessment Deliverables	<ul style="list-style-type: none"> ▪ TA/TE/SE shall submit their part of the assessment report along with completed PT sheet and MT sheet (if applicable) to the LA within 5 working days after the completion of Remote Assessment, LA shall submit the report and NCR Sheet to ENAS PM and CAB within 10 working days after the assessment. 	<ul style="list-style-type: none"> ▪ The CAB shall acknowledge the report and Findings and shall provide root cause analysis and proposed corrective actions within 5 working days from the date of submission of the NC sheet. ▪ The CAB submit root cause analysis and proposed corrective actions by sending completed NCR sheet to Assessment Team and PM within 5 working days after assessment.
4-	Closure of Remote Assessment Findings	<ul style="list-style-type: none"> ▪ Assessment Team shall evaluate corrective actions submitted by the CAB and update the Nonconformity Report within 3 days from receiving such response. ▪ On receipt of evidences from CAB, Assessment team shall complete NCR sheet along with the final recommendation and submit it to the PM and CAB via LA. 	<ul style="list-style-type: none"> ▪ Evidence on corrective actions shall be submitted by CAB to assessment team within agreed timescale not exceeding time period of 2 months. ▪ CAB shall submit further evidences as per Assessment Team evaluation feedback.

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3.3 Peer Review and Decision Making

Upon receipt of finalized deliverables from LA, ENAS PM shall review assessment deliverables and ensure these are complete. PM shall assign Peer Reviewer (PR) and proceed to the Decision Making as per ENAS Procedure ACP 011/ ACP 019.

3.4 Post Remote Assessment Activities

3.4.1 Remote Assessment may lead to the following decisions regarding CAB Accreditation Status:

- Confirm Accreditation Status for the same scope.
- Suspend Accreditation (Partial or full) until non-conformities are closed and/or on-site assessment is conducted.
- Withdraw Accreditation in case non-conformities are not closed within the time frame defined by ENAS (to lift the suspension).

3.4.2 ENAS PM shall update CAB Accreditation Status on ENAS Website as per Information Requirements Procedure ACP25.

3.4.3 ENAS PM shall update CAB's Assessment Program and schedule next on-site assessment as per ENAS Procedures and requirements.

4. ENAS Accreditation Fees

4.1 ENAS enforces Cabinet Decree to charge its Accreditation services fees. CABs are required to pay applicable accreditation services fees as per fee structure published on ENAS website.

4.2 ENAS fees shall be paid through e-dirham or credit card, which is, approved methods of payment by Federal Government as per Ministry of Finance.

5. References

5.1 ISO/IEC 17011 Standard – Conformity assessment -- Requirements for accreditation bodies accrediting conformity assessment bodies.

5.2 ENAS Management System rules and procedures.

5.3 ACF 10-02 - Agreement between ENAS and applicant.

5.4 Documents published by ENAS are available on Internet: www.enas.gov.ae