



NATA

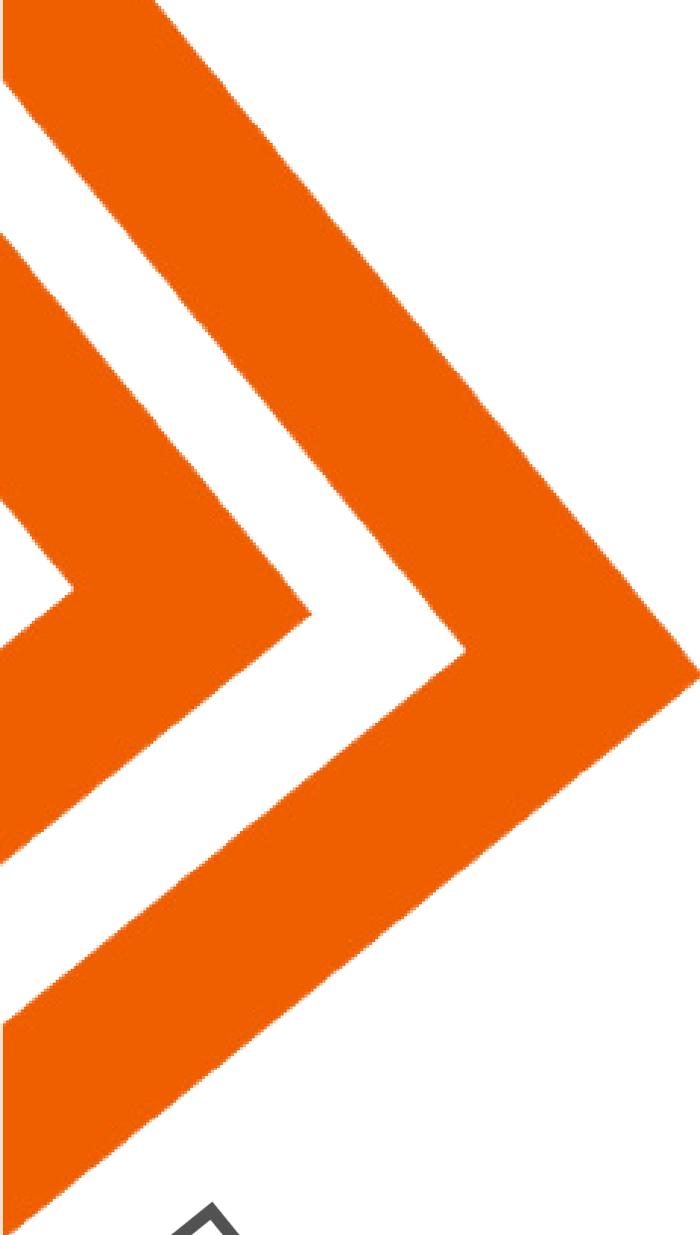


REMOTE ASSESSMENTS

“THE GOOD, THE BAD AND THE (*almost*)
UGLY”

KAREN GRIFFITHS





2018
THE (almost) UGLY
BEGINNING



CATALYST – REMOTE ASSESSMENT # 1



"I don't know if I'll be able to fly again"

RACHEL GRANT,
PASSENGER

Passenger Patrina Baxter said applause broke out as the plane touched down in Darwin Airport.

"Everyone clapped as soon as the wheels hit the tarmac,"

she said. "It landed with only one engine, it wasn't smooth."

"There was so much relief."

Ms Baxter and husband Peter recollected their baggage and headed home.

The couple were disappointed by the delay in their work trip but happy to have made it through unscathed.

A spokeswoman from Airnorth said the Embraer 170LR plane was taken to a hangar for inspection after landing.

"The flight was carrying 75 passengers and four crew," she said. "Airnorth is currently as-

PLAN B – Wing It

- Replacement flight due to land and bring us straight back
- Save the assessment – priority
- Facility had the necessary equipment and were willing to try
- Had no idea if it would be acceptable – but in the end, as a “one of” it was





2019

THIS IS GOOD – I CAN DO IT!



PROOF OF CONCEPT - REMOTE ASSESSMENT # 2 & 3

- AM – Melbourne, Geelong, New Zealand
 - NATA staff Melbourne office and Geelong facility
- PM – Melbourne, Perth, New Zealand
 - NATA staff Melbourne office
- Same technical assessor – two assessments same day.
- Quality Management System separately
- Different time zones could be accommodated
- Avoided lost time due to travel



THE GOOD – LEAD ASSESSOR PERSPECTIVE

- No infection risk for the assessment team or facility staff
- Share screen – electronic records
- Allow control – scrolling through audits etc.
- Increased options for sampling e.g. collection sites
- Two jobs possible in a day with the same team
 - Small scope only
 - QMS on separate day
- Additional assessors don't add to the cost of the assessment



THE GOOD – Continued

- MS Teams vs Zoom – depends on the size of the team
 - Zoom breakout room function
 - MS Teams simplicity
- Quality System review – prior to full team involvement
- Reduction in facility costs –
 - AR/QM/DP don't need to travel
 - Assess from home, hotel, office
 - Potential for specialist/overseas assessors to link in

THE GOOD – Continued

- Laptop or mobile phone
- LA can quickly jump between breakout rooms





2020
THE **BAD** - SARS-CoV-2



THE BAD – LEAD ASSESSOR PERSPECTIVE

- Lot of planning prior to assessment
- Lots more documents required pre/post assessment
- Very tiring
 - Don't plan a full week of assessments
 - Regular breaks required
- Little time for report writing on the day
- Variability of connection quality
- Not everyone is comfortable with electronic assessments

THE BAD – Continued

- Documents need to be well labelled when sent through
- Microscopy review – may not be possible
- Conversation more formal /harder
- Need multiple devices if using break out rooms
- Hard copy records can be hard to see
- Camera is focused on one thing – perspective can be difficult
- Lack of networking and social aspects
- Everything seems to take longer

FOCUS ON THE POSITIVES





NATA