

Gorveatte Consulting Inc.



Can We Talk Confidentially?

As auditors, it is important to communicate the importance of confidentiality when we are about to start an audit, especially remote audits. Confidentiality is one of the seven principles of ISO 19011:2018 Guidelines for Auditing. Confidentiality is important for auditors and helps us maintain auditor integrity so let's look at a few tips that may help, shall we?

Tip #1: Is a Nondisclosure Agreement Needed?

First of all, depending on what type of audit is being conducted, we may want to have some sort of confidentiality agreement in place if there isn't one already. Remember, everything we see as auditors is considered confidential. We don't take what we learned and take it somewhere else, or tell our neighbors, our friends or families, and especially not other competitors. What we see as internal auditors, second-party auditors, and third-party auditors is considered confidential. We are going to have access to a lot of confidential information or a lot of sensitive information so we want to make sure that we will hold that in confidence with the audit client. Make sure that is very clear to all parties, whether that is a face-to-face audit or a remote audit. For internal audits, we might have a different relationship with the audit client or auditee since we are already an employee within the company and we probably already have some sort of signed agreement in place as it is. It is definitely something to consider when we step outside that internal audit role and step into other types of audits that we could be doing.

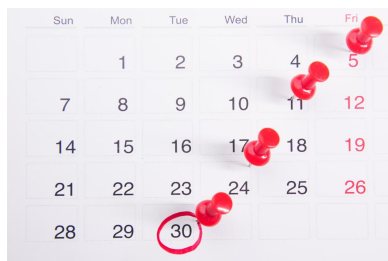
Tip #2: Ask about Special Considerations for Remote Audits:

Where we find ourselves conducting a remote audit, we should consider, or ask the audit client or auditee if there are any special topics covering a remote audit specifically. There are significant risks to the confidentiality of information and limitations of remote audits, so it is important to make sure that we've protected ourselves as an auditor and also that the auditee is protected as well so that they have confidence that the sensitive information will be held securely and that all audit activities can be carried out as needed.

Tip #3: What About Cameras and Audit Crashers in Remote Audits?

In conducting a remote audit, we may have the use of cameras/webcams where we have the option to use video. There will be a few things to consider when putting those webcams in place. I think by now we all have seen or experienced events on the video screen already with an intruder or "audit crasher" or even a small child coming into the room. If we are going to be conducting a remote audit there are special considerations that need to be made if anyone is working from home or if anyone is working in a public workspace. These considerations will be critical for confidentiality because the access to information and the risk of exposure are greater in those kinds of situations. Therefore, if we are going to be using a camera, just be sure that we are protected as an auditor. Ask if others may be present at this location or will other adults or children be able to hear the conversations and the interviews that we are having. If that is the case, it might impede the auditee's comfort level and ability to answer in a factual way. They may be nervous, hesitant, or reluctant to share information knowing that the information could be heard elsewhere. As a countermeasure, we should ensure we have functional headsets so that we can be sure that shared information stays with the intended audit parties.

Do you have more audit tips to share? Write to me at susan@gorveatteconsulting.com and you might be published in the next issue of the Gorveatte Consulting Inc. newsletter.



World Standards Day is here!

Did you know that October 14th is World Standards Day? Standards bring technological, economic, and societal benefits, helping reassure consumers that products and services are safe, efficient, and environmentally responsible.

ASQ Section 0511 October 2023 Meeting Announcement

Saturday, 14 October 2023, 6:00 pm - 9:30 pm

HELD AT MAGGIANO'S LITTLE ITALY, IN THE TYSONS GALLERIA

ASQ 0511 Northern Virginia Section 40th Anniversary Dinner and Meeting

Featuring Internationally Famous Speaker - [Susan Gorveatte](#)

on "Audit Like a Jedi Knight", with Interactive Exercises and Prizes!



I am really excited to be keynoting the Gala event for ASQ Section 0511. An in person event for ASQ Members. Pre-registration is required, if you are in the Virginia/Washington Area, [RSVP HERE](#).

Not an ASQ Member? Click here to see what an ASQ Membership can do for you

New \$199 Fun Lunch and Learns!

Are you looking to inspire your audit team? Why not book a one-hour Lunch and Learn In-person or Remote? You provide the Lunch, Gorveatte Consulting Inc. provides the Learn!

Conducting MARVEL-ous Audits – a peek into your audit superpowers

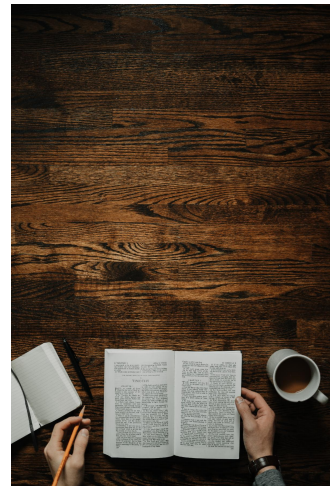
Did you know that as an auditor, you actually possess SUPERPOWERS?

That's right! All auditors have three superpowers that we can use in an audit. They are Interviews, observations, and records reviews. The best audits are conducted when we can use all three.

Audit Like A Jedi Knight- Guidance from a Galaxy Far, Far Away

Resist the power of the dark side, and perform audits with the communication and leadership skills of a Jedi. Remain true to the purpose of the audit, look for the "good", identify the opportunities for improvement, and use your audit "Force" for the overall good of the organization.

Book your lunch and learn session [here](#) or email susan@gorveatteconsulting.com or call 902-434-9003



Building Your AUDIT CHARACTER-istics
An Interactive Teambuilding Workshop



Come and Join my Session!
**Building Your Audit
CHARACTER-istics!**
29th ASQ Audit Division
Conference

Starts: Nov 2, 2023 08:00 AM (PT)
Ends: Nov 3, 2023 05:00 PM (PT)
Where: Peppermill Reno
Resort Spa Casino, Reno, NV

It takes a whole lot more than a roll of the dice to build a character that can be a successful auditor and it takes more than a game board to build an audit team that can tackle any audit challenge (20-sided dice anyone?).

Designed for the young auditors and the seasoned young-at-heart auditors, participants in this interactive workshop will network with each other, conduct a self-assessment of their audit behaviors, get to share their own audit strengths, learn from each other and understand how to build effective audit teams to meet any challenge that any may be thrown at them.



**Each class is filling quickly!
Exemplar Global Classes are
Available for the Fall and Winter,
book now!**

For Exemplar Global certified courses, we present SAI Global materials as a partner.

I'll be the instructor for these SAI
Global courses:

ISO 9001:2015 Lead Auditor class
12/11/23-12/14/23

ISO 9001:2015 Lead Auditor class
2/26/23-2/29/24

Need direction? Let us point you the
right way!

These Exemplar Global classes can be
career-changing - let us help you! Call
today 902-434-9003 or [Send us an
email](#) to get you registered.

Did you miss anything? Click [HERE](#) for our ABOUT page
for previous issues of our newsletters

Helping you demystify the ISO 9001 Standard



More Great Quality News to Come!

Want to learn more about quality and stay up to date on Quality news? Watch for our newsletter next month when we will feature more Quality information from Gorveatte Consulting Inc. Call us at 902-434-9003

Gorveatte Consulting Inc. | 37 Saratoga Drive, Dartmouth, b2x3p9 Canada

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