



## FAQ – NSF Remote Desk Audits for Water Systems

Date: April 9, 2020

### **What is a remote or desk audit?**

A desk audit is a procedure where the “visit” to your production location is performed without the physical presence of the NSF auditor at your premises. It is replaced by a video conference during which – as far as possible – the same type of information is verified as during in-person visits.

### **Why a desk audit?**

Due to the global COVID-19 pandemic, many of our clients cannot allow external inspectors on site anymore. NSF wants to ensure all certification requirements for our customers are being met, including the audits to production locations. Because it is not possible to delay all audits globally to a later date, we decided that our field services team will start to perform desk audits for select customers.

### **Which companies will be selected to receive a desk audit?**

For companies under travel restrictions, have implemented a no-visitor policy or are shut down or otherwise inaccessible, remote audits may be scheduled based on location, product types and audit deadline requirements.

### **Who will perform the desk audit?**

All desk audits will be performed by the same qualified inspectors from our field services team who normally perform the on-site audits.

### **How will the audit be scheduled?**

Your assigned auditor will contact you by email and/or phone call to schedule the audit. The audit platform will be determined and may be video teleconference, video phone call or a combination of both.

### **What is the procedure? How is the desk audit performed?**

The desk audit invitation email will include a list of documents to prepare in advance. This may include:

- Access to NSF registered documentation via NSF Connect (in Products menu)
- Production records (including batch sheets)
- Purchasing records for verification of authorized registered formulations (ARFs) (e.g. invoices, controlled drawings, certificates of compliance or other verification methods)
- Shipping records
- Copies or photographs of labels, data plates or invoices to verify product marking
- Copy of complaint files
- Copy of literature to verify claims (where applicable)
- Quality control records (where applicable)

The desk audit is then performed during a prearranged video or teleconference call.

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**What if I don't have the requested documents at hand during the desk audit video conference?**

During the initial telephone call, you will be asked to confirm whether the facility contact will have the necessary access to NSF Connect and production/QA documents to perform the audit. The facility contact may ask for the assistance of colleagues from other departments as usual – they can either send information to the facility contact in advance of the video conference or they can join the video conference.

If some critical information is not available, a non-compliance may be noted.

**What type of audit report will I get?**

After the video conference, the final audit report will be sent out by notification email as normal. A footnote will be added to the report to indicate that it was performed as desk audit.

**Is there any difference with the results compared to an in-person audit? Will I need to be audited again in the near future?**

No, the desk audit will fully replace the in-person on-site audit.

**What if any non-compliances were noted?**

Corrective actions, when required, will need to be submitted via NSF Connect or by sending responses to [CAR-PC@nsf.org](mailto:CAR-PC@nsf.org) in the same way as for in-person audits.