INTRODUCTION
The covid-19 pandemic created a problem for traditional audits, due to social and work restrictions. Because of that the remote audit gained more attention and importance. The remote audit consists of conducting a digital audit using Information and Communication Technologies. This form of auditing is included in the ISO 19011/2019 standard, having recently been reinforced by ISO 9001/2020 “Auditing Practices Group”.

OBJECTIVE: Put into practice the standards contained in ISO 19011/2019 regarding remote auditing.

RESULTS AND DISCUSSION

Audit planning
Was carried out through documentary analysis and the elaboration of a checklist

Remote audit
Took place by videoconference via Zoom, consisting of an opening meeting, an audit, and a closing meeting

Audit report
It included information about the audit, results, suggestions and final considerations

RESULTS

| 58 assessment requirements | 15 not auditable (24,1%) | 43 auditable with 100% compliance |

ADVANTAGES
Accessibility
Efficiency
Convenience

DISADVANTAGES
Not possible to verify hygiene conditions and operationalization of the employees
Need to have confidence in the auditee, because the audit is carried out using previously selected images and may not represent the reality in loco.

CONCLUSION
Despite the disadvantages, we propose two possible ways to solve these problems:
1) perform the remote audit live on the spot, obtaining a more realistic perception of the place;
2) carry out a hybrid audit (face-to-face and virtual).

We conclude that remote auditing can be useful in certain phases of the audit process, even considering the existing limitations.