

REMOTE INSPECTION

EXPORTER'S FREQUENTLY ASKED QUESTIONS



WHAT DOES REMOTE INSPECTION MEAN?

These kinds of inspections no longer require the physical presence of our inspector, whereas an easy-to-use app called "SGS QiiQ" for Smartphone and tablets.



DOES THAT MEAN THAT WE WILL LOSE MORE TIME?

As a matter of fact, you will actually save time because the inspector will check the documentation during his office hours and before making the connection, while the report is compiled only after the connection/ inspection is completed. A significant amount of time is being therefore saved.



DO WE NEED TO OCCUPY MORE PEOPLE FOR THE INSPECTOR'S ASSISTANCE?

No, because even in case of usual inspections the inspector must be always accompanied by a person from the internal staff, in case of remote inspections the only difference is that instead of having an inspector there is a tablet or Smartphone to be used for the communication.



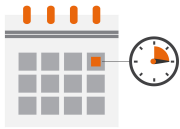
WILL THESE INSPECTIONS COST US LESS? COULD WE HAVE A DISCOUNT ON THE FINAL PRICE?

Inspection fees are not decided by SGS whereas by the Authorities from importing countries and are related to the whole process of the certificate's issuance, which besides the inspection also includes documentary verification and constant assistance from our customer care officer. Additionally, the SGS QiiQ application has a cost that is entirely covered by SGS.



WHAT SHALL I DO TO CARRY OUT A REMOTE INSPECTION?

If you decide to try this new procedure, we will send you a document called Step by Step Remote Inspection. In it, you will find all the details and the link to download the application. After you have provided the name, phone and e-mail of the person who will handle the smart phone / tablet, we will connect with you for a video / audio test. If everything goes well, we can schedule the remote inspection.



WHAT ARE THE ADVANTAGES OF THIS PROCEDURE?

The main benefit is time saving and the possibility to reduce the time between the scheduling and the inspection (we have already run remote inspections on the very same day of the first contact with the supplier). Another benefit is the certainty of appointment for the remote inspection. No more problems that an inspector could encounter while performing a traditional inspection: heavy traffic, weather conditions, car breakages, etc. The ability to better manage the timing especially during the most intense inspection periods (June / July and November / December).



WHAT KIND OF DEVICE SHOULD I USE?

We have already performed remote inspections where the customer has used various smart phone models (Huawei, LG, Samsung, iPhone and NGM) as well as tablets without any problems.



COULD WE PERFORM THE INSPECTION BY USING A LAPTOP OR A PERSONAL COMPUTER?

The application should not be downloaded on a personal computer but on smart phone or a tablet in order to properly allow the person in charge to move and show to the inspector what he requires.



OUR COMPANY DOESN'T PROVIDE A COMPANY SMART PHONE; THEREFORE, WE CANNOT PERFORM A REMOTE INSPECTION.

Your mobile phone does not necessarily have to be a corporate one, this app does not save any sensitive data on your phone and it won't affect your internal memory. After the inspection, you can decide whether to keep the application for future inspections or to uninstall it without any consequences.