



CMI Service Delivery Update

These are extraordinary times indeed and CMI like everyone is being forced to adapt very rapidly to the new norms. CMI are working remotely which, to date, has not presented any real challenges given the technology available.

CMI have had our scope of accreditation with JAS-ANZ provisionally extended to include **IAF mandatory standard MD 4:2018 Information and Communication Technology (ICT) for Auditing/Assessment Purposes**. This allows CMI to conduct audits remotely using a range of electronic methodologies including the following:

- Meetings; by means of teleconference facilities, including audio, video and data sharing
- Audit/assessment of client sites, factories, construction sites, testing, documents and records by means of remote access, either synchronously (in real time) or asynchronously (when applicable)
- Recording of information and evidence by means of still video, video or audio recordings
- Providing visual/audio access to remote or potentially hazardous location.

We are working with our key audit staff to have them fully compliant with the necessary technology and will be communicating to you the impact of this technology on ongoing audits. Such audits will be delivered in a way that is mutually acceptable to our client, factory or specific site.

As we move forward into the brave new world that COVID-19 has thrust upon us, some of our clients are reporting the fact that they have found holes in their supply chains that have created serious problems for them. In particular clients who rely on imported products that have been affected by the various country lockdowns.

Some clients with more complex products have discovered hitherto unknown problems. For example, a manufacturer was sourcing components from a factory in Europe and was unaware that a small but critical component was actually imported from Asia by the European manufacturer. The component was cheap, and easy to make, but the lack of it meant the whole product supply chain broke down. This has prompted some of our clients to re-evaluate their manufacturing supply chain and consider how to future proof it by sourcing more locally manufactured components moving forward.

If you need to change any of your component suppliers, please advise and liaise with CMI so that we can help guide you through the process to ensure you can maintain accreditation of your certified products. This does run deeper than just a lack of supply, as suppliers have legal obligations to meet. The following article is well worth a read <https://corrs.com.au/insights/the-impact-of-covid-19-on-supply-chains-considerations-for-customers-and-suppliers>

Source: Corrs Chambers Westgarth

China is starting to come back online and our audit staff in China tells us they are able to move about more freely. CMI are now beginning to book your manufacturing audits in China and CMI will soon be able to provide full audit services to all our clients using China as its manufacturing base.

For other countries which are still in lockdown, CMI will be organising as required a remote ICT audit.

New product certifications are continuing with several of our clients applying for new CodeMark and Watermark certifications. As well as a lot of interest in CMI's range of Product Certification services for personal protection equipment (PPE), fire systems, building materials and safety products.

TESG Building Surveyors Pty Ltd (TESG)



TESG

CMI is very pleased to advise that it has partnered with the TESG Building Surveyors Pty Ltd to provide a comprehensive increase in CMI's CodeMark UBC & Technical Services to our clients. CMI can also recommend TESG as an organisation well placed to offer a range of highly professional services. Please see their website for further information below.

<https://tesg.com.au/about-tesg/>

VicLab Pty Ltd

CMI has also partnered with VicLab Pty Ltd. VicLab can provide a range of comprehensive PPE & Safety products testing facilities. VicLab is one of Australia's Leading NATA accredited Independent Mechanical Testing Services.



<https://viclab.com.au>

Working at Heights Association (WAHA)



CMI is also pleased to announce its membership of and involvement with WAHA. The Working at Height Association of Australia (WAHA) was established in 2009 in response to the industry's demand for a peak body to provide information and support for businesses needing to address working at height issues.

<https://waha.org.au>

Fire Protection Association Australia (FPAA)

CMI is also an active committee member of the FPAA and attends the relevant Technical Committee meetings associated with fire products and systems. We are happy to work with any of our clients on fire products and system certification.



<https://fpaa.com.au>

CMI remain committed to offering the best possible service to our clients and remain positive in our outlook for the future.

<https://certmark.org/>