



# IATF Oversight Certification Body Communiqué

**CB COMMUNIQUE # 2021-001**

	YES	NO
CONFIDENTIAL	X	
MANDATORY CONTENT	X	

ISSUE DATE: January 2021

**SUBJECT: Results of the IATF Soft Auditing and Ineffective Nonconformity Management Survey**

The purpose of this Communiqué is to notify all IATF-recognized certification bodies that a presentation was developed to provide the results of the IATF Soft Auditing and Ineffective Nonconformity Management survey.

The survey was designed to collect data to help identify potential root causes for soft auditing and/or grading and to provide input, working with all interested parties, to implement systemic corrective action to drive improvement. The survey was released in January 2020 and closed in middle of Q2 2020. IATF would like to thank all the IATF auditors who completed the survey and provided their honest feedback.

Certification bodies are required to deliver the presentation to their sponsored auditors by the end of the 2<sup>nd</sup> quarter 2021. Auditors will receive CPD hours for attending the training. The certification body may translate the presentation into other languages, as needed, if it does not change the intent.

The certification body will receive the presentation via email from their relevant Oversight office.

The length of time to deliver the presentation is a half day as it includes two mandatory exercises. Certification bodies are expected to consolidate the feedback from their auditors and enter the results from the two exercises into Survey Monkey using this link (<https://www.surveymonkey.com/r/NP7VTFK>). The use of Survey Monkey allows the IATF to receive feedback in a structured manner and helps the IATF further analyze the actions which could be taken to address the potential causes of soft auditing and soft grading. If the certification body conducts more than one workshop session (i.e., by region or by language), each session can be entered into Survey Monkey separately.

If you have any questions, please contact your respective Oversight Office representative.