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Using ICT for remote consultancy to establish ISO 9001: 2015  
A Case Study

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**Abstract**

The Covid 19 pandemic, geo-graphical expansion of the companies along with the development of ICT based tools, has changed the traditional way of doing work into remote and virtual collaboration between companies and also among staff in the same organization. This article is a case study about using ICT for a remote consultancy, to establish ISO 9001:2015 in a European multinational startup company, well-known in the electronic industry. The article describes how different parts of a complete round of consultancy, including training, meetings, documentation and audits were performed virtually in conformance to the international standards and/or well-known customs.

Less waste of time leads to less time needed to accomplish each part of the work; that eventually leads to reducing costs. This attractive vision promotes companies to use ICT for virtual communication and collaboration. However, in order to improve the efficiency and effectiveness of remote working consideration needs to be paid to factors such as combination of group members, the intelligence of group members, having the right technology and using high quality ICT tools.

**Keywords:** ICT, Consultancy, remote, virtual, quality management system, QMS, audit, international Accreditation Forum (IAF)