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The Challenge of Accreditation in the Digital Era:
Efficiency, Sustainability, and Value

Current Challenges of Accreditation Bodies

- Increasing demand for accreditations and evaluations
- Time-consuming and resource-intensive manual and repetitive processes
- Need for greater agility without compromising technical rigor
- Adaptation to new technologies and expectations of CABs

The Challenge of Accreditation in the Digital Era:
Efficiency, Sustainability, and Value

How Digital Transformation and Automation Can Help

- Elimination of repetitive tasks to focus on higher-value activities

- Reduction of errors and improved traceability of information

- More agile and efficient processes, facilitating system sustainability

- Greater transparency and trust in accreditation

"Automation does not replace jobs, it replaces tasks and frees people to do more meaningful work." – *Satya Nadella*

Digital Transformation in Accreditation in Asia Pacific (ADAPT)

IAAC
INTER-AMERICAN ACCREDITATION COOPERATION
PTB
PTB
APAC
ASIA PACIFIC
ACCREDITATION COOPERATION

Digital Mindset: The First Step Towards Automation

Understand the 'Why' Before Automating

- It's not just about following trends. Automation should address

    a clear need.

- The key question: Why do we want to automate this process?

    What problem are we solving?

Digital Mindset:
The First Step Towards Automation

Putting the User at the Center (Customer-Centric)

- Think about who uses the process and how we can improve their experience

- Impact on internal users (employees, assessors) and external users (accredited bodies)

Digital Mindset: The First Step Towards Automation

How to Move Forward: Learn, Adjust, and Improve (Lean Feedback Loop)

- Implement small changes, measure impact, and adjust quickly

- Automation is not a one-time event but a continuous improvement process.

First Optimize, Then Automate

Before automating, we must optimize

- Avoid automating inefficient processes

- Identify waste and eliminate unnecessary steps

- Optimize workflows before digitizing

"Never automate something you don't understand well." – Bill Gates.

First Optimize, Then Automate

Some Criteria for Effective Automation

- ✓ High predictability
- ✓ Significant manual workload
- ✓ Limited exceptions
- ✓ High-volume transactions
- ✓ Susceptibility to errors and rework
- ✓ Clearly defined rules and steps
- ✓ Structured data

Automation in Action:

Possible Activities for Automation in Accreditation Bodies

- Invoicing of services

- Evaluation notifications

- Reception and delivery of evaluation documentation

- Data analysis and operational monitoring

- Chatbots for customer service

- Evaluation Report Review Process

- Document Preparation for the Accreditation Process

- Scheduling of Assessment Services

- Reminders for OEC Obligations and Evaluators

"You don't have to see the whole staircase, just take the first step."
– Martin Luther King Jr.

Thank You!

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