

APEC Workshop on Shaping Digital Transformation in Accreditation

APEC Sub-Committee on Standards and Conformance

October 2026



**Asia-Pacific
Economic Cooperation**



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APEC Project: SCSC 209 2024A

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1. Executive Summary

This project was implemented under the APEC Sub-Committee on Standards and Conformance (SCSC) to address the growing demand for digital transformation in accreditation procedures across APEC economies, particularly among developing member economies. As accreditation activities increasingly involve complex processes such as assessment planning, regulatory oversight, data management, and information exchange, disparities in digital maturity among accreditation bodies have emerged as a key challenge affecting efficiency, consistency, and regional connectivity.

In response, the project aimed to assess the current status of digitalization in accreditation systems, identify common needs and challenges, and support accreditation bodies in enhancing their digital capabilities. A central objective was to promote shared understanding and consensus on the necessity of digitalization in accreditation, where accuracy, usability, and standardized procedures are critical, while encouraging the adoption of structured and standardized digital systems.

As a preparatory activity, a pre-survey was designed and conducted to collect information from APEC economies on the level of digitalization in accreditation, key system features, challenges, and emerging practices, including the use of digital tools and artificial intelligence. The survey results were consolidated and analyzed to identify common needs and gaps, and were subsequently used to inform the design and content of the Workshop, ensuring that the discussions were aligned with participants' actual priorities and levels of digital maturity.

Building on the survey findings, the Workshop brought together accreditation bodies from APEC member economies to share case studies, exchange experiences, and discuss strategic approaches to digital transformation in accreditation. The project outcomes, including key findings, impacts, and recommendations, were compiled into this Project Summary Report, which is intended to provide practical reference and guidance for accreditation bodies and their governing bodies across the 21 APEC economies as they plan and implement future digitalization initiatives.

This Project Summary Report consolidates the findings from the survey and the discussions held during the Workshop. It is intended to serve as a practical reference for accreditation bodies and relevant stakeholders across APEC economies, supporting ongoing efforts to enhance efficiency, strengthen regional cooperation, and advance sustainable digital transformation in accreditation systems.

2. Preliminary Survey: Survey on Digitalization in Accreditation

This survey provides an overview of the current status of digitalization in accreditation systems across different stages of the accreditation lifecycle. The survey results offer insights into how accreditation bodies are adopting digital tools, which areas have achieved relatively higher levels of digital maturity, where significant gaps remain, and how accreditation bodies perceive future digitalization priorities, including the potential role of emerging technologies such as artificial intelligence (AI).

This survey summary aims to support a shared understanding of digital maturity among accreditation bodies and to inform discussions on practical challenges, strategic planning, and future directions for digital transformation in accreditation.

2.1. Survey Overview

2.1.1 Survey Scope and Methodology

The survey on the digitalization of accreditation systems was conducted online between 11 and 19 September 2025. A total of 23 responses were received from accreditation bodies representing 17 economies, providing a broad international perspective on current digital transformation practices.

The survey was designed to assess four main aspects:

- (1) the perceived need for digitalization,
- (2) the current level of digital maturity of accreditation systems,
- (3) key barriers to digital transformation, and
- (4) future directions and expectations for digitalization initiatives.

2.1.2 Perceived Need for Digitalization

The results indicate a strong consensus on the importance of digitalization in accreditation in APEC. More than 90% of respondents reported that digital transformation is either *strongly required* or *very strongly required* within their organizations. This demonstrates that digitalization is widely recognized as a strategic priority among accreditation bodies, rather than a short-term or optional initiative.

2.1.3 Current Level of Digital Maturity

With respect to the level of digitalization achieved to date, accreditation bodies reported varying degrees of maturity. Approximately 14% indicated that their systems are fully digitalized, while 30% reported that digitalization has reached around 75% completion, and 34% indicated that about half of their accreditation processes are digitalized. Overall, more than 85% of respondents have implemented digital tools for

at least half of their accreditation activities.

For comparative analysis, the survey classified digitalization levels into five categories: *completely digitalized*, *predominantly digitalized*, *partially digitalized*, *predominantly not digitalized*, and *not digitalized*. This framework was applied consistently across different stages of the accreditation process.

2.1.4 Key Barriers and Priority Areas

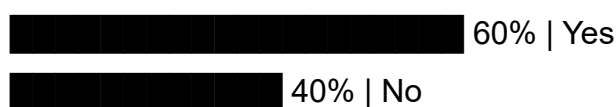
The main obstacles to further digitalization were identified as high investment costs and limited financial resources, technical challenges in integrating new systems with existing ones, and a shortage of IT expertise and digital skills within organizations.

When asked about priority areas for digitalization, respondents most frequently selected the digital preparation of assessment results, including assessment and nonconformity reports. This was followed by digital support for assessment planning and digital management of assessment result data. Across the accreditation lifecycle, approximately 40–50% of processes were reported as digitalized to at least a partial extent. However, certain functions—such as man-day calculation and automatic certificate issuance—remain less digitalized, indicating persistent gaps in specific operational areas.

2.2 Key Survey Findings

2.2.1. Application

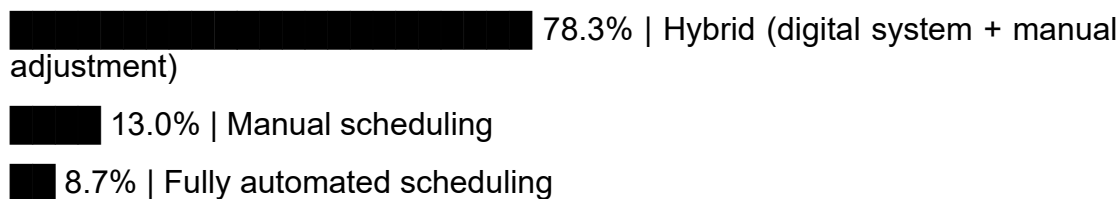
(1) digitalized online application submission



At the application stage, 60% of accreditation bodies reported that online application submission has been fully digitalized. The remaining 40% indicated that application submission is not yet fully digitalized, suggesting that while digital application channels are widely available, complete end-to-end digitalization has not been achieved across all accreditation bodies.

2.2.2. Assessment Planning

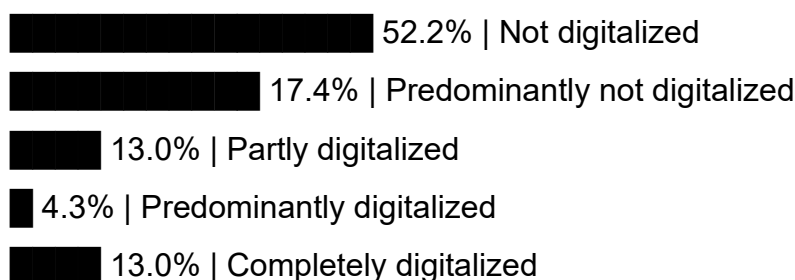
(1) Scheduling method for assessment planning



With respect to assessment planning, the majority of accreditation bodies (78.3%) reported using a hybrid approach in which digital systems support scheduling while manual adjustments are still applied. Fully manual scheduling is used by 13.0% of respondents, whereas only 8.7% have implemented fully automated scheduling.

These results indicate that assessment planning is largely system-supported but continues to rely on human intervention, reflecting a transitional stage between manual planning and full automation.

(2) Digitalization level of man-day calculation

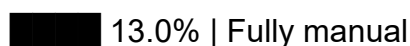


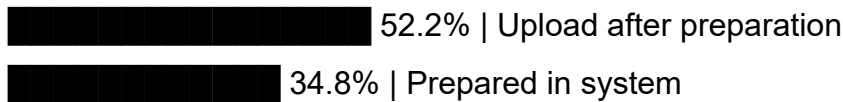
With respect to the calculation of man-days, the survey results show a relatively low level of digitalization. More than half of accreditation bodies (52.2%) reported that man-day calculation is not digitalized at all, while an additional 17.4% indicated that it is predominantly not digitalized. Only 13.0% reported partial digitalization, and a very small proportion (4.3%) described their man-day calculation processes as predominantly digitalized. Fully digitalized man-day calculation is implemented by 13.0% of respondents.

Overall, these results indicate that man-day calculation remains largely manual and represents a key bottleneck in the digitalization of assessment planning.

2.2.3. Assessment Preparation method

(1) Assessment Preparation method



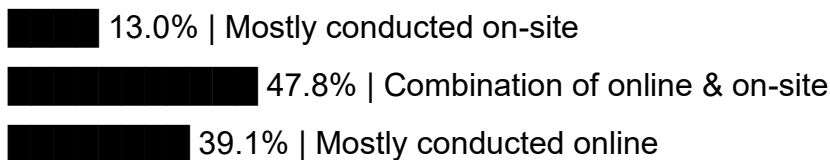


With respect to assessment preparation, 52.2% of accreditation bodies prepare assessment plans externally and subsequently upload them to the system, while only 34.8% prepare plans directly within the digital system.

This indicates that assessment data handling is digitalized primarily at the upload stage, rather than being fully system-native.

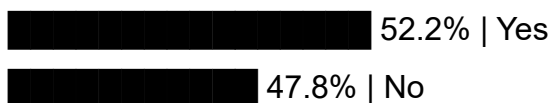
2.2.4. Assessment

(1) Document Review Method during Assessment



With respect to document review during the assessment stage, more than 80% of accreditation bodies reported that document reviews are conducted either mostly online (39.1%) or through a combination of online and on-site methods (47.8%). In contrast, only 13.0% indicated that document reviews are conducted primarily on-site.

(2) Assessment note tracking & version history

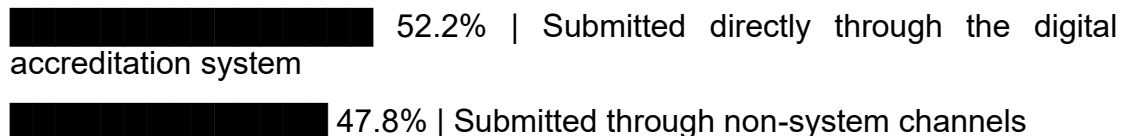


Regarding the recording of assessment activities, 52.2% of accreditation bodies reported having system-based functions that enable assessors to record assessment notes with tracking and version history. Conversely, 47.8% indicated that such functions are not available.

This result suggests that the assessment stage is currently in a transitional phase, with approximately half of accreditation bodies having moved toward more structured and traceable digital record management.

2.2.5. Post-Assessment

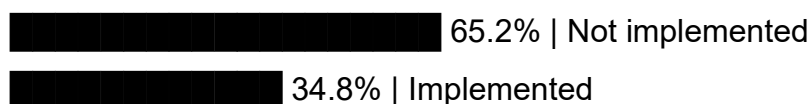
(1) Corrective Action Submission Method



With respect to corrective action submission methods, 52.2% of accreditation bodies reported that corrective actions are submitted directly through the digital accreditation system, while 47.8% indicated that non-system-based channels, such as email, are still used. In cases where corrective actions are processed through the digital system, assessment-related data, including corrective actions and feedback, are updated in the CABs' dedicated accounts.

This demonstrates that post-assessment follow-up is not only system-based but also integrated with CAB-level account management, although full adoption has not yet been achieved across all accreditation bodies.

(2) Automatic Certificate Issuance



With regard to certificate issuance, 34.8% of accreditation bodies reported that certificate issuance is automatically generated within their digital systems. In contrast, a majority of respondents (65.2%) indicated that automatic certificate issuance has not yet been implemented.

This suggests that automation of certificate issuance remains at an early stage, despite progress in other post-assessment processes.

2.2.6. Program and Data Management

(1) Automatic update of future assessment programs

 52.2% | Yes

 47.8% | No

Following assessments, 52.2% of accreditation bodies reported that their digital systems automatically update future assessment programs, while 47.8% indicated that such updates are not automated.

(2) System integration with AB website

 26.1% | Yes

 73.9% | No

With respect to external system integration, only 26.1% of accreditation bodies reported that their internal digital systems are directly integrated with their official websites, enabling automatic updates of accredited CAB lists and scopes. In contrast, a large majority (73.9%) indicated that such integration has not been implemented.

This suggests that, while internal digitalization of accreditation processes is progressing, the automation of public-facing information remains limited. As a result, updates to accredited CAB information are likely to rely on manual processes for most accreditation bodies, potentially affecting the timeliness and consistency of publicly available accreditation data.

2.3 Conclusions

The survey results indicate that the use of artificial intelligence (AI) in accreditation systems is still at an early stage, although initial applications are already emerging. Also, the findings suggest that digitalization in accreditation is already progressing across multiple stages of the accreditation lifecycle, although the level of maturity varies significantly by function. The integration of AI technologies is expected to further enhance efficiency and automation, particularly in areas related to document handling, planning, and reporting. By adopting a strategic and phased approach, fostering collaboration, and actively sharing experiences, accreditation bodies can move toward more integrated, resilient, and future-oriented accreditation systems.

3. Workshop Summary

The APEC workshop on “*Shaping Digital Transformation in Accreditation*” successfully convened senior officials and personnel from accreditation bodies across 13 member economies (Brunei Darussalam; China; Hong Kong, China; Japan; Republic of Korea; Malaysia; Peru; the Philippines; Singapore; Chinese Taipei; Thailand; United States; and Viet Nam) and three non-member economies (Ecuador; India; Kazakhstan).

Session 1: Survey Summary on the Digitalization in accreditation

Presenter: Mrs. Jina Jang, Team Manager, Korea Accreditation Board

- The session presented consolidated results of the pre-workshop survey conducted among accreditation bodies across APEC economies.
- The survey examined the current level of digitalization across key stages of the accreditation process, including application submission, assessment planning, assessment execution, post-assessment activities, and certificate issuance.
- Results highlighted variations in digital maturity among economies, with many accreditation bodies reporting partial digitalization focused on administrative efficiency rather than end-to-end process integration.
- Common challenges identified through the survey included budget constraints, limited availability of IT expertise, and difficulties integrating new digital systems with existing legacy platforms.
- The presentation also introduced early examples of artificial intelligence use in accreditation, such as document summarization, translation support, and draft report preparation, noting that most applications remain at an exploratory stage.

Session 2: Advancing Accreditation Through Digitalization - NAC Experience

Presenter: Ms. Funda Arslan, Accreditation Officer, National Accreditation Center

- NAC shared its experience in developing and operating an integrated digital accreditation system covering the full accreditation lifecycle.
- The presentation explained NAC’s phased development approach, emphasizing internal staff involvement, iterative system testing, and gradual functional expansion based on operational needs.
- Key system functions demonstrated included online application management, assessor assignment, digital reporting, and centralized record management.
- NAC also introduced initial trials of AI-enabled tools to support document review

and consistency checks, while noting the importance of validation and controlled implementation.

- Lessons learned highlighted the importance of aligning system development with existing accreditation procedures and maintaining continuous engagement with system users.

Session 3: SAC Digitalization Journey

Presenter: Mr. Jason Tan, Deputy Director, Enterprise Singapore

- SAC presented its digital transformation journey through the development of SACiNet 2.0, focusing on the objectives, scope, and system architecture of the platform.
- The session described how SAC adopted a modular system design to support accreditation activities such as assessment scheduling, financial processing, document control, and public information services.
- SAC emphasized the role of stakeholder engagement, including CABs and assessors, during system design and user acceptance testing.
- Practical examples were shared to illustrate improvements in operational efficiency, transparency, and data consistency achieved through digitalization.
- The presentation also addressed challenges encountered during implementation, including change management and the need for staff training.

Session 4: NATA Portal Example

Presenter: Mr. Brett Hyland, Stakeholder Engagement Manager, National Association of Testing Authorities, Australia (NATA)

- NATA introduced its customer portal as a long-standing digital platform supporting communication and information exchange between accreditation bodies, CABs, assessors, and committees.
- The presentation highlighted key portal features, including role-based access control, document traceability, and secure messaging functions.
- NATA shared insights from long-term operation of the portal, including the benefits of stable system governance and incremental enhancement over time.
- Integration with internal systems and management of user expectations were identified as important considerations for sustaining portal effectiveness.

Session 5: Optimizing the Digital Transformation Process

Presenter: Ms. Jennifer Danielson, Quality Systems Manager, College of Physicians

and Surgeons of British Columbia

- The final session provided guidance on planning and managing digital transformation in accreditation beyond individual system implementations.
- Topics covered included process mapping, identification of priority areas for digitalization, stakeholder analysis, and change management strategies.
- The presentation emphasized that digital transformation should be approached as a continuous and iterative process rather than a one-time project.
- Participants were encouraged to adopt structured planning frameworks and to regularly review and adjust digitalization initiatives based on operational feedback.

Taken together, the five sessions provided a comprehensive overview of both the current state and future direction of digital transformation in accreditation. By combining survey-based evidence with practical case studies and strategic perspectives, the Workshop enabled participants to examine digitalization across the entire accreditation lifecycle, from application and assessment planning to post-assessment management and system governance. The insights and experiences shared during the sessions form a common basis for identifying recurring challenges, emerging priorities, and practical approaches to digitalization, which are consolidated in the following section on the Summary of findings.

4. Summary of findings

The findings from the preliminary survey and the Workshop discussions indicate that digital transformation in accreditation is widely recognized as a strategic necessity across APEC economies, while the level of implementation and maturity remains uneven. Most accreditation bodies have introduced digital tools in selected stages of the accreditation lifecycle, particularly in application handling, document management, and post-assessment communication. However, full end-to-end digitalization and system integration are still limited in many economies.

A common pattern observed is the prevalence of hybrid approaches, where digital systems support core processes but continue to rely on manual intervention. This is particularly evident in assessment planning and man-day calculation, which were consistently identified as areas with low levels of automation and high operational burden. The findings suggest that these functions represent critical bottlenecks that constrain overall efficiency gains from digitalization.

The survey and case presentations further highlighted that digitalization efforts to date have primarily focused on improving administrative efficiency rather than redesigning accreditation processes in a holistic manner. Accreditation bodies that demonstrated more advanced digital systems emphasized the importance of phased development, alignment with existing procedures, and continuous engagement with internal users and external stakeholders. These experiences underscore that digital transformation is most effective when approached as a gradual, process-based initiative rather than a one-time system upgrade.

Resource constraints, including limited financial capacity, shortages of IT expertise, and challenges in integrating new systems with legacy platforms, were consistently identified as major barriers. These constraints were particularly pronounced among developing economies, reinforcing the need for realistic prioritization and scalable solutions tailored to organizational capacity.

Finally, the findings indicate that the use of advanced technologies, including artificial intelligence, is still at an early stage. While initial applications such as document summarization, translation support, and draft report preparation are emerging, most accreditation bodies view AI as a future enabler rather than a current core component of accreditation systems. Overall, the findings point to a shared direction toward digital transformation, with clear opportunities to enhance efficiency, consistency, and transparency through more integrated and strategically planned digitalization efforts across APEC economies.

5. Key Outcomes and Impacts of the Workshop

This section outlines the key impacts of the Workshop, focusing on the value generated through the exchange of information and experiences among participating accreditation bodies. It highlights how the Workshop strengthened shared understanding, supported capacity building, and contributed to advancing future digitalization initiatives and cooperation across APEC economies.

(1) Promoted Value and Consensus on Digitalization

The Workshop reinforced a shared recognition of the operational and strategic benefits of digitalization in accreditation. By presenting concrete examples of efficiency gains, it strengthened consensus on the need for a systematic approach to digital transformation.

(2) Stimulated Capacity Building and Peer Support

The exchange of experiences enabled participants to identify areas requiring further capacity building and peer support. This fostered momentum for continued knowledge sharing and more coordinated digitalization efforts among accreditation bodies.

(3) Accelerated Practical Application of Digital and AI Technologies

Sharing early experiences with digital tools and AI-enabled functions helped lower barriers to experimentation and pilot implementation. Practical use cases encouraged accreditation bodies, particularly those at earlier stages of digital maturity, to explore feasible digital and AI applications.

(4) Offered Practical Models and Roadmaps for Future Action

The Workshop translated shared experiences into practical reference models and indicative roadmaps. The case examples provided adaptable approaches that accreditation bodies can apply when developing or refining their digital systems in alignment with international accreditation requirements.

(5) Strengthened Sustainable Peer Learning and Collaboration

The Workshop laid a foundation for sustained cooperation and peer learning beyond the event. Through an open environment for experience sharing, the project is expected to support ongoing collaboration and information exchange across APEC economies.

6. Recommendations

For the effective implementation of digitalization initiatives, the following key recommendations were identified based on the Workshop. APEC member economies are encouraged to consider the following:

(1) Planning and Diagnosis

- Conduct an initial diagnosis of current operations before setting digitalization goals.
- Define clear objectives based on the existing level of digital maturity to support effective prioritization.

(2) Stakeholder Engagement and Communication

- Identify key stakeholders and ensure their continuous involvement throughout the digitalization process.
- Engage end-users early through structured approaches, such as customer journey mapping.

(3) Implementation Strategy and Efficiency

- Introduce a baseline system first, followed by phased and modular improvements.
- Where appropriate, leverage emerging technologies, including AI, to enhance efficiency and user convenience.

(4) Internal Capacity and Resource Management

- Develop and secure in-house digital and IT expertise.
- Promote internal knowledge sharing to maximize use of internal resources and reduce reliance on external providers.

(5) Sustainability and Continuous Improvement

- Establish mechanisms for continuous evaluation and refinement to ensure long-term sustainability of digitalization efforts.

7. Participation Feedback Survey and Evaluation

A participant feedback survey was conducted following the Workshop to evaluate its relevance, effectiveness, and overall quality as a capacity-building activity on digital transformation in accreditation. A total of five responses were received from workshop participants representing accreditation bodies across APEC economies. The feedback provides qualitative and quantitative insights into participants' perceptions of the Workshop outcomes and its applicability to their respective economies.

Overall, participant feedback indicates a high level of satisfaction with the Workshop, with most responses falling under “Strongly Agree” or “Agree” across all evaluation items. Participants recognized that the objectives were clear, the content was relevant and well organized, and the speakers were well prepared. While most respondents considered the time allocation sufficient, one suggested more frequent sessions, indicating interest in continued engagement rather than dissatisfaction. Overall, the evaluation confirms that the Workshop was effective as a focused capacity-building activity.

7.1 Relevance to Participating Economies

Participants rated the relevance of the Workshop to their own economies highly. All respondents indicated that the Workshop was either “Very Relevant” or “Mostly Relevant” to their current work and economy context. Several respondents highlighted that digital transformation in accreditation is a timely and pressing issue within their economies, and that the Workshop provided useful benchmarking opportunities by showcasing approaches taken by peer accreditation bodies.

7.2 Key Achievements Identified by Participants

Participants identified several key achievements resulting from the Workshop:

- Enhanced understanding of **current digitalization practices** and trends among accreditation bodies in other economies
- Improved awareness of how digital tools can be applied across different stages of the accreditation process
- Opportunity to compare domestic practices with those of more digitally advanced accreditation bodies

Respondents emphasized that the exchange of experiences helped clarify both the potential benefits and practical limitations of digitalization initiatives.

7.3 Capacity Building Impact

Feedback indicated that the Workshop contributed positively to capacity building among participants. Respondents reported gaining new insights into digital accreditation systems, including practical ideas for improving efficiency, transparency, and consistency in accreditation activities. Several participants noted that the presentations helped them better understand how digital tools and systems could be adapted to their own organizational contexts, even where resources or technical capacity may be limited.

7.4 Change in Knowledge and Skills Level

Participants' self-assessments showed an increase in knowledge and skills following the Workshop. While respondents reported varying levels of familiarity with the topic prior to participation, post-Workshop responses indicated improved understanding, particularly regarding the application of technologies such as artificial intelligence in accreditation activities and awareness of peer experiences in digital transformation.

7.5 Application of Knowledge and Skills in Home Economies

Participants described plans to apply the knowledge gained by developing or refining policies, procedures, and work plans related to digitalization. Examples provided included integrating AI into accreditation processes, expanding digital modules, and developing new strategies or initiatives to enhance accreditation services through technology. Some respondents noted that application would depend on internal contexts and priorities.

7.6 Follow-up Actions and Future APEC Activities

Responses regarding next steps for APEC were limited. One respondent noted that follow-up actions may be pursued at the individual economy level, while another indicated no specific comments. This suggests that while the project was valued, concrete expectations for collective follow-up actions were not clearly articulated by all participants.

7.7 Suggestions for Project Improvement

Most respondents expressed satisfaction with the organization of the project. One participant suggested that the project could be improved by incorporating more interactive elements, including increased opportunities for discussion, experience sharing, and collaborative problem-solving. Clearer communication of project benefits and a stronger focus on real challenges faced by participants were also suggested as potential improvements.

7.8 Additional Observations

No additional concerns were raised beyond those already noted. Participant comments were generally constructive and focused on practical considerations related to engagement, applicability, and continued learning rather than identifying deficiencies in the project design or implementation.

In summary, the participant feedback confirms that the Workshop was an effective platform for knowledge sharing and capacity building on digital transformation in accreditation. The positive evaluation and constructive suggestions received provide useful input for refining future APEC activities in this area and demonstrate continued interest among member economies in advancing digitalization within accreditation systems.

8. Conclusions

This project was a highly significant initiative that contributed to advancing the APEC 2025, hosted by the Republic of Korea under the theme, *“Building a Sustainable Tomorrow: Connect, Innovate, Prosper,”* by addressing the growing need for digital transformation in accreditation and fostering shared understanding among member economies.

Through the Workshop, it became evident that the digitalization of accreditation operations plays a critical role not only in enhancing efficiency and transparency, but also in strengthening communication and collaboration both within accreditation bodies and between accreditation bodies and conformity assessment bodies. The discussions highlighted that digitalization should be viewed as a strategic enabler of more consistent, resilient, and interconnected accreditation systems.

The presentation and exchange of concrete case studies and lessons learned further demonstrated that digital transformation is not a one-time technical upgrade, but an ongoing process of continuous improvement. These experiences illustrated how structured and phased digitalization can improve internal procedures of accreditation bodies while also contributing to the overall quality and reliability of conformity assessment activities.

In this regard, the sharing of practical experiences during the Workshop provided tangible value for accreditation bodies at different stages of digital maturity. The insights gained offered practical guidance for planning and implementing digital systems in a realistic and resource-conscious manner, taking into account time, cost, and operational constraints.

Overall, the Workshop served as an important foundation for developing a more systematic and strategic approach to digitalization in accreditation and conformity assessment across APEC economies. Building on the outcomes of this project, accreditation bodies are encouraged to maintain active collaboration, continue sharing experiences, and collectively support the sustainable advancement of digital transformation at the regional and global levels.

ANNEX I : Preliminary Survey

APEC 2025 Project: SCSC_209_2024A

「Shaping Digital Transformation in Accreditation」

SURVEY ON DIGITALIZATION IN ACCREDITATION

We are conducting research to gather insights and perspectives from member economies on digitalization in accreditation. This survey is designed to help us understand the current practices, challenges, and innovations of each economy in shaping digitalization in the field of accreditation, and how these can contribute to a shared understanding of best practices in the digitally advanced accreditation bodies. The responses you provide will directly contribute to the development of a workshop aimed at showcasing and exchanging best practices among all participating economies, accreditation bodies, standardization authorities, and other accreditation related organizations. (APEC 2025 Project ID : SCSC_209_2024A/Shaping Digital Transformation in Accreditation)

Survey Objective:

The goal of this survey is to collect valuable input from respondents to better shape the workshop's content. This will ensure that the event is focused, relevant, and tailored to your economies' experiences, while also fostering collaboration and learning across borders.

All data collected will be used solely for the purposes of the workshop planning and to improve knowledge-sharing practices.

The survey should take no more than one hour to complete. Please note that some questions are interrelated and build on previous responses; for consistency and a smoother experience, it is recommended to complete the survey in one uninterrupted session. You may skip any section that does not apply to your organization.

We greatly appreciate your input and look forward to incorporating your insights into the workshop.

For any inquiries, we kindly ask you to submit your questions directly in the 'Inquiries' field at the end of the Survey.

Respondent Profile:

Affiliation:

Type of organization:

Position:

Role in the organization:

- 1) Assessor
- 2) Administrative staff
- 3) Technical professional (IT, lawyer, etc)
- 4) Top management
- 5) Relevant authority (government official, etc)
- 6) Other _____

Gender: (Please note that this survey is committed to collecting sex-disaggregated data for all participants at the project under the guidelines of the APEC Project)

Years of working experience in the accreditation field:

Your professional area in the accreditation:

Please check all conformity assessment areas your organization operates in.

- 1) Product Certification
- 2) Management Systems Certification
- 3) Certification of Persons
- 4) Validation and Verification
- 5) Calibration
- 6) Testing or/and Medical Testing or/and Proficiency Testing
- 7) Inspection
- 8) Reference Material Production

Please enter the number of CABs accredited by your organization

Please enter the number of individuals in each of the following categories:

- 1) Assessors (including external/contracted)_____
- 2) Administrative personnel (dedicated solely to administrative tasks)_____
- 3) Assessors performing both assessment and administrative tasks (also counted in 1 or 2 above)_____
- 4) N/A (not AB)

[Section 1] Perception on Digital Maturity

1. To what extent does your organization recognize the need for digitalization in accreditation operations?

- 1) Very strongly (9 or above out of 10)
- 2) Strongly (7 or above out of 10)
- 3) Neutral (around 5 out of 10)
- 4) Slightly (3 or below out of 10)
- 5) Very limited (1 or below out of 10)

2. Has your organization been pursuing digitalization?

- 1) No (please proceed to Question 4) 2) Yes (Please continue)

3-1 If yes, what is the main implementation approach for the digitalization initiative?

- 1) Independent implementation

- 2) Outsourced implementation\
- 3) Joint implementation with external parties
- 4) 4) Government-supported implementation

3-2 Does your organization have established detailed digitalization strategy?

- 1) No 2) Yes

3-3 How is your organization preparing for digital transformation? (Select all that apply)

- 1) Developing staff competencies necessary for digital transformation, such as through training and education
- 2) Outsourcing, such as contracting with system development companies
- 3) Acquiring know-how through participation in knowledge-sharing or mentoring programs offered by international organizations or government ministries
- 4) Conducting in-house upgrades after benchmarking cases from other accreditation bodies
- 5) Other _____

3-4 What were your initial expectations when your organization launched the currently implemented digitalization initiative?

- 1) Establishing initial digital accreditation system
- 2) Upgrading existing accreditation digital system
- 3) Digital transforming integrating digital technologies into all aspects of an organization.

3-5 What are the main objectives of your organization's current initiatives of digitalization in accreditation?

- 1) Optimizing internal operations and management
- 2) Increasing assessment process efficiency
- 3) Improving accreditation performance and quality
- 4) Improving service for CABs
- 5) Increasing revenue and reducing long-term potential costs
- 6) Gaining competitive advantage against other Accreditation competitors
- 7) Harmonizing accreditation activities within a digital environment and keeping up with global industry trends
- 8) Developing new business areas
- 9) Improving data-driven decision-making
- 10) Enhancing regulatory compliance and security

3-6 To what extent do you think the goals and benefits of digitalization are clearly defined and shared within your organization?

- 1) Not shared at all
- 2) Minimally shared
- 3) Moderately shared
- 4) Well shared
- 5) Fully shared across the organization

- 3-7 Does your organization have some metrics to measure the implementation status of such digitalization strategy?
- 1) No
 - 2) Yes -> please specify _____
- 3-8 How would you measure digitalization expectations is being fulfilled so far?
- 1) Not fulfilled at all
 - 2) Partially fulfilled
 - 3) Largely fulfilled
 - 4) Completely fulfilled
 - 5) Far exceed expectations
4. How would you describe the status and extent of digitalization in your organization?
- 1) Digitalization is not a topic of interest for us
 - 2) We have started to address digitalization
 - 3) We have entered the pilot phase by deploying a partially implemented digital system. (Stage of hybrid digitalization)
 - 4) We have implemented overarching digital system
 - 5) We have integrated digitalization across the entire organization
 - 6) We have reached a mature stage of digital transformation
5. To which extent have your routine accreditation processes been digitalized?
- 1) Up to 10%
 - 2) Up to 20%
 - 3) Up to 50%
 - 4) Up to 75%
 - 5) Up to 100%
6. How would you evaluate digitalization status of your organization in comparison with other accreditation bodies?
- 1) Much less advanced
 - 2) Somewhat less advanced
 - 3) About the same
 - 4) Somewhat more advanced
 - 5) Much more advanced
7. Does your organization have a system in place to digitally manage accreditation operations?
- 1) No 2) Yes
8. If yes, was the system developed in-house or by an external provider?
- 1) Developed in-house by our organization
 - 2) Purchased from an external provider (off-the-shelf solution)
 - 3) Developed by an external provider (custom-built)
 - 4) Combination of in-house and external development

5) N/A

9. How is your accreditation system hosted and operated?

- 1) On-premises only 2) Cloud-based only 3) Hybrid (combination of both cloud and on-premises)
4) Not sure 5) Other (please specify)_____

10. If your organization have a digital accreditation system in place, how many years has it been in operation?

Please specify_____

11. How is accreditation-related data collected?

- 1) Collected in paper form 2) Entered directly into the system

12. Does your digital platform automate the workflow of assessors for each accreditation procedures?

- 1) No 2) Yes

13-1 What is your digital accreditation system primarily based on?

- 1) Web-based 2) Mobile app-based 3) Both 4) Other (please specify)_____ 5) N/A

13-2 In which steps of the accreditation procedure is the app-based system utilized? (Select all that apply)

- 1) Pre-assessment
2) Assessment in process
3) Post-assessment
4) Other additional activities
5) Not applicable / App not used

13-3 In which steps of the accreditation procedure is the web-based system utilized? (Select all that apply)

- 1) Pre-assessment
2) Assessment in process
3) Post-assessment
4) Other additional activities
5) Not applicable / Web not used

14. Does your organization have dedicated personnel or a team for undertaking digitalization?

- 1) No dedicated personnel or team
2) Not currently, but planning to secure within 3 months

- 3) Some personnel with dual roles in assessment duties
 - 4) Dedicated personnel in place
 - 5) Dedicated team in place
15. Which department in your organization primarily leads the digitalization efforts?
- 1) General Affairs Department
 - 2) Sales and Marketing Department
 - 3) IT Department
 - 4) Accreditation Department
 - 5) Other _____
16. If your organization has digital technology personnel, how are they engaged in digitalization efforts?
- 1) Not involved in digitalization tasks
 - 2) Planning for digitalization tasks
 - 3) Performing digitalization tasks alongside other duties (e.g., assessments)
 - 4) Fully dedicated to digitalization tasks
 - 5) N/A
17. In your organization's digital transformation efforts to date, which areas have been prioritized?
(Please select 2 most relevant options)
- 1) Convenience of records management
 - 2) Digitalization of information on certification bodies
 - 3) Digitalization of assessment report preparation
 - 4) Automation of administrative tasks
 - 5) Improvement of convenience in assessment work
 - 6) Utilization of statistics
18. In which areas is your organization currently focusing its digitalization efforts for accreditation?
(Please select 3 most relevant options)
- 1) Monthly/annual scheduling
 - 2) Preparation and notification of individual assessment plans
 - 3) Preparation of assessment results (assessment notes, assessment reports, nonconformity reports, etc.)
 - 4) Digitalization and management of assessment result data
 - 5) Communication with conformity assessment bodies, such as notification of corrective actions, certificate downloads, and various alerts
 - 6) Digitalization of certificate preparation and issuance
 - 7) Database development of accreditation information, including CAB information and accreditation history
 - 8) Data backup and security
19. Has your organization experienced any positive outcomes from the adoption of digital accreditation system? (Please select all that apply)
- 1) No noticeable positive outcomes yet
 - 2) Reduced time and distance limitations in accreditation
 - 3) Reduced administrative workload

- 4) Improved operational effectiveness
 - 5) Increased communication efficiency with CABs
 - 6) Better accuracy and consistency in data handling
 - 7) Increased transparency and traceability
 - 8) Other (please specify): _____
20. What obstacles to digitalization have you encountered? (Please check all that apply)
- 1) Data protection and information security issues
 - 2) Lack of IT experts
 - 3) High investment costs (Lack of financial resources)
 - 4) Lack of related information
 - 5) Time constraints
 - 6) Difficulties in the integration of existing system
 - 7) Weak public digital infrastructure (Internet, data center, etc)
 - 8) Unclear benefits of digitalization against costs required
 - 9) Lack of awareness and interest among employees or/and resistance to changes within the workforce
 - 10) Restrictive legal or regulatory environment
21. Do you feel your organization has fair access to, or secured availability of, sufficient resources to move forward with digitalization?
- 1) No 2) Yes
22. What type of support do you consider most necessary for digital transformation?
- 1) Support for technology development
 - 2) Support for software programs
 - 3) Support and training of professional personnel
 - 4) Government funding support
 - 5) Improvement of relevant laws and systems (e.g., regulatory reform and alleviation)
 - 6) Consulting support
 - 7) Support for networking and public awareness
 - 8) Other (please specify): _____
23. Which kind of digital skills are most highly sought by your AB to improve effectiveness of the accreditation process and to go further digitalized? Please check all that apply
- 1) Automation of accreditation processes other than the three-steps of assessment (such as contract review and verification)
 - 2) Automation of Man-Days and fee calculation
 - 3) Scheduling automation
 - 4) Functionality for identifying and assigning competent assessors
 - 5) Data backup and information security
 - 6) Others (please specify)_____
24. Does your organization provide training opportunities to the employees for the development of digital capacities?

1) No 2) Not now, but in planning 3) Yes

25. Does assessor training include guidance on using digital accreditation system and support for adapting to it?

1) No 2) Not now, but in planning 3) Yes

26. In order to promote digitalization in accreditation, what kind of training courses do you think are necessary to strengthen employee capabilities?

- 1) Big data
- 2) Cloud
- 3) AR/VR
- 4) AI
- 5) Other (please specify)_____

27. How significant do you expect the impact of digitalization to be on Accreditation/Certification operations in the coming 5-10 years?

- 1) Very limited or no impact at all 2) Low impact 3) Moderate impact 4) High impact
5) Very high impact

[Section 2] Digitalization in Accreditation

In the following sections, please indicate the level of digitalization that best describes your organization's current status in each specific accreditation procedure.

**Extent of Digitalization (5-Level Scale)*

Scale	Description
1. Not digital	Entirely manual processes with no use of digital tools
2. Predominantly not digital	Mostly manual processes, with only limited digital usage
3. Partly digital	A balanced mix of digital and manual processes
4. Predominantly digital	Mostly digital processes, though some manual steps remain
5. Completely digital	Fully digitalized and integrated processes, with no manual elements

1. Pre-assessment

1-1 Application for accreditation

1) Not digital 2) Predominantly not digital 3) Partly digital 4) Predominantly digital 5) Completely digital

1-2 How are inquiries or applications for accreditation submitted?

- 1) By filling out and submitting a downloaded form
- 2) By completing and submitting directly through a digital system

1-3 Does your digital system include functions for planning and managing assessment projects?

1) No 2) Yes

1-4 Once a new assessment application is approved and an assessment project is created in the system, is the annual assessment schedule automatically updated, or does it require manual revision?

1) Manual revision required 2) Automatically updated

1-5 Is the assessment project information reflected in each CAB's calendar (schedule management menu) through the system?

1)No 2)Yes

2. Assessment Planning

2-1 Preparing and Entering detailed information for an assessment plan by AB

1) Not digital 2) Predominantly not digital 3) Partly digital 4) Predominantly digital 5) Completely digital

2-2 Please check the way and method the scheduling is processed.

- 1) Manual scheduling utilizing worksheets, calendars, etc
- 2) Combination of digital system-based scheduling and manual adjustments
- 3) Fully automated scheduling through the system

2-3 Calculation of Man-days

1) Not digital 2) Predominantly not digital 3) Partly digital 4) Predominantly digital 5) Completely digital

2-4 If M/D is digitally calculated, is the M/D calculation programmed in the system?

1) No 2) Yes 3)N/A

2-5 Is the performance indicator data of CABs adopted in the Man-day/fee calculation in the system? (e.g., Number of auditors, certification data, scope or technical area, etc.)

- 1) No, we don't differentiate M/D calculation according to the performance of CABs
- 2) No, the M/D calculation is not processed in the digital system, but the performance indicator data of CABs is adopted in the calculation
- 3) Yes, the M/D calculation is processed in the digital system, and the performance indicator data of CABs is incorporated

2-6 Assignment of an assessor

1) Not digital 2) Predominantly not digital 3) Partly digital 4) Predominantly digital 5) Completely digital

2-7 Does your digital accreditation system automatically identify available assessors when assigning assessors or technical experts?

- 1) No, staff such as a scheduler manually assign available and competent assessors
- 2) Yes, but further screening, issue checks or confirmation is required manually
- 3) Yes, the assignment of competent and available assessors is digitally processed by the system
- 4) N/A

2-8 If yes, which of the following factors are programmed to be considered in your assessor assignment program?

- 1) Competency (scheme, technical area, major/subcategory, etc)
- 2) Assigned Man-Days (assessment assignment status)
- 3) Work schedule
- 4) Distance to assessment site
- 5) N/A

2-9 Is the pool of technical experts managed within the digital system?

- 1) It is not integrated into the system but managed through internal documents
- 2) Profile information is stored in the system and can be screened by area of expertise.

2-10 When assessors or technical experts are assigned, are notifications automatically sent to the selected individuals?

- 1) No 2) Yes

2-11 Is resource management, such as assessor competency management, conducted within the digital system?

- 1) No 2) Yes

2-12 Is the performance indicator framework for assessor activities formalized within the digital system?

(e.g., Man-Days record, frequency of Nonconformity issuance, error rates in the assessment report, etc.)

- 1) No, assessor performance is not analyzed separately
- 2) No, assessor performance is analyzed, but not through the digital system
- 3) Yes, assessor performance data is analyzed within the digital system

2-13 Are final decisions such as confirmation of assessment plans and approval of assessment reports made within the digital system, or are separate procedures required?

- 1) Approval is granted through separate procedures or systems (e.g., groupware features)
- 2) Approval is completed within the digital system

3) Other _____

2-14 Confidentiality agreement

1) Non-digitally processed 2) Digitally signed and submitted

2-15 If non-digital, please specify how the confidentiality agreement is processed (ex) email, fax, and etc) _____

2-16 Is the assessment fee automatically calculated once the Man-Days and schedules are finalized in the assessment plan?

1) No 2) Yes

2-17 Is it possible to notify the fee through the digital system and track the payment status?

1) No 2) Yes

2-18 Is a payment processing function for accreditation fees built into the digital system?

1) No 2) Yes

2-19 When a CAB makes the payment, is the status automatically updated in the assessment plan to allow the approval of the plan?

1) No 2) Yes

3. Assessment Preparation

3-1 Assessment preparation (CABs side)

3-1- 1 Standard documents

- 1) Non-digitally processed
- 2) Partly uploaded to the digital system, with the rest to be presented during document review.
- 3) CABs can fully upload standard documents in the digital system and opt for applied clauses

3-2 Assessment preparation (AB side)

3-2- 1 Please select the option below that best describes the status of overall assessment preparation by AB

1) Not digital 2) Predominantly not digital 3) Partly digital 4) Predominantly digital 5) Completely digital

3-2- 2 How is the assessment plan prepared by your AB?

1) Prepared and retained as a separate document 2) Prepared separately and then uploaded to the system 3) Created directly within the digital system

3-2- 3 Does your organization require writing and sharing key assessment points with team assessors as a mandatory step in the assessment process?

1) No 2) Yes

3-2- 4 If so, is this process conducted through the digital system?

- 1) Manually processed such as worksheet and email correspondence
- 2) Mix of digital and manual process
- 3) Digitally processed via digital system
- 4) N/A

4. Assessment

4-1 Are document reviews in your organization predominantly conducted on-site or online?

- 1) Mostly conducted on-site
- 2) Conducted through a balanced mix of both methods
- 3) Mostly conducted online

4-2 If the above is conducted online, have your organization established a dedicated digital system for the online assessment?

1) No 2) Yes

4-3 During the actual conduct of assessment, does your organization use any digital methods including access to the established digital system? (for any of document review, office assessment or witness assessment)

1) No 2) Yes

4-4 If yes, please specify _____

4-5 Does your digital system include functions for maintaining assessment note history or tracking versions?

1) No 2) Yes

4-6 Is it possible to directly enter assessment notes or results into the digital system during on-site witness assessments?

- 1) No 2) Yes

4-7 If not, how is the note or result recorded

- 1) Written on a worksheet and shared via email
- 2) Written and uploaded to a file-sharing website
- 3) Written on a worksheet and then uploaded to a digital system
- 4) Other _____
- 5) N/A (if Yes to Question 4-6 above)

4-8 Does the digital system present the same web page for the AB side and the CAB side? (excluding web administrator)

- 1) No, CABs are not given access to the information that the AB records in the system
- 2) No, but CABs are given differentiated access to the information that the AB updates to the system
- 3) Yes, the same web pages are provided for both sides

5. Post-assessment

5-1 Assessment Result Report

5-1-1 How is the assessment result documented and managed?

- 1) Manually processed utilizing electronic documents such as word processors
- 2) A combination of both digital and manual methods is in use complementarily
- 3) Digitally processed through digital accreditation system

5-1-2 If the above is digitally processed, does the system have a function to pre-fill the final accreditation assessment report using accumulated data?

- 1) No 2) Yes

5-1-3 Once assessors write assessment notes, are they automatically listed in the system?

- 1) No 2) Yes

5-1-4 Once the assessment notes are entered at each assessment stage, are they retrieved all at once when writing the final assessment report?

- 1) No, writing assessment notes are processed manually
- 2) No, notes are written online but are not linked to the results report in the digital system
- 3) Yes, assessment notes can be entered digitally and retrieved for the assessment report in the digital system

5-2 Assessment Cycle

5-2- 1 Is an assessment cycle management program embedded in the digital accreditation system?

- 1) No 2) Yes

5-2- 2 If yes, is the assessment result information automatically linked and updated in the assessment cycle management program?

- 1) No 2) Yes

5-3 Communication with CABs

1) Not digital 2) Predominantly not digital 3) Partly digital 4) Predominantly digital 5) Completely digital

5-3- 1 How are corrective actions or corrective action plans submitted by CABs?

- 1) CABs need to submit corrective actions (plans) through channels other than digital system, such as email
- 2) CABs can create corrective actions (plans) directly on the digital accreditation system

5-3- 2 If answered as digital, how is feedback on corrective actions (or corrective action plans) shared with CABs?

- 1) Through traditional methods such as email 2) Through the digital system 3) N/A

5-3- 3 Is a notice or notification function embedded in the system for communication between CABs and the AB?

(e.g., application receipt notification, assessment plan notification, feedback update, next assessment schedule notice, certificate due notification, etc.)

- 1) No 2) Yes

5-3- 4 If not, please specify how the interaction between the AB and CABs regarding notices or notifications is being processed

5-3- 5 When assessment-related data is updated, is it automatically reflected in the CABs' accounts?

- 1) No 2) Yes

6. Accreditation Program Management

6-1 Once approved, is the accreditation assessment result updated and reflected in the certification body's assessment program?

1) No 2) Yes

6-2 Does your organization conduct the Accreditation Satisfaction Survey through a digital system?

- 1) No, survey forms are sent by traditional methods such as email
- 2) Yes, although the survey is not hosted within the digital system, survey forms are automatically sent to CABs through the digital system
- 3) Yes, the satisfaction survey is conducted through the digital system and results are aggregated within it

6-3 Is the Accreditation Satisfaction Survey data programmed to be analyzed within the digital system once collected?

1) No 2) Yes

6-4 Has your organization ever utilized the results of the Accreditation Satisfaction Survey for purposes such as business development, revenue growth, or needs assessment for introducing additional schemes?

If yes, please specify_____

7. Data Management

7-1 How is information about CABs stored and updated in your system?

- 1) Not systematically stored or updated
- 2) Stored and updated manually using tools like Excel or offline records
- 3) Stored in a digital system, but updates are entered manually
- 4) Stored in an integrated digital system with partial automation for updates
- 5) Fully automated system that stores and updates data in real time

7-2 Is each individual assessment linked to the CAB's account, with comprehensive assessment history data (such as assessment results, corrective actions, accreditation scopes, etc.) stored and managed in a database for each certification body?

1) No 2) Yes

7-3 Does your organization utilize any statistical processing or management functions that make use of the data stored in the database?

1) No 2) Yes

7-4 When assessment results are updated, is the next assessment schedule automatically generated in connection with the accreditation cycle?

1) No 2) Yes

7-5 Does the digital system enable your CABs to update their performance indicator data including certification performance digitally?

- 1) No, CABs typically submit their performance indicator data through established methods, such as email and the data is stored as it is
- 2) No, but it is manually entered into the digital system once CABs submit their data to AB
- 3) No, but CABs can upload a document of performance data into the system
- 4) Yes, CABs can directly enter their data into the digital system

7-6 Is the collected performance indicator data stored in the digital system's database?

- 1) No, the data is stored in file formats
- 2) Yes, the performance indicator data is stored and managed within the digital system's database

7-7 Does the collected performance indicator data automatically feed into the development of assessment programs?

- 1) No 2) Yes

7-8 How is accreditation-related information updated on your organization's website?

- 1) Data is manually uploaded through the website's content management system
- 2) A combination of manual uploads and automatic synchronization
- 3) Data updated in the digital accreditation system is automatically reflected on the website through synchronization

7-9 If your digital system is integrated with your website, what types of information are primarily made available through this integration? Please check all that apply

- 1) List of accredited CABs and their scopes
- 2) General information of CABs and their certification performances
- 3) Introduction on accreditation and application
- 4) Public announcements and news updates
- 5) Regulatory or policy updates
- 6) Performance statistics or indicators
- 7) Other (please specify) _____
- 8) N/A

7-10 Is your digital system capable of visualizing data related to assessment outcomes and certification performance?

- 1) No 2) Yes

7-11 Does the digital system include statistical analysis functions for data?

- 1) No 2) Yes

7-12 Is the newly introduced scheme document immediately reflected in the digital accreditation system?

1) No 2) Yes

8. Certificate

8-1 Is the accreditation certificate digitally created and issued?

- 1) No, only paper certificate available
- 2) Yes, and a paper certificate is also issued upon request
- 3) Yes, and no paper certificate issued

8-2 Does the digital system have an automatic issuance function for accreditation certificates? (e.g., template integration, automatic incorporation of accreditation assessment information for electronic issuance)

1) No 2) Yes

8-3 Are changes in accreditation details automatically updated on the accreditation certificate?

1) No 2) Yes

8-4 Can a CAB generate a copy of the digital certificate on its own through the system?

1) No 2) Yes

9. Data Protection

9-1 Are there dedicated systems or measures in place for data backup in your organization?

- 1) No, and there are no current plans
- 2) No, but we are planning to implement one
- 3) Yes, we use commercially available backup solutions
- 4) Yes, we have internally developed or customized backup systems
- 5) Yes, we run both internally developed and commercial backup solutions
- 6) Not sure

9-2 If yes, is your data backup performed in the cloud or internally (on-premises)?

1) Internally (on-premises) 2) In the cloud 3) others: (please specify)_____ 4) N/A

9-3 If the backup is performed internally (on-premises), is it done manually or automatically?

1) Manually 2) Automatically 3) N/A

9-4 Does your organization have processes in place to manage data protection and information safety?

1) No 2) Yes

9-5 Does your organization employ any solutions to address data breaches or security incidents?

1) No 2) Yes

9-6 How would you rate overall data protection and information security framework or measures of the digital system?

1) Very Poor 2) Poor 3) Fair 4) Good 5) Very good

9-7 What best describes your organization's approach to data protection and cybersecurity?

- 1) No specific measures in place
- 2) Limited or informal measures are in place
- 3) Some measures are in place, but not comprehensive
- 4) Comprehensive policies and systems are in place
- 5) Not sure

10. Advanced Technologies

10-1 Has your organization ever used the data accumulated in the digital system beyond accreditation assessments, such as for risk evaluation or establishing ongoing management measures for CABs?

If yes, please specify _____

10-2 Does your organization recognize a need to adopt AI in the digitalization of accreditation work?

- 1) No need is perceived
- 2) Not at the moment
- 3) Yes, to some extent
- 4) Yes, we see a strong need
- 5) Not sure

10-3 If your organization plans to adopt AI, within how many years do you expect to implement it in accreditation operations?

- 1) Less than 1 year
- 2) 1-3 years
- 3) 4-6 years
- 4) 7-9 years or more
- 5) N/A

10-4 If yes, which AI functions do you think would be beneficial for digitalizing accreditation operations?
(Please check all that apply)

- 1) Summarizing documents
- 2) Translating document revisions and related content
- 3) Providing real-time language translation for meetings and videos
- 4) Automating document review and analysis
- 5) Providing chat-based support or virtual assistance
- 6) Enhancing scheduling and resource allocation

- 7) Auto-generating a draft report using assessment data
- 8) Improving data entry accuracy and efficiency
- 9) Assisting in decision-making
- 10) Other (please specify)_____

10-5 If AI technology is already being utilized in your work, what functions does it serve? (Please check all that apply)

- 1) Summarizing documents
- 2) Translating document revisions and related content
- 3) Providing real-time language translation for meetings and videos
- 4) Automating document review and analysis
- 5) Providing chat-based support or virtual assistance
- 6) Enhancing scheduling and resource allocation
- 7) Auto-generating a draft report using assessment data
- 8) Improving data entry accuracy and efficiency
- 9) Assisting in decision-making
- 10) Other (please specify)_____
- 11) N/A

10-6 Are there any technologies, other than AI, that you would like to implement in the future?

Please specify _____

10-7 How long do you think it would take at minimum for your organization to achieve digitalization in the following areas? ; application, electronic documentation, and uploading of accreditation results in a system

- 1) Less than 1 year
- 2) 1-3 years
- 3) 4-6 years
- 4) 7-9 years
- 5) 10-12 years or more

[Section 3] Additional Comments

1. Which of the following best describes the current status of your organization's communication with customers?
 - 1) Communication with customers mainly occurs via email
 - 2) Communication with customers primarily takes place through digital system, with emails used as a supplement (Hybrid)
 - 3) Most customer interactions are conducted through digital system
 - 4) The provision of customer services and the management of customer data are digitally integrated and analyzed
 - 5) Customer needs are systematically analyzed to support the development of suitable (digital) solutions

2. Please check below that best describes the status of your organization regarding initiatives for digital changes and innovation.

- 1) We work across roles to proceed for digitalization
- 2) We collaborate with external experts to improve professionalism and process digitalization plan
- 3) We involve stakeholders for digitalization initiatives
- 4) We have specified digitalization process for the implementation of digital changes or new digital innovation
- 5) We generate measurable benefits by implementing digitalization

3. Which function of digitalized accreditation processes do you believe is most effective in improving the efficiency and convenience of assessment activities within your organization (i.e., one that you would consider recommending to other accreditation bodies)?

Please specify_____

4. Which part(s) of the accreditation process do you believe should be fully digitalized within the next 5 to 10 years? (e.g., accreditation application, scheduling such as assessor assignment, report writing, payment of accreditation, communication with CABs such as responding to findings, etc.)

Please specify_____

5. If support is provided to acquire know-how on digital transformation, which method do you consider most effective?

- 1) Participation in knowledge acquisition opportunities such as training and workshops
- 2) Opportunities for benchmarking and collaboration with advanced operating organizations
- 3) Online consulting from IT platform developers
- 4) Support through domestic infrastructure projects such as Official Development Assistance (ODA)
- 5) Deployment of system development experts
- 6) Other: _____

6. Please indicate which stage of the accreditation process you would like to explore digitalization best practices during the workshop.

- 1) Pre-assessment
- 2) Document review
- 3) Office assessment
- 4) Witness assessment
- 5) Post-assessment

7. Please specify which specific accreditation procedures you are most interested in exploring through digitalization case examples during the workshop

8. What are your expectations regarding insights or learnings from the projected APEC workshop - Shaping Digital Transformation in Accreditation?

- 1) Digitalization maturity of other accreditation bodies

- 2) Detailed features of digital accreditation system
- 3) Technical skills required for digitalization
- 4) Operational experiences of digitalization such as planning, issues, resolutions, etc
- 5) Others _____

9. What advices or comments would you like to suggest to other organizations that might consider to establish digitalization plan?

10. Would you like to provide any further remarks or suggestions?

We appreciate your valuable time and insights in completing the survey.

ANNEX II: Workshop Agenda

APEC 2025 Korea Workshop on Digital Transformation in Accreditation

(SCSC 209 2024A)

30 September 2025, 10:00 – 13:00 (GMT+9) Online

Time	Agenda Item
09:30-10:00 (GMT+9)	Link Open and Access Approval
10:00-10:10 (10min)	Welcome and introductory comments
10:10-10:30 (20min)	Session 1. Survey Summary (Jina Jang, International Cooperation Team Manager, KAB) • Survey background and overview • Key findings from the pre-survey
10:30-11:10 (40min)	Session 2. Case of NAC (Funda Arslan, Accreditation Officer, National Accreditation Center) • Overview of NAC digitalization initiative • Strategies, experience and future plan • Demonstration on specific feature of digital system
11:10-11:30 (20min)	Break
11:30-12:00 (30min)	Session 3. Case of SAC (Jason Tan, Deputy Director, Enterprise Singapore) • Overview of SAC Digitalisation Journey • Experience, outcomes and challenges
12:00-12:20 (20min)	Session 4. Case of NATA (Brett Hyland, Stakeholder Engagement Manager, National Association of Testing Authorities, Australia) • Overview of Australia's digitalization initiative • Experience, outcomes and challenges
12:20-12:50 (30min)	Session 5. Optimizing the Digital Transformation Process (Jennifer Danielson, Quality Systems Manager, College of Physicians and Surgeons of British Columbia) • Identifying, developing and enhancing digitalization in accreditation.
12:50-13:00 (10min)	Closing