



# FCC at the FIDI Conference

The FAIM Coordination Centre (FCC) has announced the workshops it will be offering at the FIDI Conference in San Diego. This year, the workshops have been divided into three sessions with very relevant topics of interest for FIDI Affiliates. The full programme is as follows:

## MONDAY 26 MARCH (14:00-16:00)

### Topic: Anti-Bribery and Anti-Corruption Management

**Part 1:** How to comply with the FAIM 3.1 audit requirements/Outlook to FAIM 3.2 changes related to data (privacy) protection  
The focus of the first part is on current FAIM 3.1 data (privacy) protection audit requirements and will offer an outlook on key changes related to this topic in FAIM 3.2.

### Part 2: EU General Data Protection Regulation (EU-GDPR)

The second part goes beyond the FAIM scope and will focus on GDPR. The GDPR is considered the most important change in data-privacy regulation in 20 years. We will focus on the key changes and how you can prepare your organisation efficiently.

## TUESDAY 27 MARCH (10:00-12:00)

### Topic: Internal FAIM Audit

This session will give an answer to any question you might have regarding your Internal FAIM Audit procedure.

The concept of performing an Internal FAIM Audit was incorporated into the FAIM 3.1 Quality Standard as a prerequisite.

We will zoom in on the 'How' and 'Why', and offer you practical tips.

Finally, we will show you how your company can take advantage of the new Quality Assurance Certificate.

## WEDNESDAY 28 MARCH (14:00-16:00)

### Topic: FAIM Development

This session will give an overview of, and insight into, the potential new developments and key changes that will be incorporated into the next FAIM 3.2 Standard, effective from January 2019.

If you are interested in attending any of the above sessions, please register through the FIDI Conference site or send an email to [fcc@fidi.org](mailto:fcc@fidi.org) to reserve a place.

If you are not able to attend the workshops, or you would like to discuss a specific topic related to your company's compliance procedure, you are more than welcome to visit the FCC's booth at the Conference.

# Favourable FAIM feedback

## Internal FAIM Audits – Insights after the first year of implementation

The first round of Internal FAIM Audits (IFA) kicked off in April 2017, with 199 Affiliates asked to go through the process and present the requested documentation before the end of December 2017. The IFA was included in the FAIM 3.1 Quality Standard as a prerequisite in 2015.

The feedback received by the FAIM Coordination Centre (FCC) was, overall, very encouraging, with Affiliates highlighting the following positive aspects:

### ■ Ease of use of the Internal FAIM Platform

*'The new Internal FAIM Audit procedure is fantastic. It has made the process simple and saved a huge amount of time. The annual audit should not be a burden if your internal process covers the FAIM requirements throughout the year. It should be as simple as verifying your internal audit records, signing off the FAIM audit declaration and uploading it to the FIDINET site.'*

**Mark Lucas, Chief Operating Officer – Robinsons Relocation Ltd**

### ■ 'We found the internal audit process simple...

*'...especially as we maintain and update FIDI audit requirements all year long. As a result, we had everything ready for the audit. We have framed the FIDI certificate and hang it, with pride, in our lobby.'*

## Alex Luskin, Import Coordinator – Sonigo International Shipping, Packing & Moving Ltd

### ■ Performing a yearly internal audit helps maintain consistent quality

*'The internal audit is a great idea, as it provides insight into the process and gives a good, clear picture of where we stand. This offers a great opportunity to identify and correct any non-conformities and implement corrective actions before'*

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The Sonigo International Shipping, Packing & Moving team proudly displays its IFA certificate





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*the actual recertification audit. We truly feel it is a positive step forward.'*

**Christina Chrisovergis, Operations Manager – Celebrity International Movers SA**

■ **The new, yearly FAIM 'Confirmation of Quality Assurance' Certificate is seen as a great additional marketing tool to present to corporate customers**

*'A yearly audit is very useful, especially with local tenders, we can produce an updated certificate that qualifies us among the competition and represents an added value.'*

**Laura Luisetto – Bolliger SPA**

Internal audit is considered one of the most important clauses in contemporary quality management standards. Accordingly, the IFA process has been established as one of the pillars of the

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FAIM 3.1 programme. After observing one year of implementation, and based on results, it has proven to be a successful tool for the Affiliates. This is because it helps them to demonstrate compliance with the latest FAIM requirements all year round, and not only at the time of the onsite, physical audit. In addition, the yearly Confirmation of Quality Assurance certificate has been used as a marketing tool for Affiliates.

Through the Internal FAIM Audit process, Affiliates are able to demonstrate to their private and corporate customers that they can ensure a consistent level of quality in service performance.

The FCC has used different tools to help Affiliates with the IFA process, such as: an easy-to-use and custom-built IFA platform (Affiliates can easily download and upload all the required documentation); the IFA frequently asked questions document; and remote assistance with any questions they may have.

Additionally, the FCC will deliver a workshop at the 2018 FIDI Conference in San Diego – on Tuesday 27 March – to give Affiliates more insights into the IFA process, offer them practical tips for implementation, and demonstrate how their companies can take advantage of the yearly Confirmation of Quality Assurance certification.

It remains the FCC's objective to continue improving the Internal FAIM Audit platform, to streamline the process of logging in and submitting the documentation for 2018. **fi**

The FCC team at the FIDI Office

