



L'ENTE ITALIANO DI ACCREDITAMENTO

Impact of the COVID-19 Pandemic on Conformity Assessment and Conformity Assessment Bodies in Italy

A study carried out by Accredia in cooperation with the Federal
Institute for Materials Research and Testing (BAM)

October – November 2020

Corona-Monitor: a study on the impact of the COVID-19 pandemic on the Italian TIC industry

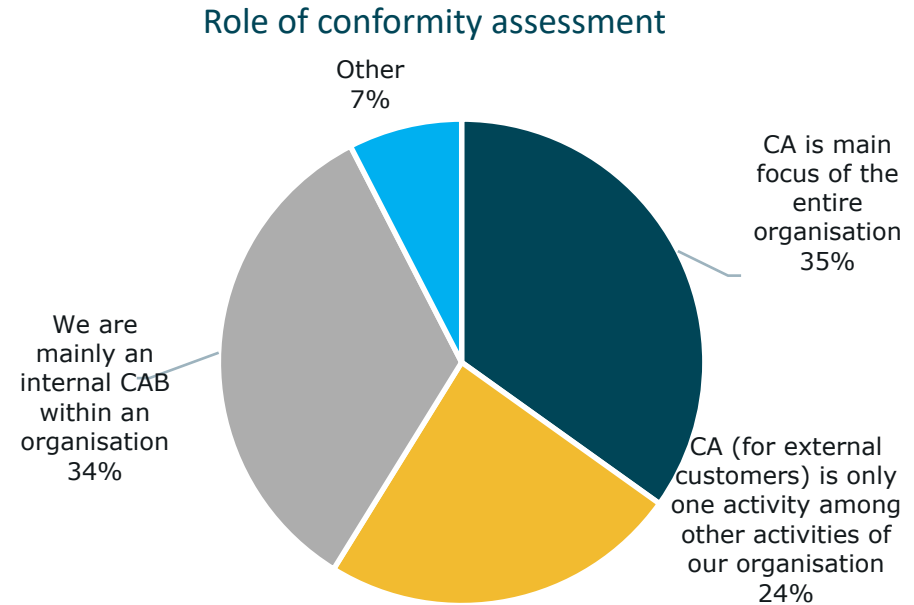
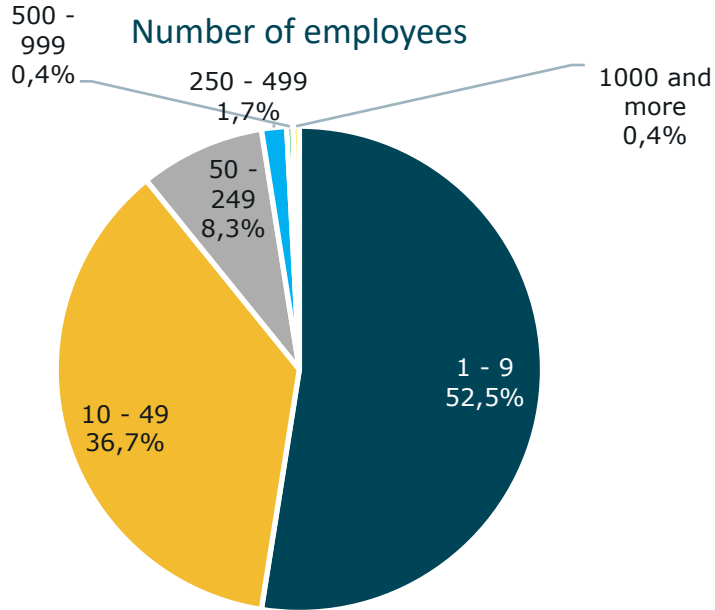
Methodology	Online survey
Survey period	October 12 – November 3, 2020
Sample	240 completed questionnaires

The aim of the survey is to assess the impact of the COVID-19 pandemic on the Italian TIC industry. It was carried out by Accredia in cooperation with the German Federal Institute for Materials Research and Testing, the Technische Universität Berlin (Chair of Innovation Economics), and Fraunhofer ISI in the framework of the QI -FoKuS initiative.



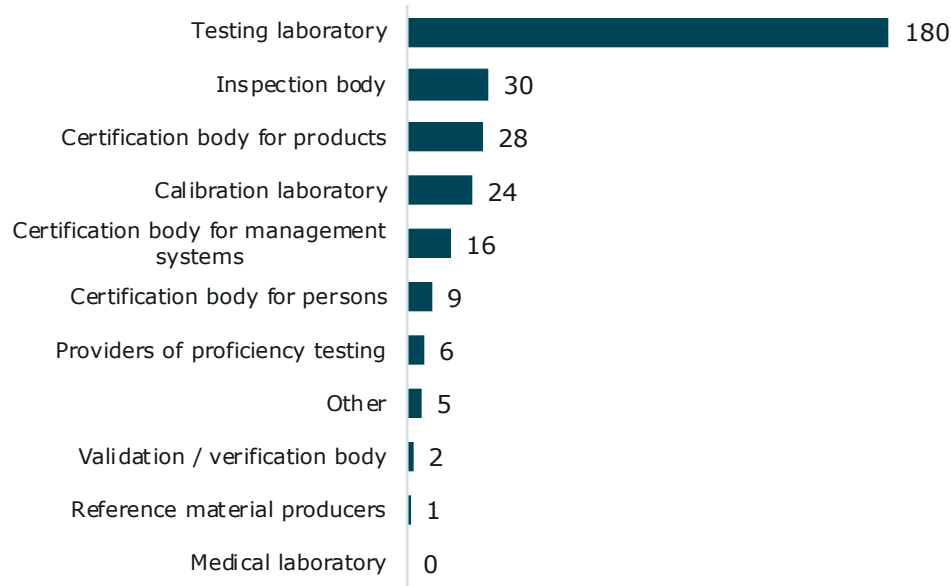
The sample

The majority of the 240 responding CABs are micro-enterprises

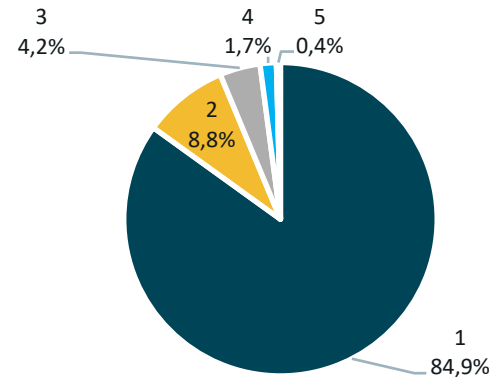


Testing laboratories are the largest group of respondents and 85% of those is specialized in 1 evaluation activity

Fields of activity

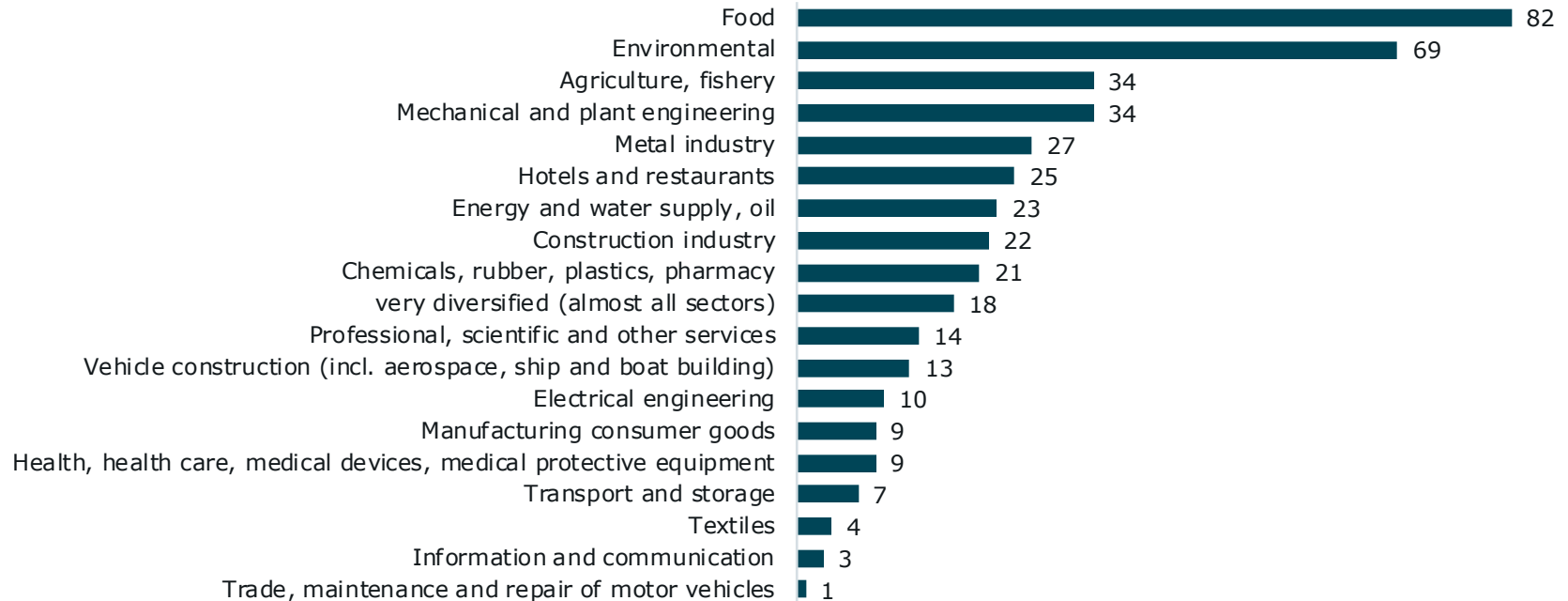


Number of different CA activities offered per CAB



Food and environment are the main sectors served by the responding CABs

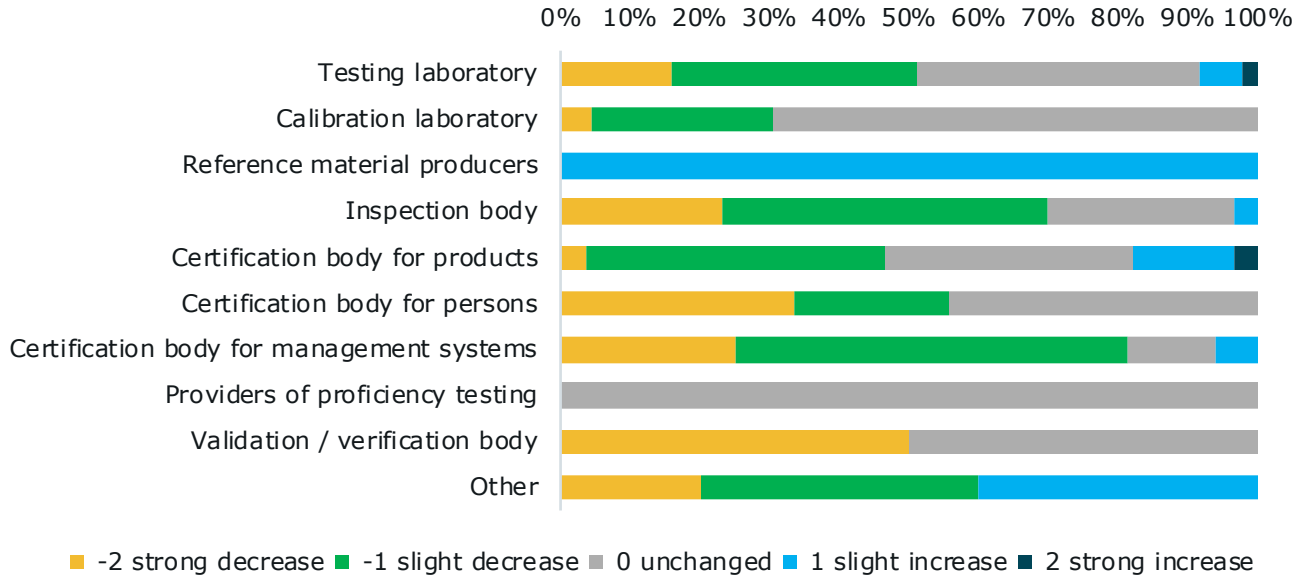
Main sectors served



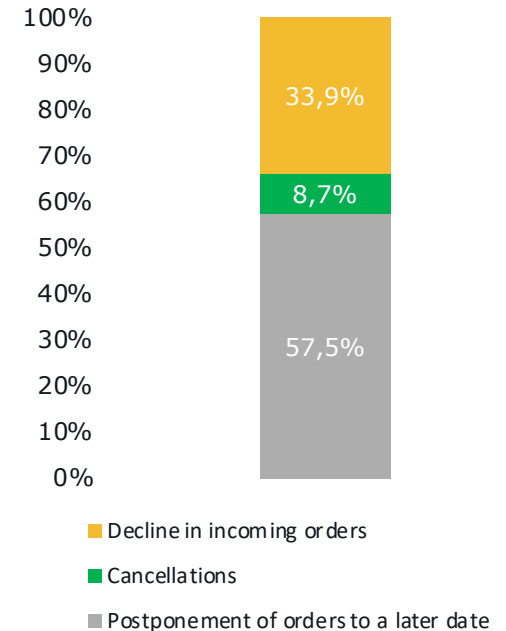
Effects of the COVID-19 pandemic on the operations of conformity assessment bodies

Decrease in incoming orders during the COVID-19 pandemic for almost all types of CABs

Impact of the COVID-19 pandemic on the demand for CA services (compared to the pre-COVID-19 period)

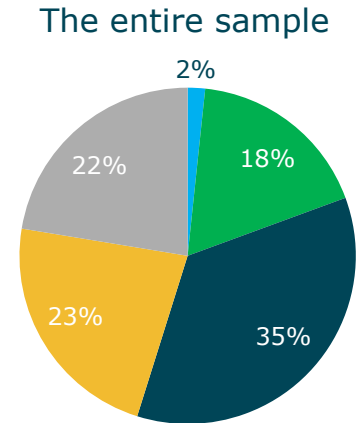
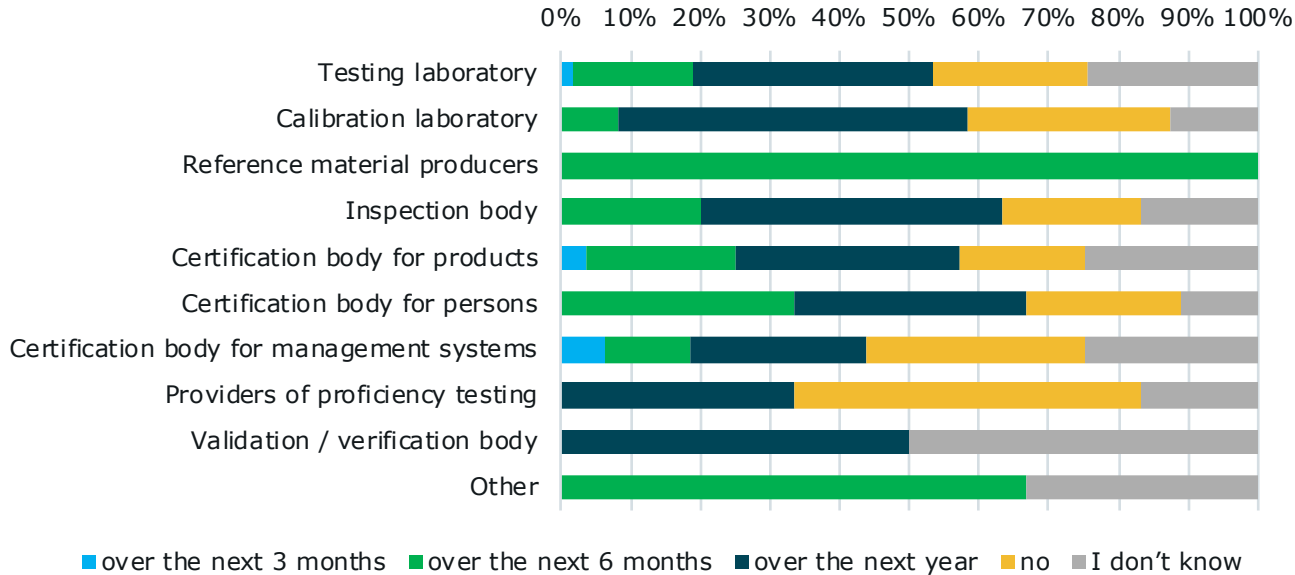


Main reason for decrease in demand



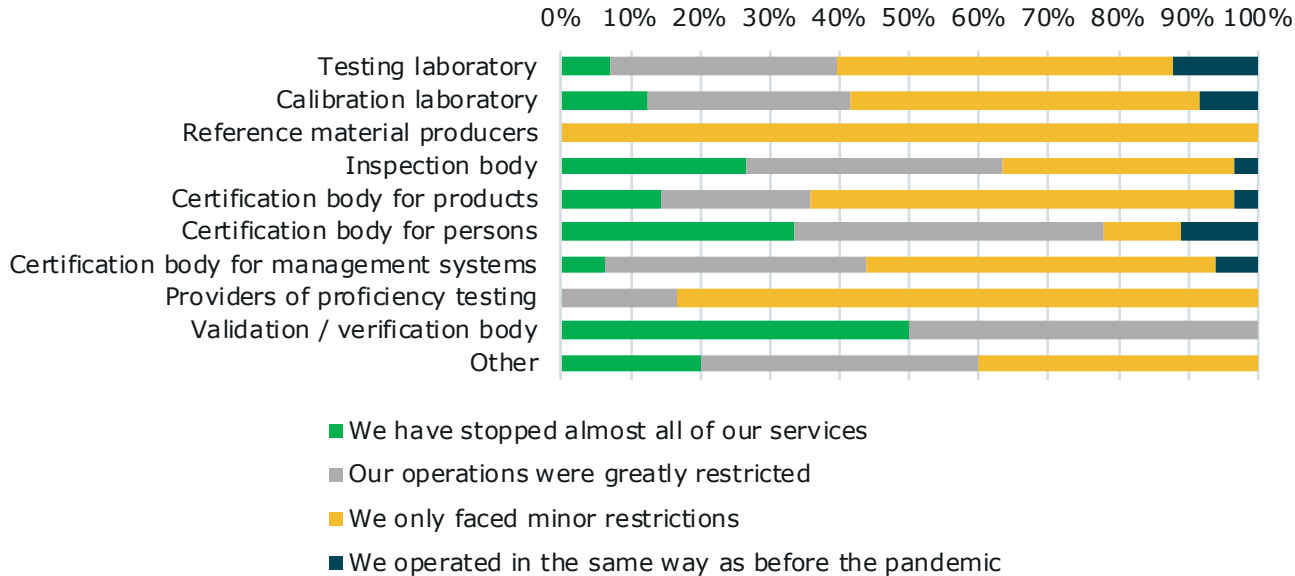
Expectations for order recovery are quite negative with an high degree of uncertainty

Do you expect an increase in demand for your services as the economy gradually re-opens?

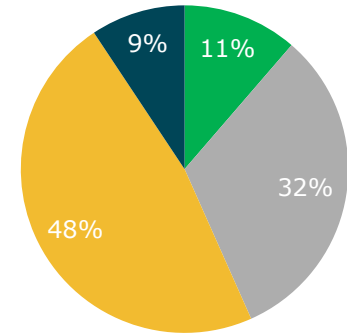


The restrictions on economic activities (March - June 2020) adversely affected the operations

At the peak of the COVID-19 related restrictions (from March to June 2020): How did the restrictions affect your operations?

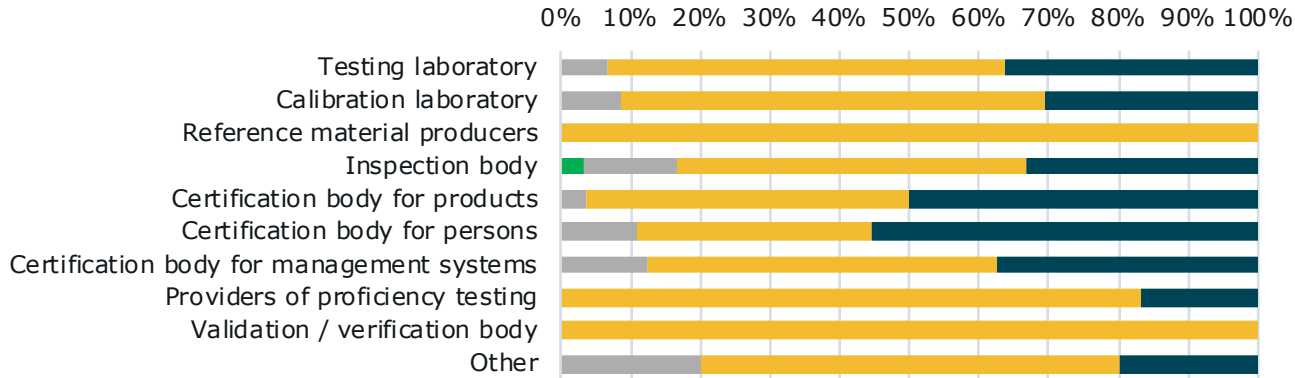


The entire sample

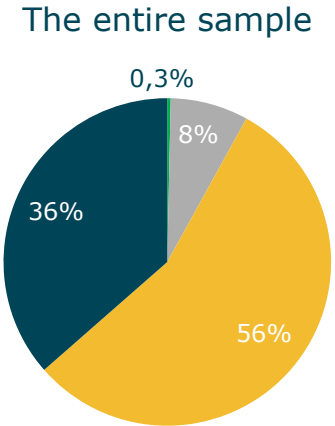


... but many have (almost) returned to normal activity as restrictions eased

At the moment (Oct 2020): How do the COVID-19 restrictions affect your operations?

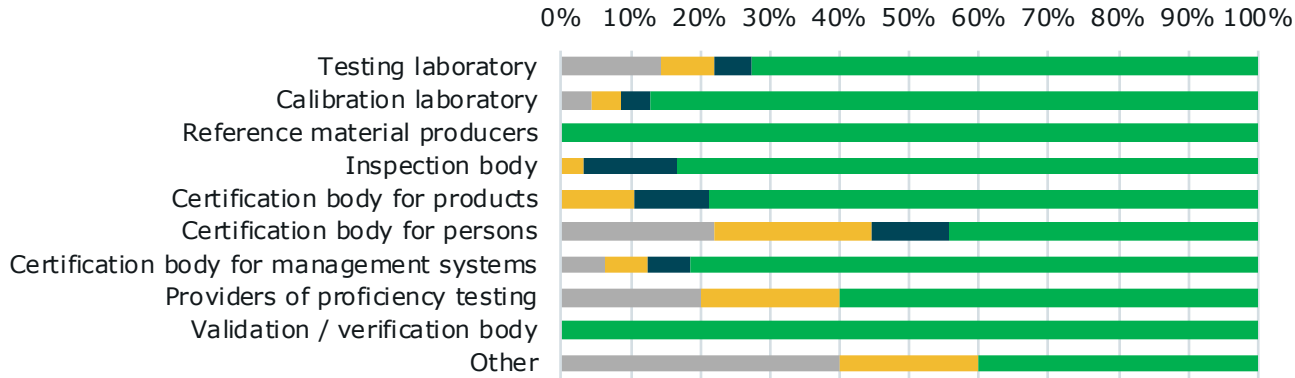


- We have stopped almost all of our services
- Our operations are greatly restricted
- We only face minor restrictions
- We operate in the same way as before the pandemic



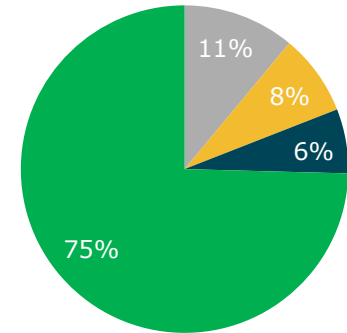
1 out of 4 CABs responded to the COVID-19 pandemic by strengthening existing services or offering new ones

New or changed activities and services due to the COVID-19 pandemic



- Yes, we have started new activities or offer new services
- Yes, we have reinforced our existing services and increased our offerings of these services
- Yes, both (we started new activities and reinforced existing services)
- No

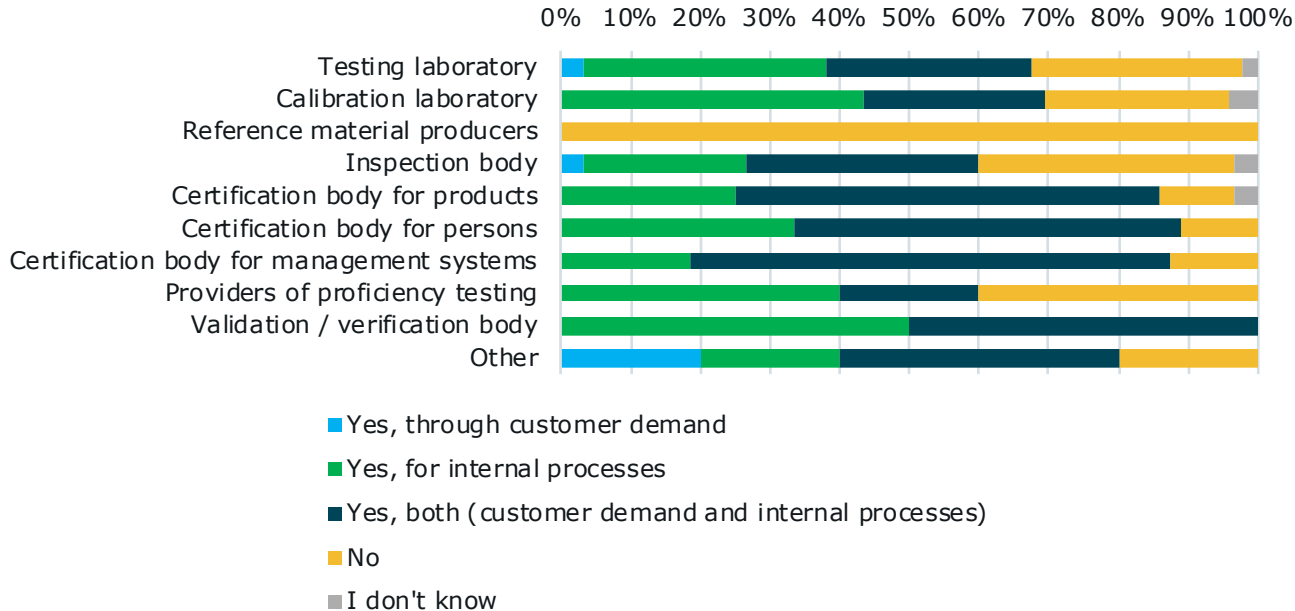
The entire sample



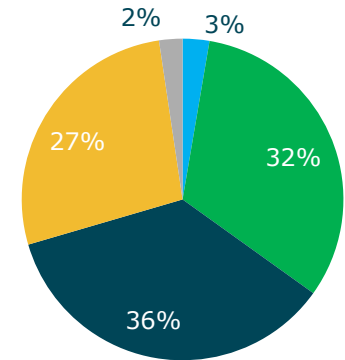
COVID-19 and digitization

Most of the CABs see a greater need for digitization due to the COVID-19 pandemic

Increased need for digitalisation due to the pandemic?

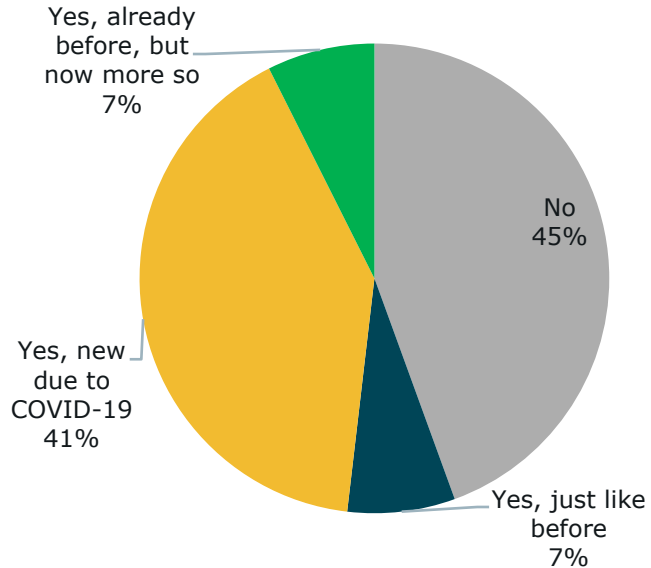


The entire sample

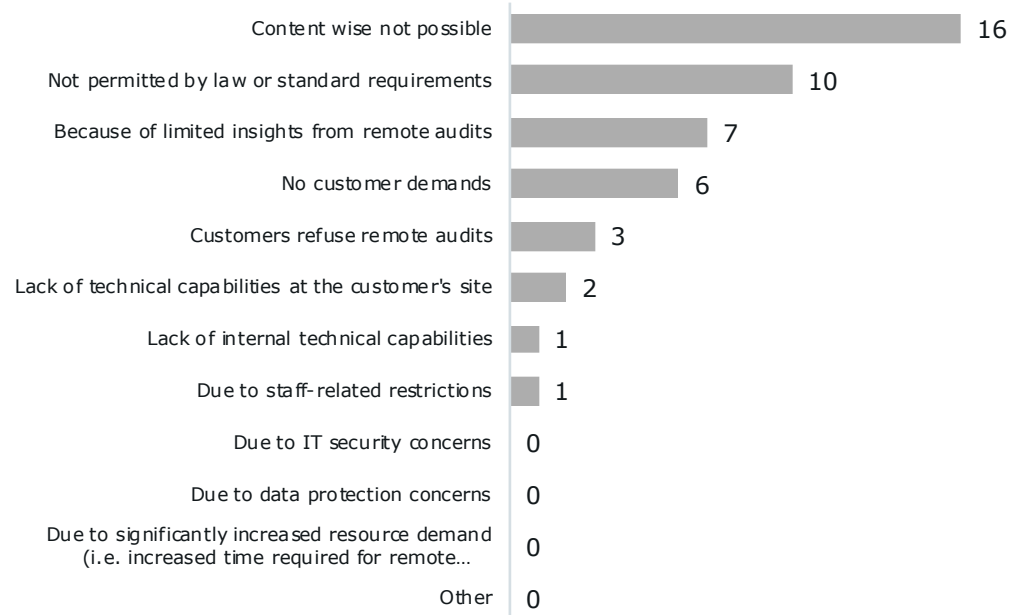


About half of the responding CAB's have intensified or initiated remote audit activities

Remote Audits/Inspections possible?



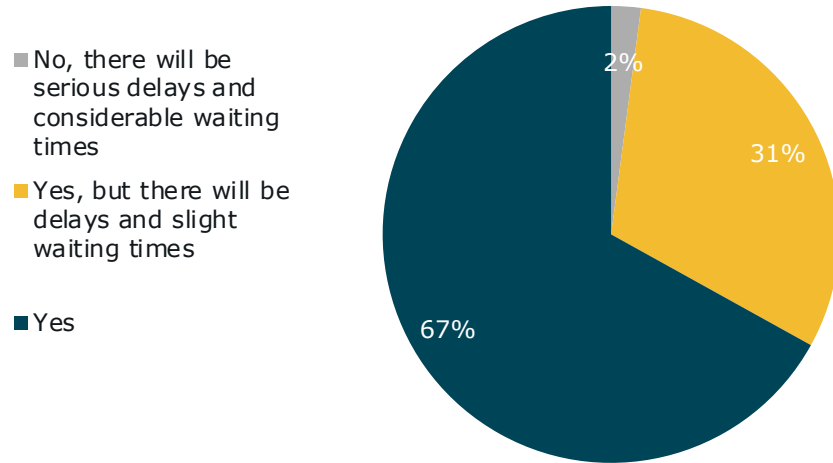
Why no Remote Audits/Inspections?



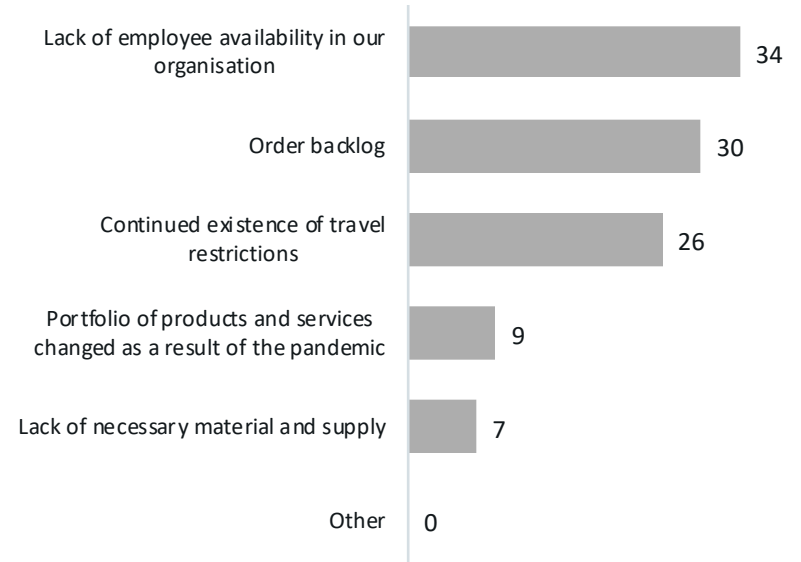
COVID-19 and market dynamics

The offer of conformity assessments will return to the pre-COVID level as the economy is back to normality

Can short-time needs of customers be met when COVID-19 restrictions are loosened?

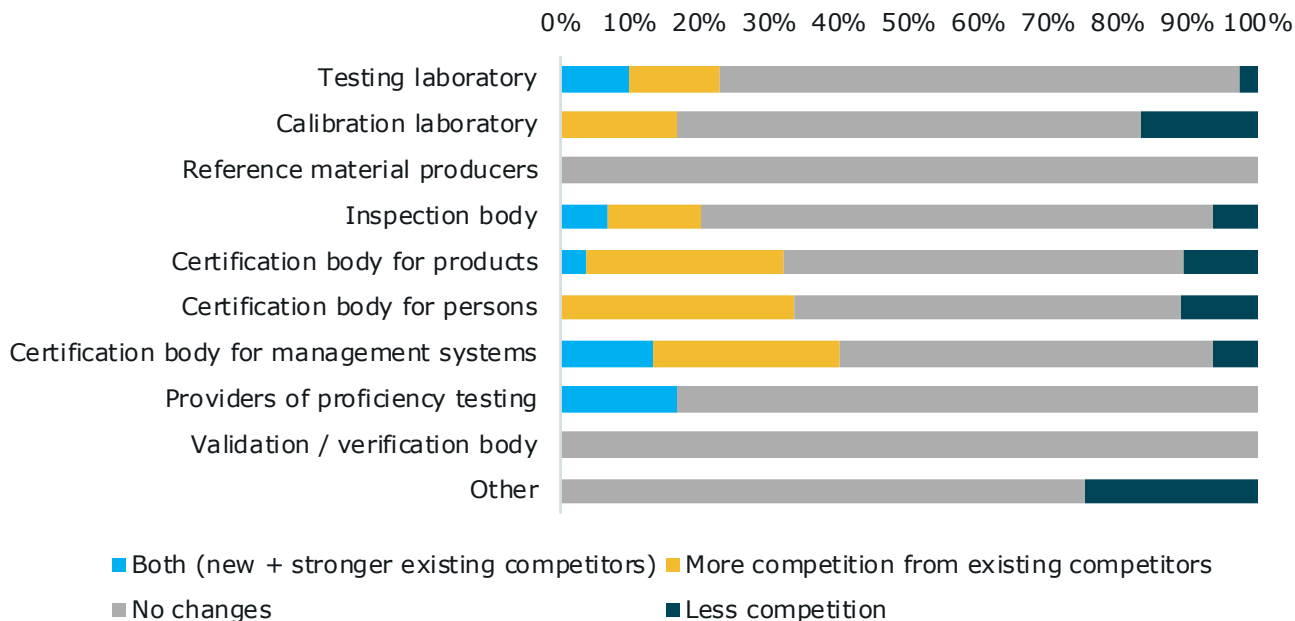


Reasons for delay

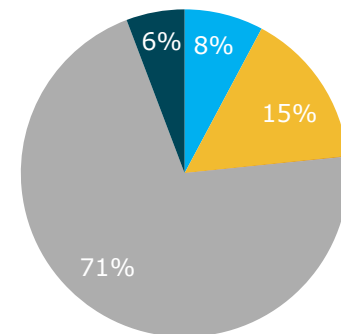


Personnel certification bodies and management systems have encountered increased competition

Change of competitive situation during COVID-19 pandemic



The entire sample





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