

# VIAANTE NEWSLETTER



A Trusted Partner to achieve Transformational Excellence in Business Processes

JANUARY  
2022

2022  
HAPPY NEW YEAR!

## Welcoming 2022

## BEST WISHES FROM VIAANTE

A message from  
our CEO



*As New Year is approaching, I want to take this as an opportunity to extend my heartfelt greetings for the season and appreciate you all for your accomplishments and achievements this year.*

*I thank one and all for your support and dedication ensuring customer delight. I send heartiest wishes on New Year and wish you a marvelous New Year celebration filled with fun moments of joy.  
Have a Happy New Year.*

# VIAANTE'S INSIDE NEWS

- ▶ Viaante has been recertified with ISO 9001:2015 and ISO 27001:2013.
- ▶ Viaante is expanding into Healthcare domain by extending its service offerings throughout Physician Groups, Radiology Centers, Pain Management Centers.
- ▶ Viaante executed few vaccination camps recently and have vaccinated 90%+ employees with first dose. Many of our employees have also been vaccinated with second dose. Rest of the employees are expected to get their second doses by February, that will make 60%+ of our employees completely vaccinated.

## NEWS

## A SNEAK PEEK INTO VIAANTE'S ACTIVITIES

### VIAANTE'S GOT TALENT

*Viaante has been conducting events every year for different occasions to connect with employees and celebrate each one's achievements and hidden talents.*

*Even during these difficult times where everyone is working from home, Viaante has been successful in keeping up the spirit of each occasion by conducting Online Events and giving digital shout-outs to stay connected with each other and acknowledge achievements.*



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# How Viaante maintained Quality Standards in COVID-19

## AUDIT MANAGEMENT

In these uncertain times of the Covid-19 pandemic, where many of the organisations were experiencing challenges to conduct the compliance assessment and audits, Viaante has adopted a robust and secured approach to conduct the internal audits and decoded that audit should now be performed remotely during pandemic.

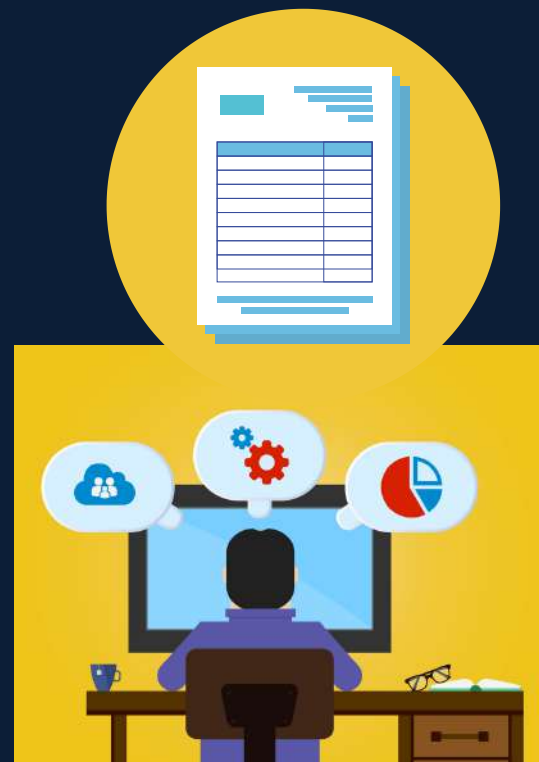
Viaante has explored the available options to conduct remote audits, also known as virtual audits, using electronic methods such as video conferencing, email and telephone to obtain audit evidence, just like one would during an on-site audit. The overall aim is to evaluate this evidence objectively to determine the extent to which the audit criteria have been fulfilled.



During remote audits, The team of auditors here at Viaante, are able to adopt standard auditing techniques which they use during on-site audits, including being open minded, diplomatic, listening and being respectful to the auditee.

We also have pointed out some advantages while conducting the audits remotely:

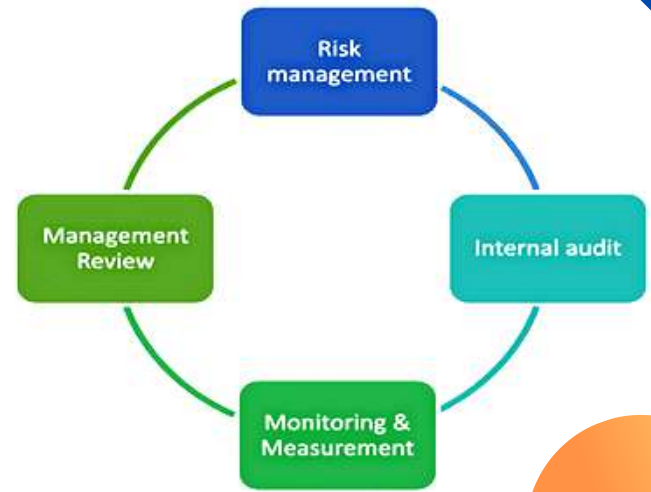
- One of the benefits is the ability to allow auditors to receive and share data, review documentation and processes, conduct interviews and make observations with auditees from any place without the need to commute to the audit site
- With the time spent commuting eliminated, auditors can also spend more time doing things that add value, such as reviewing documentation to ascertain which audit trails to explore, and spending time writing audit reports to a higher standard that clearly outline audit outcomes such as findings opportunities for improvement.



# COMPLIANCE MANAGEMENT

To maintain our compliances, we adopted the effective process approach suitable under WFH requirements through:-

- Risk Management
- Internal Audit
- Monitoring & Measurement
- Management Review



## Risk management:

As it turned out, many of the processes implemented as part of the ISO standards were used to help to maintain our compliances during the coronavirus crisis. To start with, controls we have in place for better data protection helped us with security of our IT systems. The processes we have put in place for risk assessment and risk management were used to address any additional risks that may now present due to the coronavirus, and this assessment and control process can happen quickly and correctly even under time pressure.

## Internal Audit:

Another initiative we took in the management system that helped us in our pandemic response was that of the conducting the internal audit through remote methods, which helped us to check if processes are meeting their requirements, and to find improvement in the processes. These critical management system activities have helped in the pandemic by ensuring that the changes we have made to address Covid-19 concerns have been adequately implemented and understood. Auditors have also provided additional improvement ideas on an ongoing basis to help find even better changes than first identified.

## Monitoring & Measurement:

Maintaining the measurements we use to tell if processes are meeting their requirements becomes even more critical when fewer people are around to monitor what is happening in terms of meeting the business objectives. Therefore, Viaante has delegated the monitoring and measurement responsibilities to dedicated personnel's at all levels who continuously collect, analyse, and evaluate data it helps to understand how well our processes are doing towards achieving the defined set of objectives for them.

## Management Review:

Finally, keeping up the review of our QMS data by top management to ensure that resources are maintained so that processes don't stray from their requirements. The QMS helps leadership team to better manage resource assessment during the pandemic, ensuring that adequate resources get to the right place.

[Know all about Viaante's Compliance](#)

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