

REPORT OF THE ONLINE IQ-CLUSTER MEETING MAY 13th, 2020

Theme: How do we see the future?

- *Never waste a good crisis - what opportunities do we see?*
 - Some companies are shifting their product portfolio and trying to make lasting choices based on their relationship with existing customers or unique content or offers with new customers. Others are busy with an innovation / change in their working methods (more working from home, less traveling, online meetings and training). All this entails an increase in efficiency, not only at this stage;
- *How to include certification bodies in our actions to keep going?*
 - In collaboration with the authorities and certifying bodies supervisors it appears that much more can be done than was thought previously. It is important to engage early and respectful with authorities and properly include supervisors in your process and decision making and to proactively inform them about what you are doing or going to do. A large part of the audits take place via online tools. Actions that cannot be done online must be closely monitored. An issue is the IT security of tools. The rules that apply to the choice and use of tools differ per authority / company. It is agreed that the lessons learned with regard to the choice, use and safety of tools and the practical agreements (IT) associated with them will be shared with each other. Based on this, the NAG can map out the risks (action NAG). Input for this can be provided via wilma.pronk@nag.aero;
- *Exchange of personnel / job market - some organizations have staff shortages where other have too many employees, can we help each other?*
 - The NAG has formed an online platform "Slack" on which, among other things, supply / demand of personnel can be shared. There is a separate HR and IQ platform. The IQ platform also includes the topics that were discussed in the first online session;
- *Responsiveness of stakeholders - now that many companies have sent employees on furlough*
 - Some members come across the fact that certain links in the supply chain are missing in terms of both business development and operations, because companies are closed or individuals are furloughed or work from home and are not connected via IT to necessary tools.
- *How can we help each other otherwise - calibrations etc.*
 - When the crisis erupted there were some problems with calibrations. Now that the rules of RIVM are clear to all parties and parties involved can reach the Netherlands again by usage of the road, calibrations start up slowly again;
 - It is agreed to properly record the lessons learned (for example business continuity management, skills management, etc.) in a "Risk Register" as a result of the crisis. In a follow-up session we will try to present an overview based on, among other things, the reports of this and the previous session. The idea is to have each participant share one lesson, so that each participant learns as many experiences as possible during the meeting.
- *Is there interest in the exchange of future scenarios?*
 - There is interest in both practical / operational (workplace / office level) and business future scenarios;
 - Suggestions for practical future scenarios (e.g. how are we going to go back to the office) can be sent to wilma.pronk@nag.aero in preparation for the next session.
- *Is there any need for coordination from the NAG?*
 - More phishing attempts have been made since the crisis. On October 6, the NAG will organize a meeting on IT / Cybersecurity, in which phishing among other themes will also be discussed. Concrete questions / ideas for filling in this session can be sent to wilma.pronk@nag.aero

- **Next (online) session**

- There is agreed to organize a meeting before summer about start-up scenarios. Other topics, such as future scenario's and setting up a "Risk Register" will be discussed after summer.