WORKSHEET 4.2

Choose the Auditor, Not the Price

Subchapter 4.2 · case in the book: Cortina d'Ampezzo

When you compare two quotations for your certification, do you know who will come, what that person understands about events and on which day they will see your hotel? And could you explain how the body arrived at its number of audit days?

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Criteria before quotations: Rinaldi wrote down what she wanted to know before reading any price: competence, audit time, date, sites, interviews, independence and the cost of the whole cycle.		
Ask for the person: Both bodies were asked for the intended auditor's name, CV and a list of event systems audited, and what would happen if that person were unavailable.		
Send the season calendar: Each body received the dates of the large events and a request to place stage 2, and later the surveillance visits, on one of them. The hut was named as a site.		
Plan the interviews: Gori rostered two colleagues who speak the seasonal staff's languages as interpreters, within their shifts and not in the afternoon break.		

These steps are the book's method, not requirements of ISO 20121. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
Audit time for ISO 20121 follows from IAF MD 5	Only partially true. Only where a scheme adopts MD 5 with adaptations, as in Italy; the body must show the calculation	
Any auditor of a body can audit any system	No. ISO/IEC TS 17021-4 sets competence requirements for event systems	
The body can help with the issues assessment before the audit	No. Under ISO/IEC 17021-1 it must not offer or provide consultancy	
The cheaper quotation examines the same thing	No. Competence, time, date and sites decide what is seen; the rules set no price	

What is commonly believed	What actually holds	Our position
Once chosen, a hotel stays with its body	No. IAF MD 2 governs transfer of accredited certificates; otherwise the new body's rules	
A video stage is as good as a visit	Only partially true. ICT is permitted under IAF MD 4:2025; an evening at the hut cannot be seen that way	
ISO 19011 obliges the body to evaluate auditor competence	No. ISO 19011:2026 is guidance; ISO/IEC 17021-1 and TS 17021-4 bind the body	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Choosing by the price on the first page.		
Accepting audit days justified by a bare reference to IAF MD 5, with no calculation for this hotel.		
Placing the audit in the quietest week, so that the body examines papers, not an event.		
Not asking who will come, when a person, not a letterhead, is engaged.		
Leaving a site out, so that part of the scope is never seen.		
Asking the body for advice, which it must refuse.		
Interviewing seasonal staff in their breaks, without interpreters.		
Accepting a stage by video without agreeing what it cannot show.		

Operative synthesis

- **Did we set our criteria before reading the prices?: Price says nothing about what will be examined**
- **Do we know the name and CV of the intended auditor?: ISO/IEC TS 17021-4 sets competence requirements for event systems**
- **Can we explain how the body justifies its audit days?: A bare reference to IAF MD 5 shows no calculation for this hotel**
- **Is stage 2 placed on a day with a large event?: An event system shows its effectiveness where events run**
- **Are all places in our scope in the body's plan?: What is in scope and not visited remains unexamined**
- **Have we compared costs over three years, with travel?: A first-page price is not the cost of the cycle**
- **Act on immediately. Write the selection criteria before opening any quotation, and ask every body for the intended auditor's name, CV and event audits.**

- **Plan for. Send the season calendar with the request, name every site in the scope, and ask for stage 2 and later surveillance on event days.**
- **Monitor going forward. At each surveillance, check that the auditor saw an event and every site, and keep the right to change body at the end of the cycle.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 8b «The Lens», subchapter 4.2. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 20121, ISO 19011 or ISO/IEC 17021-1. It is not legal advice: the law that applies is that of the place where the property operates.