QUALEB
QUALITY PROGRAMME

QUALITY Guide

An ABC Guide on
Certification & Inspection

an EU funded project

Booklet 9 August 2008

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This is the ninth in a series of booklets produced by the Quality Programme, as a guide to understanding the role and importance of Certification & Inspection

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Dear Reader,

This guide is one of a series published by the Quality Programme, funded by the European Union, which supports Lebanese Companies to increase the exports of their goods and services to foreign markets. It also aims at increasing the level of quality and safety of products distributed in the Lebanese market, in order to better protect the health of Lebanese consumers.

The Quality Programme is in the process of supporting the creation and development of institutions that will assist the business sector to comply with international standards and requirements for product manufacturing and distribution. Therefore, building a Quality Infrastructure in Lebanon is imperative.

Such infrastructure consists of testing and calibration laboratories, inspection and certification bodies, standardisation and accreditation institutes along with governmental organisations that are responsible for product verification, certification and other activities.

It is a fact that some issues related to the Quality Infrastructure might be confusing. Therefore, these guides are intended to explain the different aspects. They are not reference books, but simply introductory information channels for different quality related topics.

Nevertheless, the guides provide solid references to documents and websites that contain more elaborate, detailed and specific information.

The major objective is to provide useful and accessible updates to everyone. Suggestions are highly appreciated and accepted through the contact details of the Quality Programme.

We hope that you will benefit from this ABC Guide which is produced to assist you in better understanding related quality issues.

Ali Berro, PhD
Director, Quality Programme

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An ABC Guide on
Certification & Inspection

LIST OF ABBREVIATIONS

List of abbreviations used in this Guide

CB	Certification Body
IB	Inspection Body
CAB/CABs	Conformity Assessment Body/Bodies
QMS	Quality Management Systems
EMS	Environmental Management System
MLA/MLAs	Multilateral Recognition Agreement (s)
MRA	Mutual Recognition Arrangement (s)

List of relevant organisations and abbreviations used

CASCO	Committee on Conformity Assessment
EA	European co-operation for Accreditation
IAF	International Accreditation Forum
IEC	International Electrotechnical Commission
ILAC	International Laboratory Accreditation Co-operation
NDT	Non Destructive Testing
WTO	World Trade Organisation
IATF	International Automotive Task Force
IAQG	International Aerospace Quality Group
APLAC	Asia Pacific Laboratory Accreditation Co-operation

REFERENCES TO TERMINOLOGY

References to the relevant standards and standard documents

ISO/IEC 17000:2004, Conformity assessment - Vocabulary and general principles

ISO 9000:2005, Quality management systems - Fundamentals and vocabulary

ISO/IEC Guide 2:2004, Standardisation and related activities – General vocabulary

ISO 10012:1993, Measurement management systems - Requirements for measurement processes and measuring equipment

ISO 9001:2000, Quality management systems – Requirements

ISO 14001:2004, Environmental management systems - Requirements with guidance for use

ISO/TS 16949:2002, Quality management systems - Particular requirements for the application of ISO 9001:2000 for automotive production and relevant service part organisations

ISO 13485:2003, Medical devices - Quality management systems - Requirements for regulatory purposes

ISO 15378:2006, Primary packaging materials for medicinal products - Particular requirements for the application of ISO 9001:2000, with reference to Good Manufacturing Practice (GMP)

ISO/IEC 20000-1:2005, Information technology - Service management - Part 1: Specification

ISO/IEC 20000-2:2005, Information technology - Service management - Part 2: Code of Practice

ISO 22000:2005, Food safety management systems - Requirements for any organisation in the food chain

ISO 27001:2005, Information technology - Security techniques - Information security management systems - Requirements

ISO 29001:2007, Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organisations

ISO/IEC guide 65:1996, General requirements for bodies operating product certification systems

ISO/IEC guide 67:2004, Conformity assessment – Fundamentals of product certification

1 - REQUIRMENTS FOR CERTIFICATION

1.1 Explanation of the term Certification

Conformity assessment as per ISO 17000, is the demonstration that specified requirements relating to a product, process, system, person or body are fulfilled. Certification is a third party attestation related to products, processes, systems or persons (certification of a management system is sometimes also called registration).

Conformity assessment may be applied to products (defined to include services), processes, systems and persons. System Certification is the certification of the company management relevant system as per ISO 9001 for Quality, ISO 14001 for Environment, ISO 22000 for Food Safety, etc.

The certification of products and services is an effective tool which attests in an indisputable and impartial manner the quality, reliability and performance of products or services. It is an independent proof of compliance to prescribed standards, an objective mechanism for acceptance of products and services in foreign trade and a basis for compliance to technical regulations. It gives confidence to the integrity of the product and is a brand oriented selection.

Product Certification addresses concerns related to the design, production, distribution, use and disposal of products. Product Certification incorporates at least the following three functional stages: selection (sampling), determination (which may include testing, measurements, inspection, design appraisal, assessment of services and auditing) and finally, a review and attestation (decision).

The Certification of Persons is performed according to specific requirements to be established by organisations and provides confidence

that certified personnel have demonstrated the specific competencies defined by industry, as requirements for personnel who work in each industry sector. Knowledge, skills, personal attributes and qualifications specific to the scheme and/or scope of certification have been examined.

The aim of certification and the vision of ISO, are to facilitate world trade and contribute to the improvement of individuals and organisations.

1.2 Explanation of the term Inspection

Everyday industries, service companies and consumers rely on products and equipment to get the job done right. Manufactures are experiencing ever greater pressure to meet a multitude of business demands as in relation to improved quality, etc.

Inspection helps to reduce the risks of non conforming products. The risks need to be reduced throughout the product life cycle - from design stage to delivery of the product and its periodic maintenance. Inspection is the examination of a product design, product, service, process or plant/installation and determination of their conformity with specific requirements (standards, legal requirements, contractual requirements, etc.) or, on the basis of professional judgement, general requirements (general rules, expertise, etc.). Inspection of processes includes personnel, facilities, technology and methodology. The results of inspection may be used to support certification.

Inspection is a risk based process, which may include testing and product certification.

1.3 Short history of Certification

In the 1920s, quality control systems were implemented through the inspection of the final product, in order to meet customer requirements.

The quality assurance concept emerged during the 40s following the recognition of the benefits of a system that transformed the Japanese manufacturing industry. This established a set of procedures in order to ensure that the quality of the manufactured product was compliant. In 1979, the British Standards Institute published BS 5750, which was a quality assurance standard for manufacturers. This standard gave requirements for companies to be certified against, with the main objective to avoid several client audits of the manufacturers operations.

The origins of system certification and what is known today as ISO 9000 are intertwined. In 1987, the International Standard Organisation adopted the ISO 9000 series standards based on BS 5750, with 3 types of quality assurance systems (ISO 9001, ISO 9002 and ISO 9003). Certification of Quality Assurance Systems had begun, on an international basis.

Although the first ISO 9000 series standards were published in 1987, it took a few years for third party certification to be spread, on a worldwide basis. In 1994, ISO adapted the ISO 9000 series in order to make the standard more user-friendly and to service the needs of companies. In 2000, major changes to the ISO 9000 series, were completed. The three types of quality assurance systems were combined into one Quality Management System.

In 1996, an Environmental Management System was published by ISO with a new version published in 2004. Since 1987, certification of management systems has became popular and other management systems were launched as per ISO 20000 (Information Technology service management), ISO 22000 (Food Safety Management Systems) and ISO 27001 (Information Security Management System), etc.

1.4 Short history of Inspection

Technical inspections have been carried out for more than a hundred years in a systematic manner, in order to reduce the number of catastrophic explosions with enormous damage caused to people and to economies. One of the key issues was to reduce accidents caused by deficiencies in design, manufacturing, operations and maintenance. Overall, the outcome feedback related to human factors and materials used. The inspection areas focused mainly on boilers and was later extended to other products such as lifts, electrical installations, etc.

Nowadays, the key focus is on the food / animal feed sectors as an area of principle concern. Several alerts have originated from Lebanon, as in 2003 when the Canadian Food Inspection Agency (CFIA) warned the public not to consume Super Tahineh, because the product may be contaminated with 'Salmonella'. In January 2007, 'aflatoxins' in pistachio nuts were notified in the UK. Later in June 2007, the American FDA (Food and Drug Administration) alerted consumers who have purchased raw milk from a Farm in Lebanon, any time after May 8, to discard it immediately, due to the risk of 'Listeria monocytogenes' contamination. These kinds of alerts have a significant impact on the confidence of the importing countries into buying products from the affected countries.

1.5 Certification and Inspection in the national and international context

Certification is a voluntary approach. There are no requirements in the standards themselves for certification. Clients usually request their suppliers to be certified, mainly in some specific fields as per automotives, according to ISO/TS 16949. Governments and clients usually request inspection of the product before shipment or at destination inspection. Clients may thus reduce or avoid auditing or inspecting the product of the

certified companies. Certification may also be a business reference for new clients.

Since the launch of the ISO 9000 series, the increase of certificated companies throughout the world is important to note. For ISO 9001, the number of certified companies in the world increased from around 45,000 in 97 countries in 2001 to 776,608 in 161 countries by 2005. According to this survey, Lebanon had 167 ISO 9001 certified companies and 6 ISO 14001 certified companies in 2005. These figures are collected from the certification bodies, however it may not be a complete listing, as some bodies may not have given complete information. During 2007 / 2008, the number of Lebanese companies certified ISO 9001, 14001 and 22000 has increased to 300 companies. Among these, 19 companies (of which two are public organisations - QUALEB and LIBNOR) were ISO 9001 certified as well as 18 companies from the food industry, with ISO 22000 certified through the QUALEB ISO project.

It is ISO policy to update the standards every 5 years. ISO 14001 was established in 1996, the new version was prepared starting in 2001 and launched in 2004. Nowadays, ISO 22000, related to food safety is becoming more and more popular both in Lebanon and in the international arena. ISO establishes the standards and each member country, who is responsible for translation into local language versions, but individual interpretation is not allowed. Lebanon is a member of ISO through LIBNOR (the Lebanese Standards Institution).

ISO standards are developed by Technical Committees (TC) comprising national delegations of experts from business, government and other

relevant organisations, as chosen by ISO. ISO does not carry out certification, which is the work of Certification Bodies. The Certification Bodies must be accredited by Accreditation Bodies. In simple terms, accreditation is like certification for the certification body. Certificates issued by accredited certification bodies, may be perceived on the market, as having increased credibility.

On the international side, there are organisations which handle the control of the certification rules on a worldwide basis e.g. IAF (International Accreditation Forum). Certificates issued by Certification Bodies accredited by Accreditation Body members of the IAF Multilateral Recognition Arrangement (MLA), are relied upon all over the world, since the MLA assures customers that the certificate is credible. In most countries, accreditation of certification bodies is a choice and not an obligation. However accreditation is a maturing method to add confidence to the technical infrastructure. It has two recognised international bodies IAF, (International Accreditation Forum) and ILAC, (International Laboratory Accreditation Co-operation).

Following the huge international increase in the number of certificates, some abuses have occurred and the industry has become concerned about the certification business and its credibility. ISO identified the causes of concern, which were related to the number of players in the conformity assessment arena. These included the competency of the management system auditors, the certification bodies, the accreditation bodies, the IAF and even ISO itself. CASCO (the ISO Committee on Conformity Assessment) took industry concerns very seriously and high level talks were held with the major players in the third party management system certification and accreditation business.

By the mid 1990s, an ISO document dealing with auditor competence – at least for QMS auditors – ISO 10011 was drafted. In 2002, ISO 10011 was replaced by ISO 19011 – guideline standard for internal or external auditing of QMS and/or EMS. Currently, ISO is working on a new auditing standard - ISO/IEC 17021-2 Conformity assessment - Part 2: Requirements for third party auditing of management systems.

According to the agreed scope of the future ISO/IEC 17021-2, 1st and 2nd party auditing would not be covered, thus providing an opportunity for an eventual revision of 19011 to focus more on 1st and 2nd party auditing. Process 1 (see diagram) which shows the links between certification and accreditation on page 15.

1.6 Benefits of having a national Accreditation Body

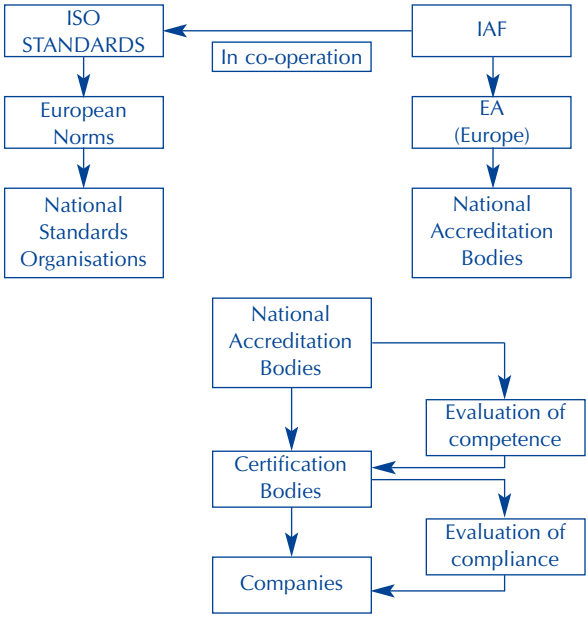
From the international point of view, confidence is the key issue for international trade. Confidence can be established through inspection, product certification and/or management systems certification. The question must be asked as to whether inspection bodies and certification bodies are competent to demonstrate this confidence?

In order to ensure the competence of these players, accreditation has been launched. Generally speaking, every country has its own accreditation body to control competence of the laboratories, inspection bodies and certification bodies. When inspection or certification is required from a client, it is necessary to select an accredited body. In Lebanon, some of the laboratories, inspection and certification bodies have accreditation from Germany, France, UK or elsewhere, which is not cost effective, even for local inspections or certifications.

There is an urgent need to reduce costs for both the inspection and certification activities performed and at the same time, to have

international recognition. Accordingly, there is a need to establish a Lebanese accreditation body which has the necessary international recognition. In this case, inspections can be performed locally and laboratories perform calibration according to international standards, as per the criteria of the certification bodies who can certify, using a cost effective approach.

Process 1



1.7 Introduction to Management System Certification and key standards

Management Systems are usually based on the Deming Wheel:

- Plan
- Do
- Check
- Act

They have the same structure as per ISO 9001 (Quality Management System). Certification is not usually performed unless the standard gives requirements and not guidelines. The certification mark/logo cannot be displayed on the product, since it is the management system which is certified. Management Systems are generic standards and are related to the organisational side of a company for a specific purpose: quality, safety, information security, etc.

The common ISO Management System standards against which certification can be performed, are:

Standards	Subject
ISO 9001	Quality management systems - Requirements
ISO 14001	Environmental management systems - Requirements with guidance for use
ISO 13485	Quality systems - Medical devices - Particular requirements for the application of ISO 9001
ISO 15378	Primary packaging materials for medicinal products - Particular requirements for the application of ISO 9001:2000, with reference to Good Manufacturing Practice (GMP)
ISO/TS 16949	Quality management systems - Particular requirements for the application of ISO 9001:2000 for automotive production and relevant service part organisations
ISO 29001	Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organisations
ISO 20000	Information technology - Security techniques - Information security management systems- Requirements
ISO 22000	Food safety management systems - Requirements for any organisation in the food chain
ISO 27001	Information technology - Security techniques - Information security management systems - Requirements

Other management system standards are established on a local or private basis as per:

- AS 9100 or EN 9100 or JISQ 9100 (respectively: American, European and Japanese aerospace quality standards)
- OHSAS 18001 (occupational health and safety management system specification – private standard)
- SA 8000 (Social accountability – private standard)
- Certification Bodies are to be compliant to ISO 17021
- Conformity assessment - requirements for bodies providing audit and certification of management systems

1.8 Introduction to Product Certification and the key standards

Product certification is the process of certifying that a specific product has passed performance tests requirements/characteristics stipulated in regulations, standards with a set of regulations governing quality and/or minimum performance requirements.

The certification of a product (term which includes the processes and the services) is a means of providing the assurance of its conformity to standards and other normative documents. In this case, product certification mark/logo may be displayed on the product. Certification of products may indicate their established suitability for a specified purpose, as per food safety.

There are three types of product certification:

- Certification of agriculture or food products
- Certification of industrial products
- Certification of services or processes

Some examples are given below, which are mainly private standards and related to a specific industry/products:

Standards	Subject	Established by
BRC Global Standard – Food	Sets out the requirements for the manufacture of processed foods and the preparation of primary products supplied as retailer branded products, branded food products and food or ingredients for use by food service companies, catering companies and food manufacturers.	BRC – British Retail Consortium trade association for the UK retail industry
GLOBALGAP (replaces EurepGAP)	Single integrated standard with modular applications for different product groups, ranging from plant and livestock production to plant propagation materials and compound feed manufacturing.	FoodPLUS
ATEX 94/9/EC	ATEX product certification (or EC Type Examination) is the check on the design specification of a product in relation to a series of relevant standards laid out under the directive.	European Directive
API Standards	500 standards covering all segments of the oil and gas industry (valves and wellhead equipment, Threading and gauging, etc.)	American Petroleum Institute
PEFC	Sustainable forest management	Programme for the Endorsement of Forest Certification schemes (NGO)

Certification Bodies are to be compliant to ISO/IEC Guide 65 - General requirements for bodies operating product certification systems.

1.9 Introduction to Certification of Persons and key standards

Hundreds of certification programmes exist for personnel in almost all

industries and service sectors (healthcare personnel, non destructive testing operators, etc.). The certification programmes are established in order to demonstrate personnel ability only. The criteria for certification are in general: education, specific training, experience, knowledge, skills, etc., in the certification field.

The common ISO standards against which certification of persons can be performed, are:

Standards	Subject
ISO 9712	Non-destructive testing - Qualification and certification of personnel
ISO 19011	Auditor/Lead Auditor certification according to management systems schemes. Several international organisations certify auditors and lead auditors and are members of IPC (International Personnel Certification Association)

1.10 Introduction to Inspection and key standards

There are three kinds of Inspection:

- Inspection of new products (detailed and focused on the weak points in design and production as per checking the drawings, calculation of values of material characteristics etc.), or inspection of installation or construction (as per final inspection of boilers, refineries, etc.)
- Periodical inspection (example: inspection of lifts, cranes, boilers, electrical installations in a plant/building, welding procedures, etc.) Inspection intervals can be expanded or reduced according to the previous inspection results

- Pre-shipment inspection (inspection of goods before shipment - usually governmental contracts - there is a Code of Practice for these inspections called IFIA Code of Practice)

There are three types of Inspection Bodies:

- Type 'A' inspection body is the inspection body which provides 'third party' inspection services
- Type 'B' inspection body is the inspection body which forms a separate and identifiable part of an organisation and has been established to supply inspection services to its parent organisation
- Type 'C' inspection body is the inspection body which forms an identifiable part of an organisation and has been established to supply inspection services to its parent organisation and other external organisations.

Accordingly, an inspection body can be an organisation of itself or part of an organisation.

1.11 Differences between Management System Certification, Product Certification and Certification of Persons

	Management System Certification	Product Certification	Certification of persons
Certification	Management system (quality, environment, etc.)	Product characteristics	Competence of persons
Reference	ISO 9001, ISO 14001, etc.	Standard or regulations describing the product characteristics	Standard or criteria describing the competence and experience needed
Guarantee for the client	Guarantee on the organisation for quality performance, environment performance, etc.	Guarantee on the quality of the product	Guarantee on the capability of a person to perform the assigned task
Use of logo	Compliance logos cannot be displayed on the product (even on reports when they are considered as a product)	Compliance logo could be displayed on the product	Compliance logo could be shown on CV, letter heading, etc.

1.12 Differences between Product Certification and Inspection

	Product Certification	Inspection
Conformity	Assessment against standards, requirements, etc.	Examination against standards, legal requirements, contractual requirements, etc.
Compliance	Continuous assurance of compliance (example-certification for a 3 years period)	Compliance at the moment of inspection.
Decision	Certification decisions taken by a different person(s) from those who have carried out the assessment	Approval of the report by authorised personnel of the Inspection Body
Use of logo	Compliance logo could be displayed on the product	Identification of the products covered by inspection
Follow-up activities	On a regular basis (unannounced audits might be performed)	Inspection performed when requested by the client or for periodical inspection according to the local law, contractual requirements, etc.

In summary, the result of 'testing' are normally a concrete value with an uncertainty. 'Certification' is the comparison of a result with specified requirements. 'Inspection' is normally based on professional judgement. The results of inspections can be used as support for certification.

To quote from EA IAF/ILAC guidance on the application of ISO 17020, which states:

"generally, inspection involves direct determination of the conformity with specific or general requirements of unique - often complex or critical - products or small series of products, whereas, product certification primarily involves indirect determination of the conformance of products manufactured in long series to specific requirements."

1.13 Benefits of Certification

With the globalisation of trade, third party certification shows that the management system, product certification or person certification complies with a recognised standard. Certificates issued by certification bodies should state the scope of the certification as well as the relevant standard.

Accredited certification bodies means that the Certification Body is competent to issue the certificates and Accreditation of a Certification Body is an independent confirmation of its competence. Certification proves that a company is committed in implementing the requirements of the relevant standards.

Third party conformity assessment provides benefits to everyone in the supply chain. This includes the consumer, clients and the supplier. It also facilitates the free flow of goods and services between national boundaries.

Certification is one part of the whole process of exporting and giving confidence to the client and/or country where the product is exported. However it may not be sufficient and some specific inspections or requirements may be requested from the client and/or country of export. When selecting a CB, it is important to select an accredited certification body - not only accredited but accredited by an internationally recognised accreditation body. The IAF (International Accreditation Forum) website (see chapter 3), lists the signatories of international recognition.

On the other hand, it is also important to select an accredited CB within the scope of activities. 39 scopes of activities have been identified at EA (European co-ordination for Accreditation) and are listed in the EA website (see chapter 3). Additionally, some CBs are specialised in one specific sector as for example; food sector, electrical devices sector, automotive sector, aerospace sector, etc.

1.14 Benefits of Inspection

A safety philosophy is not the same in all countries. The need for a strong import control mechanism is quite obvious and the need for an equally strong export control mechanism is also essential. Governments now give high priority to promoting international trade while protecting consumer health, safety and a healthy environment. Most national standard organisations call for the intervention of independent third-party companies as a way to maintain full control on goods entering the domestic market. Depending on the type of product, some clients and/or countries of export, have not yet reached complete confidence in the certification process and inspection of the relevant product will normally be requested.

Accreditation gives confidence that the Inspection Body is competent to perform the relevant inspection through the use of competent personnel in the field of inspection and provide adequate liability with personnel, who are free of pressure, possible intimidation etc.

As a client of an inspection service, the simplest way to obtain a reliable report which has been processed systematically according to international standards, is to look for the service of an accredited Inspection Body. Inspection Bodies are specialised in the relevant sectors as in the food sector, electrical sector, building material sector, etc. Thus, the inspection body will have to demonstrate that it has the necessary competence to perform the task.

In Lebanon several International Bodies are represented in this regard.

1.15 Common structures of Certification Bodies

- ISO 17000 series provide an outline of the requirements for Certification Bodies and the definitions and vocabulary
- ISO 17020 gives the requirements for an inspection body
- ISO 17021 gives the requirements for a Management System Certification Body
- ISO 17024 gives the requirements for a Certification of Persons Body
- It is ISO/IEC Guide 65 which gives the requirements for Product Certification Bodies

Each of these standards provide the principles related to each activity for certification credibility. These principles give a framework to the requirements of the standards and are not auditable requirements.

The principles identified in order to give confidence to a Certification Body to perform certification are:

- Impartiality
- Competence
- Responsibility
- Openness
- Confidentiality
- Rresponsiveness to complaints

The Certification Body is responsible for the decisions related to certification (initial, maintaining, extension, etc. of the certification). For impartiality purposes, the Certification Body needs to establish a 'Committee for impartiality preservation', which has the authority to help the Certification Body to elaborate the policies in terms of impartiality for its certification activities. This Committee is composed of interested parties without any predomination (the interested parties could be, but are not limited to:

- clients of the Certification Body
- clients of the clients of the Certification Body
- professional organisations
- consumer associations
- experts in the relevant fields
- Non Governmental Organisations
- representatives of the government, etc.

For 'competence' purposes, the Certification Body needs to establish the requirements needed for its personnel (management, administrative, auditors and technical experts) and demonstrate their competence in this regard.

For 'responsibility' purposes, the Certification Body needs to evaluate the objective evidence for decision making (certification, extension, reduction, etc.) The 'auditee' is responsible for the compliance of its management system to the relevant requirements and not the Certification Body.

For 'openness' purposes, the Certification Body must make available to the public, the appropriate (non confidential) information including auditing process, certification process, status of the certification of the organisations, etc.

For 'confidentiality' purposes, the Certification Body needs to preserve the private information of the client. Usually all the personnel sign-off on a confidentiality disclaimer.

For 'responsiveness to complaints' purposes, the Certification Body needs to manage the complaints in order to keep confidence in the certification process. There are two types of complaints, the ones from the certified client and related to the activities of the Certification Body, in addition to the ones from clients of certified clients and related to the activity of the certified client.

1.16 Common structures of Inspection Bodies

The inspection body shall be legally identifiable and shall have documentation which describes its functions and the technical scope of activity for which it is competent. The principles identified in order to give confidence in an Inspection Body to perform inspections are:

- independence
- impartiality
- integrity
- confidentiality

For the 'independence, impartiality and integrity' principles, the Inspection Body needs to establish procedures in order to ensure that the inspection results cannot be influenced by external organisations or persons. Personnel shall be free from any pressure. There are criteria identified according to each type of the Inspection Body (see Introduction to inspection and the main standards 1.10 Page 19). These criteria are mainly for independence:

For Type 'A' Inspection Body:

- The inspection body shall be independent of the parties involved and its staff responsible for carrying out the inspection, shall not be the designer, manufacturer, supplier, installer, purchaser, owner, user or maintainer of the items which they inspect, nor the authorised representative of any of these parties
- The inspection body and its staff shall not engage in any activities that may conflict with their independence of judgement and integrity in relation to their inspection activities - in particular, they shall not become directly involved in the design, manufacture, supply, installation, user or maintenance of the items inspected, or similar competitive items
- All interested parties shall have access to the services of the inspection body - there shall not be undue financial or other conditions and the procedures under which the body operates, shall be administered in a non-discriminatory manner.

For Type 'B' Inspection Body:

- A clear separation of the responsibilities of the inspection personnel from those of the personnel employed in other functions shall be established by organisational identification and the reporting methods of the inspection body with the parent organisation
- The inspection body and its staff shall not engage in any activities that may conflict with their independence of judgement and integrity in relation to their inspection activities - in particular, they shall not become directly involved in the design, manufacture, supply, installation, user or maintenance of the items inspected, or similar competitive items
- Inspection service shall only be supplied to the organisation of which the inspection body forms a part

For Type 'C' Inspection Body:

- The inspection body shall provide safeguards within the organisation to ensure adequate segregation of responsibilities and accountabilities in the provision of inspection services by organisation and/or documented procedures

For 'confidentiality' purposes, the Inspection Body shall ensure the confidentiality of information obtained in the course of its inspection activities. Usually inspectors sign a declaration of confidentiality. Proprietary rights shall also be protected. Many operators require special agreements concerning confidentiality.

2 - REQUIREMENTS FOR ACCREDITATION

2.1 Requirements for Accreditation of Certification Bodies for Management Systems according to ISO/IEC 17021

In order to be accredited, Certification Bodies need to be compliant with ISO/IEC 17021. Articles 1 to 4, provide an introduction to the requirements, which are laid down from article 5 to 10. Article 10 gives an alternative of two options. The two options are related to the implementation of a Quality Management System in the Certification Body.

- Option 1: Implementation of a Quality Management System according to ISO 9001
- Option 2: Implementation of a Quality Management System according to the requirements established by the standard:
  - Establish, document, maintain a Management System to demonstrate reliable compliance to the requirements of ISO/IEC 17021
  - Establish and document policies and objectives
  - Commitment of the management
  - Management representative who has the authority to ensure that the processes and procedures are established, implemented and maintained as per the management report
  - Establish a Manual and/or procedures (documents)
  - Document control
  - Record control
  - Management review
  - Internal audits
  - Corrective and preventive actions

The requirements from 5 to 9 are the requirements related to the certification processes:

- Article 5 – General requirements
- Article 6 – Structural requirements
- Article 7 – Resource requirements including competence
- Article 8 – Information requirements
- Article 9 – Process requirements

Article 5 – General requirements

- Legal and contractual requirements: the CB shall be a registered legal entity in order to be legally responsible of its certification activities
- Certification contract: the CB must ensure that a contract exists between the issuing office of the CB (if the CB has several offices) and the client (a contractual relationship must exist between the issuing office of the CB and all the certified sites)
- Responsibility in decision making: the CB is responsible of its decisions related to certification
- Management of impartiality: a public declaration is to be made related to its commitment to impartiality and the management of conflicts of interest - the CB cannot be 'the judge in its own case': consultancy cannot be performed. Internal audits cannot be offered to certified clients - the relationship between the consultants and the Certification Body needs to be clarified and impartial - the CB must identify, analyse and document the potential conflicts of interest and implement the actions in order to eliminate or reduce the risks to the minimum and cannot subcontract audits to a consultancy company

- Financial situation and responsibility: the CB must evaluate its financial situation and sources of revenue

Article 6 – Structural requirements

- Organisation and management: the organisation, the duties, responsibilities and authorities must be documented - the committees are to be identified as per their responsibilities (decision making, monitoring of the implementation of policies and procedures, etc.)
- Committee for the preservation of the impartiality: a committee is to be established for the preservation of the impartiality - the composition, missions, duties, powers and competence of the members of this committee are to be documented and validated by the management of the CB

Article 7 – Resource requirements

- Competence of management and personnel: the personnel must have the appropriate knowledge of the management systems - the competence needed for the specific technical sectors are to be identified as for the personnel in charge of the certification activities (including administrative staff and management)
- Competence of the personnel in charge of the certification activities: responsibilities and authorities are to be identified with a sufficient number of auditors to be identified including Lead Auditors and technical experts, in order to cover the total scope of activities - the CB shall establish a process in order to select, train and authorise auditors and to demonstrate the effectiveness of the audits

as per the auditor team competence. Records are to be kept covering the qualifications, training, experience etc., of the auditors as per the personnel and management

- Decisions related to certification cannot be externalised - the CB is obliged to keep all responsibilities for the externalised activities

Article 8 – Information requirements

- Information accessible to public: the CB must keep accessible or upon request, the information related to the auditing and certification processes, its scopes of certification, types of management systems and geographical areas of certification - the CB is also required to keep accessible to the public the information related to the issue, suspension or withdrawal of the certifications
- Certification documents: the certification documents must include all the relevant information related to the certification and the client (name, address, certified sites, issue date, expiry date, relevant standard, etc.)
- List of certified clients is to be accessible to the public or given on request
- Reference to the certification and use of certification marks: the CB is to establish its requirements for the use of logos - Logos for certification of management systems should not be used on the product (reports, etc. when they are considered as a 'product')
- Confidentiality: a policy for confidentiality is to be

established by the CB. The CB is to inform the client, in advance, the information to be public and all other information is to be considered confidential

- The CB is to inform its clients with a detailed description of the certification process, the requirements of the CB related to the compliance to the certification requirements, the rights and duties of the client, the appeal and complaint process, etc. - at the same time, the client is to inform the CB about the changes in its organisation

Article 9 – Process requirements

- General requirements: one of the main changes in this standard related to the process and not the principle, is the implementation of a two stage audit - the certification duration is 3 years and the number of audit mandays is according to the requirements of the applicable standard (ISO 9001, ISO 14001, etc.), according to the size and complexity (example for ISO 14001 and OHSAS 18001, the complexity level of the company: high level for mining, low level for service companies) of the audited company, the results of previous audits, etc. – in addition, the audit process and the competence of the auditors are to be in accordance with the requirements of the standard ISO 19011 (latest version) - the auditee must have the possibility to reject one or more members of the audit team

- Initial evaluation and certification: the CB must collect the relevant information (scope for certification, the standards to be audited against, the number of employees within the scope, etc.) in order to prepare its quotation - before proceeding with the audit, the CB must review the order from the client and determine the audit team following this review. - a stage 1 audit is to be performed.

Audit Stages:

1) The aim of the stage 1 audit, is to review the documentation, evaluate the specific conditions related to the site of the client, identify the key performances or key aspects, review the processes and the objectives, etc. The results of the stage 1 audit are to be documented. The interval between stage 1 and stage 2 audits are to be defined according to the problems identified in the stage 1 audit. It is recommended that a least a part of stage 1 audit be performed in the premises of the client.

2) The purpose of the stage 2 audit is to evaluate the implementation and effectiveness of the management system. An evaluation of the results of stage 1 and 2 audits is to be done in order to determine the audit conclusions.

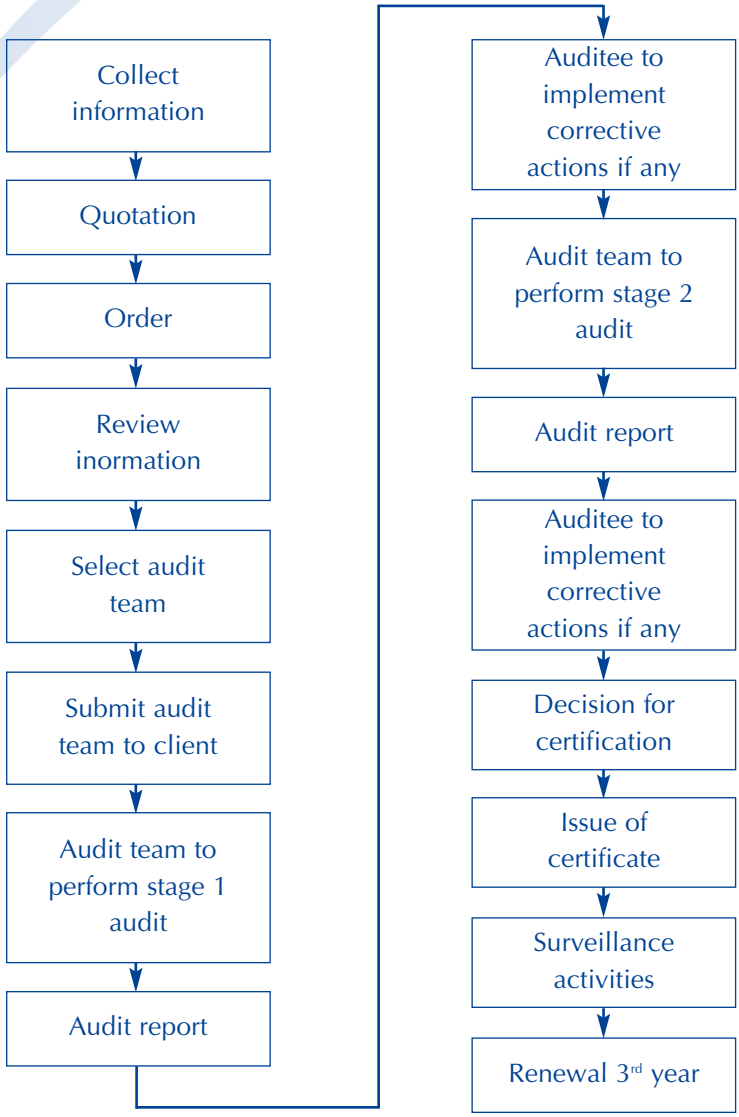
3) The information collected from the 2 stage audit, must permit the CB to make its decision about certification.

- Surveillance activities: follow-up activities are to be done - the surveillance audit might not be audits of the whole system but rather the surveillance audits which must be performed at least once a year - according to the surveillance audit results, the CB must decide on maintaining or withdrawing the certification process

- Certification renewal: The purpose of the renewal audit is to confirm the conformity and the effectiveness of the management system in its whole - when non-conformities are identified, the corrective actions are to be implemented by the certified client before the expiry of the certificate - the decision for renewal of the certification must be founded on the results of the renewal audit and results of the system review during the certification period, as per the client of the certified client complaints
- Specific audits: extensions of scope - audits following complaints, etc.
- Suspension, withdrawal or reduction of certification scope: policies and procedures for the suspension, withdrawal or reduction of scope are to be established - the subsequent action to be described
- Appeals: a documented process is to be established for handling the reception, evaluation and decisions for an appeal – this process is to be publicly available and the appeal organisation is to be informed during the whole process of the treatment of the appeal
- Complaints: the process for handling complaints is to be publicly available and the CB is to confirm if the complaint is related to certification activities for which the CB is responsible - the certified client must be informed of the complaint and the CB is responsible for the collection and verification of the information received

- Records: records related to the audit process and other certification activities of all clients must be kept, including the candidates for certification, audited companies, suspended clients, etc. - confidentiality of the information must be maintained

Process 2 is a flowchart of the certification activity process.



2.2 Requirement for Accreditation of Inspection Bodies according to ISO/IEC 17020

In order to be accredited, the Inspection Bodies need to be compliant with ISO/IEC 17020. This standard covers the Inspections Bodies who perform activities in material, product, installations, plants, processes and working procedures examination. The results of these interventions are recorded in a report for the client or when relevant, to the public authority. The independence requirement of Inspection Bodies varies according to the local legislation and market needs. The annexes of this standard give the independence criteria according to the Inspection Body, as stated above. The requirements of ISO 9001 which are relevant to the Inspection Bodies, are included in the standard. The articles from 1 and 2, give an introduction to the requirements which are laid down from article 3 to article 16.

The requirements from articles 3 to 16 are the requirements related to the inspection processes:

- Article 3 – Administrative requirement
- Article 4 – Independence, impartiality and integrity
- Article 5 – Confidentiality
- Article 6 – Organisation and management
- Article 7 – Quality System
- Article 8 – Personnel
- Article 9 – Facilities and equipment
- Article 10 – Inspection methods and procedures
- Article 11 – Handling of inspection samples and items
- Article 12 – Records
- Article 13 – Inspection reports and certificates

- Article 14 – Subcontracting
- Article 15 – Complaints and appeals
- Article 16 – Co-operation

Article 3 – Administrative requirements

An inspection body shall be/have:

1) an organisation or part of an organisation
2) identifiable (either legally or within the organisation to which the inspection body belongs)
3) documented technical scope of activities
4) adequate liability insurance (unless covered by the Government or the organisation to which the inspection body belongs
5) independently audited accounts

Article 4 – Independence, impartiality and integrity

The personnel shall be free of commercial, financial or other pressure which might influence its judgment. Procedures must be implemented in order to avoid external influence on the results of the inspection and the Inspection Body needs to identify according to which type it works (A, B or C) and implement the criteria identified in the relevant annex.

Article 5 – Confidentiality

Property rights need to be protected. The Inspection Body must implement the relevant issues, in order to ensure confidentiality of the information collected during the inspection.

Article 6 – Organisation and management

The Inspection Body must maintain capability to perform technical functions satisfactory through:

- Defined responsibilities and reporting structure to be implemented
- Relationship between testing and certification, to be clearly defined, where relevant
- The Inspection Body must have a permanent employee, a competent technical manager, who has overall responsibility for the inspection according to the ISO 17020 standard
- Technical deputies must be nominated, when different inspection activities are performed
- Effective and competent supervision of activities to be performed
- Job descriptions must be established for the relevant levels of personnel

Article 7 – Quality System

Management shall define and document the policy, objectives and commitment to quality including:

- The Inspection Body must operate an effective quality system appropriate to the type, range and volume of work
- A quality manual must be established and kept up to date - Annex D in the standard gives the relevant information to be included in the quality manual (Policy, objectives, commitment, scope of inspections, relationship between the inspection body and its head organisation, programme, relevant job descriptions, etc.)
- A 'Quality Manager' in charge of the quality system must be nominated

- Document control is to be established for updating documents, appropriate documents at the right place, obsolete documents to be withdrawn, etc.
- Internal audits to be performed at regular intervals
- Procedure for feedback and corrective actions is to be implemented
- Management reviews are to be performed

Article 8 – Personnel

- Sufficient number of competent and permanent personnel to be employed (or under contract)
- Staff responsible for the inspections, need to have the appropriate qualification, training, experience, knowledge of the requirements and ability to make professional judgements according to the results of the inspections
- Staff responsible for the inspections, need to have knowledge of the technology used for the manufacturing of the products to be inspected
- Staff responsible for the inspections, need to have knowledge of the defects which may occur during use or in service
- Personnel shall understand the significance of deviations found with regard to the normal use of products or processes concerned
- The Inspection Body shall establish a documented training system to ensure that the training of its personnel is kept up-to-date in accordance with its policy
- The Inspection Body shall establish the necessary stages of training for each of its personnel, which may include:

- An introduction period (induction training)
- A supervised working period with experienced inspectors
- Continuous training development, throughout employment, to keep pace with developing technology

- Records of academic and other qualifications, training and experience of each member of its personnel to be maintained by the Inspection Body
- The Inspection Body shall provide guidance for the conduct of its staff including a code of conduct can be established and approved by each of the personnel - this code of conduct includes all ethical issues, free of commercial influence and conflicts of interest, etc.
- The remuneration of persons engaged in inspection activities shall not directly depend on the number of inspections carried out and in no case, on the results of such inspections.

Article 9 – Facilities and equipment

- The Inspection Body shall have available suitable and adequate facilities and equipment to permit all activities associated with the inspection services to be carried out
- Clear rules for access and use of the facilities and equipment are established
- The Inspection Body shall ensure the permanent suitability of facilities and equipment
- Identification, maintenance and calibration of equipment, according to a programme which must be kept up-to-date
- The reference standards of measurement (traceability)

need to be Traceable to National or International Standards (NIST) and only used for calibration excluding any other use. When the traceability to National or International standards is not possible, the Inspection Body is to supply sufficient evidence for the relevance of the results. The reference standards of measurement have to be calibrated by a competent laboratory in order to establish the traceability (usually the calibration laboratory needs to be accredited according to ISO/IEC 17025 for the relevant standard measurement). It should be the same for the reference materials, where possible

- Where relevant, the Inspection Body shall have a procedure for:
  - selection of qualified suppliers
  - issuing appropriate purchasing documents
  - inspection and/or testing of incoming material
  - and ensuring appropriate storage facilities
- When applicable the stored items shall be assessed at appropriate intervals to detect deterioration
- When the Inspection Body uses computers or automated equipment:
  - computer software shall be tested
  - documented procedures for data protection shall be established
- Computers and automated equipment maintained
- Documented procedures for maintenance of security data
- Documented procedures are to be established for the handling of defect equipment (withdrawal, identification, etc.) The Inspection Body is to check the impact of the defects on the previous inspections performed

- Records are to be kept including identification, calibration and maintenance

Article 10 – Inspection methods and procedures

- The Inspection Body must use defined methods and procedures for inspection with defined requirements, against which conformity is determined
- Documented instructions to be established:
  - on inspection planning
  - on standard sampling
  - on inspection techniques
- In case of non standardised methods procedures shall be appropriate and fully documented
- Instructions, standards, written procedures, work sheets, check lists and reference data shall be:
  - maintained up-to date
  - readily available
- The Inspection body shall have a contract or work order control system which ensures that:
  - work can be undertaken within its expertise
  - there is a clear definition of the order
  - work being undertaken is controlled by regular review and corrective actions
  - completed work is reviewed to confirm that the requirements have been met
- Observations and/or data obtained in the course of inspections shall be recorded in a timely manner to prevent loss of relevant information

- All calculations and data transfers shall be subject to appropriate checks
- Documented instructions for carrying out inspections safely are to be implemented

Article 11 – Handling of inspection samples and items

- Samples and items to be inspected shall be uniquely identified
- Any apparent abnormalities shall be recorded before commencement of the inspection
- If there are any doubts that the item can be inspected, the client shall be consulted
- The Inspection Body shall establish whether the item has received all necessary preparation, or whether the client requires preparation to be undertaken or arranged by the Inspection Body
- Procedures to avoid deterioration or damages of items to be inspected, are to be documented

Article 12 – Records

- A record system shall be maintained
- Sufficient information in order to evaluate the inspection, is to be kept
- Safe storage of the records to be kept for a defined period with confidentiality preservation

Article 13 – Inspection reports and certificates

- The result of the work carried out by the Inspection Body shall be covered by a retrievable inspection report and/or inspection certificate

- The report shall contain at least the:
  - results of examinations
  - determination of conformity made from these results
  - any other information for understanding and interpretation
  - involvement of subcontractors (if any)
- Reports shall be signed or approved by authorised persons
- Corrections and additions after issuing shall be recorded and justified

Article 14 – Subcontracting

- The Inspection body shall itself normally perform the inspection
- Subcontractor must be competent to perform the service in question and shall fulfil the relevant requirements of this standard
- The Inspection Body must inform the client about subcontracting
- When subcontracting specialised activities, the Inspection Body shall have an independent person or body for the evaluation of the results

Article 15 – Complaints and appeals

- The Inspection Body shall have documented procedures for dealing with clients or complaints from other parties

- Documented procedures for dealing with complaints and appeals shall be established
- A log of all complaints and appeals is to be established including the follow-up actions for the complaints

Article 16 – Co-operation

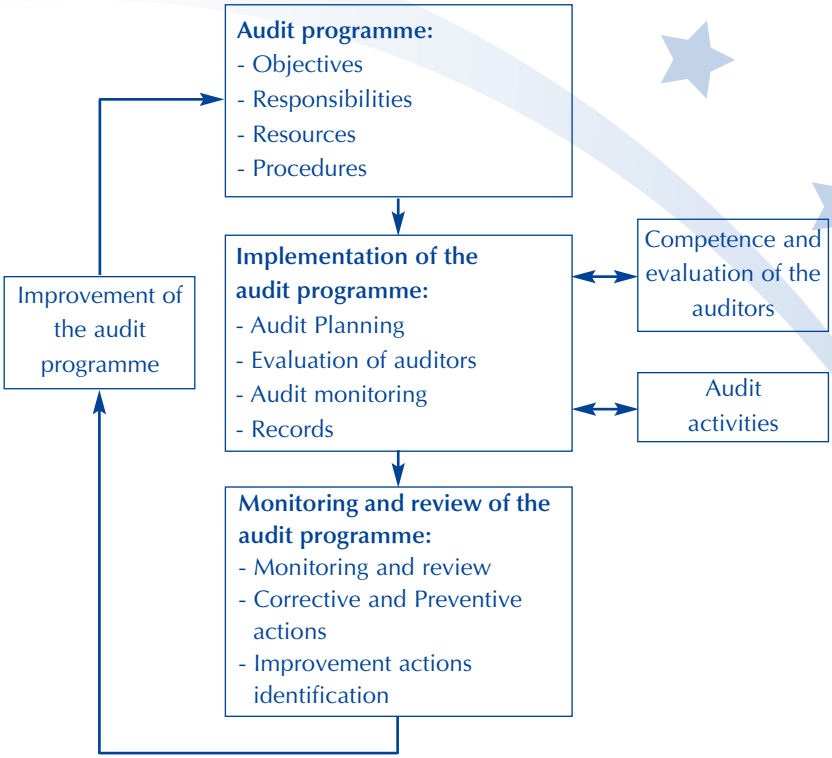
- The Inspection body is expected to participate in an exchange of experience with other Inspection Bodies and in the standardisation processes, as appropriate

2.3 Requirements for Auditors and Lead Auditors

In order to have harmonised audits, a standard has been established for the qualification of auditors and for managing the audits - ISO 19011. This standard replaces the ISO 10011 (Part 1, 2 and 3) series for quality standards and the ISO 14010, 14011 and 14012 for environmental standards.

Auditing is the fundamental element of conformity assessment. ISO 19011 gives guidelines for managing the audit programme, the audit realisation as per competence and evaluation of the auditors. Three principles are highlighted for the auditors: Ethics (foundation of professionalism), impartiality and professional consciousness. Two principles are highlighted for the audit - independence and search for objective evidence. Process three which is the flowchart, established in the ISO 19011:2002 standard is set out:

PROCESS 3 FLOWCHART



The level of initial education, professional experience, audit training and auditing experience for auditors performing certification audits, are given as an example in ISO 19011:2002.

	Auditor	Auditor in 2 disciplines	Lead Auditor
Initial education	High school	No other requirements	No other requirements
Professional Experience	At least 5 years	No other requirements	No other requirements
Professional experience in quality management or environmental management	At least 2 years in the 5 years total	At least 2 years in the 2nd discipline	No other requirements

	Auditor	Auditor in 2 disciplines	Lead Auditor
Audit training	At least 40 hours of auditor training	At least 24 hours training in the 2nd discipline	No other requirements
Auditing experience	At least 4 complete audits and at least 20 days auditing experience as an auditor in training under the supervision and consultancy of a lead Auditor. It is recommended that these audits be performed in the last 3 years	At least 3 complete audits and at least 15 days auditing experience in the 2nd discipline as an auditor in training under the supervision and consultancy of a lead Auditor in the 2nd discipline. It is recommended that these audits be performed in the last 2 years	At least 3 complete audits and at least 15 days auditing experience as a Lead Auditor under the supervision and consultancy of a Lead Auditor. It is recommended that these audits be performed in the last 2 years

In order to maintain and improve the auditing aptitude, a continuous progress development principle must be applied including new training, extended professional experience, etc. The Certification Body has to evaluate the performance of its auditors, on a continuous basis. The criteria for evaluation needs to be determined, as per years of professional experience and training, audits performed, etc.

The methods of evaluation are to be implemented and include feedback following the audits, on-site observation of the performance of the auditors/Lead Auditors, etc.

2.4 Requirements for Inspectors

There are no general standards related to the qualification and competence of inspectors. However for each type of industry inspection, the qualifications of the inspectors could be given specifically as per the requirements for Non Destructive Testing inspectors. Generally, in the contractual requirements for inspection, the customer specifies their requirements for inspector qualifications (usually for junior or senior inspectors).

Working experience is the most important part for the selection of inspectors since the decisions are to be made, according to professional judgment.

Example of lift inspectors requirements as per DAC (Dubai Accreditation Centre - DAC-Req-06 Issue. 1, Rev. 1):

'the inspection Body shall ensure that the competent personnel carrying out a thorough examination has such appropriate practical and theoretical knowledge and experience of the lifting equipment to be thoroughly examined, to enable them to detect defects or weaknesses and to assess their importance in relation to the safety and continued use of the lifting equipment'.

The inspection body shall have at least one or two senior permanent staff as follows:

- Chief Senior Inspector (or however named) with at least 15 years of hands-on experience within a relevant engineering discipline of which at least 10 years shall have been spent working within an engineering discipline related to lifting equipment, or, if he holds B.Sc. Engineering Degree, shall have at least 8 years experience with minimum 4 years working within an engineering discipline related to lifting equipment
- Inspectors with at least 5 years hands-on experience spent working within an engineering discipline related to lifting equipment, or if he holds B.Sc. Engineering Degree, shall have at least 3 years experience working within an engineering discipline related to lifting equipment

No inspector is allowed to perform inspections independently without having appropriate qualifications and training. The inspection body shall assess the competence of all categories of persons mentioned above and

this assessment shall cover relevant knowledge of the relevant laws, local & admin orders, codes of practice and inspection techniques. DAC shall be given the opportunity to review the means of such an assessment.

3 - RELATED WEBSITES

International organisations engaged in the field of accreditation

IAF	http://www.iaf.nu/
ILAC	http://www.ilac.org

Regional Cooperation Body in the field of accreditation

APLAC	http://www.aplac.org/
EA	http://www.european-accreditation.org/
IAAC	http://www.iaac.org.mx/
PAC	http://www.apec-pac.org/
SADCA	http://www.sadca.org/

Some relevant Accreditation Bodies signatories of ILAC MRA and/or IAFMLA

ANAB (USA)	http://www.anab.org/
COFRAC (France)	http://www.cofrac.fr
SINCERT (Italy)	http://www.sincert.it
SANAS (South Africa)	http://www.sanas.co.za
UKAS (UK)	http://www.ukas.com
DAR (Germany)	http://www.dar.bam.de/
A2LA (USA)	http://www.a2la.org/
ACLASS (USA)	http://www.aclasscorp.com

Other relevant organisations and bodies

CEN	http://www.cenorm.be/cenorm/
EU	http://europa.eu/
IFIA	http://www.ifia-federation.org/
ORGANIC EUROPE	http://www.organic-europe.net/
AIOICI	http://www.aioici.org/en/
IEC	http://www.iec.ch/
ISO	http://www.iso.org/

UNIDO	http://www.unido.org/
WTO	http://www.wto.org/
IAQG	http://www.iaqg.sae.org
APLAC	http://www.aplac.org/

Some certification bodies

AFAQ (France)	http://www.afaq.org/
AB Certification (France)	http://www.abcertification.com/
AENOR (Spain)	http://aenor.es/
APPLUS (Spain)	http://lgai.es/
PPECB (South Africa)	http://www.ppecb.com/
LIBANCERT (Lebanon)	http://www.libancert.com/
IRCA (UK)	http://www.irca.org/

Some inspection bodies

SGS UK ltd (UK)	http://www.sgs.com/
SYNGENTA (UK)	http://www.abcertification.com/
BUREAU VERITAS (France)	http://bureauveritas.com/
TUV (South Africa)	http://www.tuv.com/
IRI (Lebanon)	http://www.iri.org.lb/
UL (USA)	http://www.ul.com/

Annex 1 - Overview of standards, standard documents and recommended guidance documents used in different fields of Accreditation

Certification bodies certifying products - Standard documents

ISO/IEC Guide 65:1996

General requirements for bodies operating product certification systems

ISO/IEC Guide 23:1928

Methods of indicating conformity with standards for third-party certification systems

ISO Guide 27:1983

Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity

ISO/IEC Guide 28:2004

Conformity assessment - Guidance on a third-party certification system for products

ISO/IEC Guide 53:2005

Conformity assessment - Guidance on the use of an organisation's quality management system in product certification

ISO/IEC Guide 67:2004

Conformity assessment - Fundamentals of product certification

ISO/IEC 17030:2003

Conformity assessment - General requirements for third-party marks of conformity

Recommended guidance documents

IAF GD 5

Guidance on ISO/IEC Guide 65:1996 (Issue 2, issued on 8 December 2006; application from 8 December 2007)

EA-6/02EA

Guidelines on the Use of EN 45011 and ISO/IEC 17021 for Certification to EN ISO 3834

GLOBALGAP

General regulations – Integrated Farm Assurance

Certification bodies certifying management systems (with exception of EMS) – Standards

ISO/IEC 17021:2006

Conformity assessment - Requirements for bodies providing audit and certification of management systems

ISO/IEC Guide 23:1982

1982 Methods of indicating conformity with standards for third-party certification systems

ISO Guide 27:1983

Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity

ISO/IEC 17030:2003

Conformity assessment - General requirements for third-party marks of conformity

Recommended guidance documents

IAF GD 2 - Guidance on the Application of Guide 62:1996 (Issue 4, issued on 15 December 2005; application from 15 December 2006)

IAF GD 8 - Informative Guidance on the Transition to ISO/IEC 17021 Accreditation from ISO/IEC Guide 62 and ISO/IEC Guide 66

EA-7/03 - Guidelines for Accreditation of bodies operating certification/registration of Information Security Management Systems

EA-7/04 - Legal compliance as a part of Accredited ISO14001:2004 certification

ISO/TS 22003:2007 - Food safety management systems – Requirements for bodies providing audit and certification of food safety management systems

Certification bodies certifying EMS - Standard documents

ISO/IEC 17021:2006

Conformity assessment - Requirements for bodies providing audit and certification of management systems

Other relevant standards and standard documents

ISO/IEC Guide 23:1982

Methods of indicating conformity with standards for third-party certification systems

ISO Guide 27:1983

Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity

ISO/IEC 17030:2003

Conformity assessment - General requirements for third-party marks of conformity

Recommended guidance documents

IAF GD 6 - Guidance on the Application of ISO/IEC Guide 66:1999

Certification bodies certifying personnel – Standards

ISO/IEC 17024:2003- Conformity assessment - General requirements for bodies operating certification of persons

Other relevant standards and standard documents

ISO/IEC Guide 23:1982- Methods of indicating conformity with standards for third-party certification systems

ISO Guide 27:1983 - Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity

ISO/IEC 17030:2003 - Conformity assessment - General requirements for third-party marks of conformity

Recommended guidance documents

IAF GD 24 - Guidance on the Application of ISO/IEC 17024:2003

Inspection bodies – Standards

ISO/IEC 17020:1998 - General criteria for the operation of various types of bodies performing inspection

Recommended guidance documents

IAF/ILAC-A4 - Guidance on the Application of ISO/IEC 17020

ILAC-G8 - Guidelines on assessment and reporting of compliance with specification

ILAC-G22 - Use of Proficiency Testing as a Tool for Accreditation in Testing

APLAC TC 002 - Internal Audits for Laboratories and Inspection Bodies

APLAC TC 003 - Management Review for Laboratories and Inspection Bodies

APLAC TC 004 - Method of Stating Test and Calibration Results and Compliance with Specification

APLAC TC 006 - Guidance Notes on ISO/IEC 17020

EA-2/10EA - Policy for Participation in National and International Proficiency Testing Activities