

ACCREDIA

L'ENTE ITALIANO DI ACCREDITAMENTO



Annual report 2013





REPORT OF THE ACCREDIA DIRECTIVE COUNCIL FOR THE YEAR 2013

(Data at December 31, 2013)

table of contents

01 /

The President's
report

02 /

The Association

03 /

The Organization

04 /

The Departments

05 /

The Accreditation
sectors

pag. 4 The President's report

pag. 8 **The Association**
The association's members
Personnel

pag. 12 The Organization

pag. 14 **The Departments**
Department of Certification and Inspection
Department of Testing Laboratories and Testing
Laboratories for Food Safety
Department of Calibration Laboratories
The team of assessors

pag. 20 **The Accreditation sectors**
Quality
Business continuity
Sustainability of events
Learning services
Environment and energy
Safety in the workplace
Information and I.T. services security
Quality and safety in the agrifood sector

06/

Accredited
bodies and
laboratories

07/

Complaints

08/

Communication

09/

International
relations

10/

Economic
results

Persons
Products and services
Inspection
Notified bodies
Testing and medical laboratories
Proficiency Testing Providers
Calibration laboratories
Reference Material Producers

pag. 28 **Accredited bodies and laboratories**

pag. 32 **Complaints**

pag. 34 **Communication**

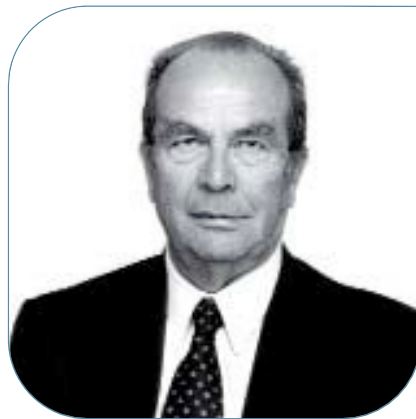
pag. 38 **International relations**

pag. 42 **Economic results**

01 /

The President's
report





Dear Members, Friends and Colleagues,

First of all I'd like to thank you all for the close attention with which you've followed ACCREDIA's activities and for your contributions in terms of proposals and solutions so that the Italian system of conformity assessment progresses and continues to produce positive results.

Putting aside for the moment the general economic picture of the Italian economy, it's worth underlining the continued growth in certifications and accredited bodies, laboratories and their activities.

The trend is a general one, which needs to be analyzed in detail regarding individual accredited activities; nevertheless, at the end of 2013, the economic data show that there are grounds for well-founded optimism for future expansion.

I'd also like you to see in a positive light the fact that for the third year in succession we have decided on a reduction of accreditation costs. Our aim is to go beyond strictly economic considerations, so that businesses and consumers benefit from ACCREDIA's watchful approach to market developments, constantly promoting fair competition among accredited bodies.

Also in view of this, ACCREDIA's contractual agreements with the Ministries of Economic Development, Labor, Environment and Infrastructures and Transport were all renewed in 2013.

With regard to the agreements with the Public Administrative Authorities, there is a new additional agreement with the Central Inspectorate for the Safeguarding of Quality and Combating Fraud in agrifood products and for harmonizing and simplifying procedures, presented by the surveillance bodies, with regard to the evaluation of the documentation of systems.

On several occasions the Ministry of Health has officially stated that the guarantee of the food safety control system also depends on the competence of the accredited testing laboratories in this especially sensitive area.

Food quality and safety were two carefully studied areas in 2013, also from the angle of communication, particularly so owing to changes and novelties in the standards set by the European Authorities – some still in the approval phase – in which accredited conformity assessment remains an indispensable instrument for guaranteeing food quality and safety.

Indeed, accreditation is a fundamental instrument right across the board when one considers legislation concerning product safety, energy efficiency, vehicle testing and a host of other activities.

National legislation is also moving in this direction, without always referring precisely to legislative dispositions and standards, but showing that accreditation creates trust in the choices made by institutional decision-takers.

I would like to mention one case which is of increasing importance in ACCREDIA's day-to-day activities, and that is the case of non-regulated categories of professional persons whose situation was dealt with by Law n. 4 of 2013, whereby accredited certification is defined as an effective voluntary instrument for professional qualification. As many as one million people are involved, and they now possess an instrument of market qualification as well as a set of regulations for reference to certification as a mark of quality.

ACCREDIA carries out meticulous evaluation of the rules which it is necessary to apply, always fully involving the interested parties in close collaboration with, in this particular case, UNI (the Italian national standardization body), and the Ministry of Economic Development, always maintaining the necessary prudence in dealing with such diverse interests.

Although the Accreditation Body has a support role with regard to competences which are, strictly speaking, the domain of other actors, in particular the Public Administrative Authorities, it is called upon with ever-increasing frequency to ensure the good functioning of the rules in a given sector.

Last year there were certain critical and high-profile cases involving the intervention of magistrates. ACCREDIA does not need to be fearful of such situations or to withdraw its commitments in any way, but rather to be constantly vigilant and aware in such situations and to act in rigorous conformity with the applicable standards.

These are actions which need not be limited only to technical areas but which also require implementation in activities of communication aimed at publicizing the role of accredited certification, the principles governing it and the many advantages it brings.

For these reasons 2013 saw an intensification of the activities by the ACCREDIA Observatory in close collaboration with CENSIS, resulting in the production of three booklets: one on the topic of the non-regulated professions, one on food safety and quality, and an update of the survey regarding the application for certification to UNI EN ISO 9001.



Not being a communications expert, I turn to the support of our Members for confirmation that the choices we make in this field – creating trust in our activities has to be achieved making best use of all the available channels and for this reason we are once again aiming to increase awareness amongst accredited bodies and laboratories to use the ACCREDIA symbol and thereby increase recognition of the Body's role and of the trust it offers.

Finally, I'd like to mention ACCREDIA's international activities which have been the cause of considerable satisfaction. Amongst other things, we have been accorded the status of "Mandated Body", meaning that we are qualified to act in twinning projects promoted by the European Union, and in 2013 ACCREDIA took part in two international tenders with the valuable support of the Foreign Ministry.

ACCREDIA operates in an ever-greater and more complex field of activities, but our organization and availability ensure our ability to overcome the many challenges ahead of us.

Once again, many thanks to all of you for your continued support and trust in our Accreditation Body.

Cav. del Lav. Federico Grazioli
President of ACCREDIA



02/

The Association



The Association's members

FULL MEMBERS

Ministry of Economic Development
Ministry of the Environment and Maritime Areas
Ministry of Defense
Ministry of Infrastructure and Transport
Ministry of Internal Affairs
Ministry of Education and Instruction
Ministry of Labor and Welfare
Ministry of Agriculture, Nutrition and Forestry
Ministry of Health

PROMOTER MEMBERS

Public Administration Authorities, public bodies
and institutions of research

CNR
ENEA
INAIL
INRIM
ISPRA
ISS
UNIONCAMERE

Organizations representing producers of goods
and services and other operators

ANIA
CASARTIGIANI
CIA
CNA
COLDIRETTI
CONFAGRICOLTURA
CONFAPI
CONFARTIGIANATO IMPRESE
CONFCOMMERCIO
CONFCOOPERATIVE
CONFESERCENTI
CONFINDUSTRIA
LEGACOOOP

National Standardization bodies

CEI
UNI

Public utility providers

FERROVIE DELLO STATO ITALIANE S.P.A.
GRUPPO ENEL

ORDINARY MEMBERS

ACU
AGIDAE
AIAS
AICQ
AIOICI
AISES
AIZS
ALA
ALPI
ANACAM
ANCE
ANGQ
APCO
ASCOTECO
ASSOCALZATURIFICI ITALIANI
ASSOCONSULT
ASSORECA
ATECAP
CDO
CONAF
CONFINDUSTRIA SIT
CONFORMA
CNC
CROIL
FEDERAZIONE CISQ
FEDERBIO
FEDERCHIMICA
FINCO
FNOVI
INFRASTRUTTURE LOMBARDE
OICE
SCI
UNOA

Management ¹

President

Federico GRAZIOLI

Vice Presidents

Enrico GARACI

Bruno PANIERI

Paolo VIGO

General Director

Filippo TRIFILETTI

Department Directors

Certification and Inspection - Emanuele RIVA

Testing Laboratories - Paolo BIANCO

Testing Laboratories for Food Safety - Silvia

TRAMONTIN

Calibration Laboratories - Mario MOSCA

¹ At 28th April 2014





03 /

The Organization





04/

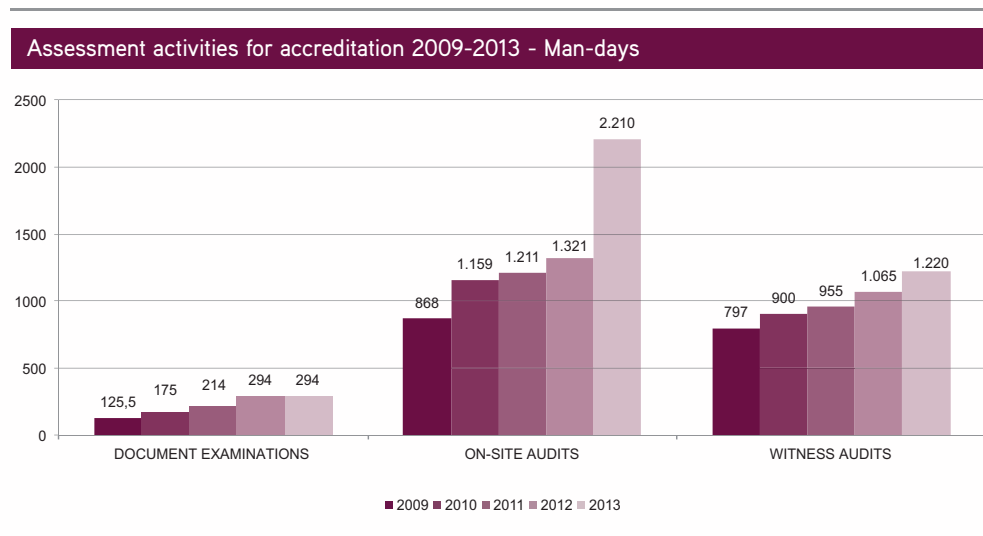
The Departments



Department of Certification and Inspection

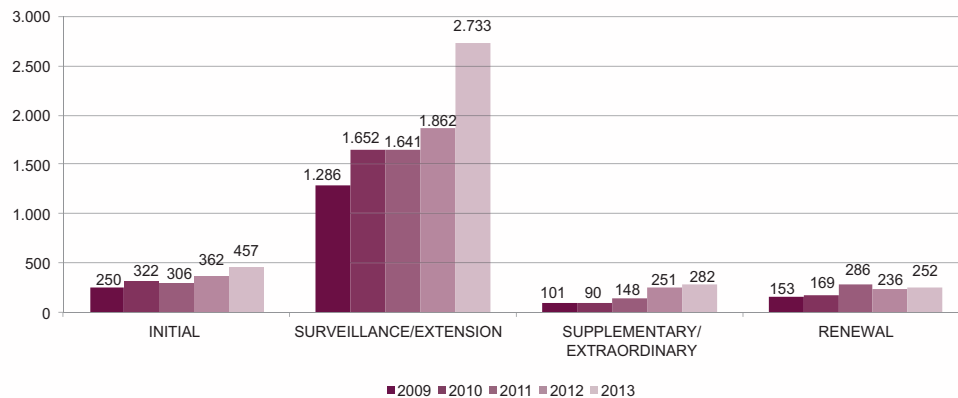
The assessment activity conducted for the accreditation of Certification and Inspection bodies is rising constantly. Since ACCREDIA was created in 2009 the growth has been continuous in the three phases of evaluation – document examination, audits at the location of the bodies and witness audits at the clients of the bodies. In the last five years, along with the rise in the number of accredited bodies, their number has grown by 107: from 145 to 252. Assessment activity has more than doubled: from 809 assessments to 1,799 and the number of man-days has gone up by nearly 2,000 – from 1,790 to 3,724.

The trend in man-days 2012/13 was a 39% rise, compared with 13% for the previous year.



The 67% rise in on-site audits reflects the accreditation activities of over 100 new bodies. Document examinations, which only regard new accreditations, took up the same number of days as in 2012 (294), while witness audits rose constantly at 15%, corresponding to 155 man-days.

Assessment activities according to type 2009-2013 - Man-days



With regard to days of accreditation activity in 2013 there was a significant increase in surveillance and extension audits, 47% up on 2012. Man-days for initial visits grew by 26% - almost 100. Supplementary and special audit days stood at 282, a 12% rise on the total of 251 for 2012, whilst renewal audits rose by 7%, from 236 to 252.

Altogether, assessment activity undertaken in 2013 by the Department of Certification and Inspection reached 3,846 days, divided into 1,896 visits, including all accreditation assessments and, on a far smaller scale, recognition assessments and Cross Frontier accreditations.

Department of Testing Laboratories and Testing Laboratories for Food Safety

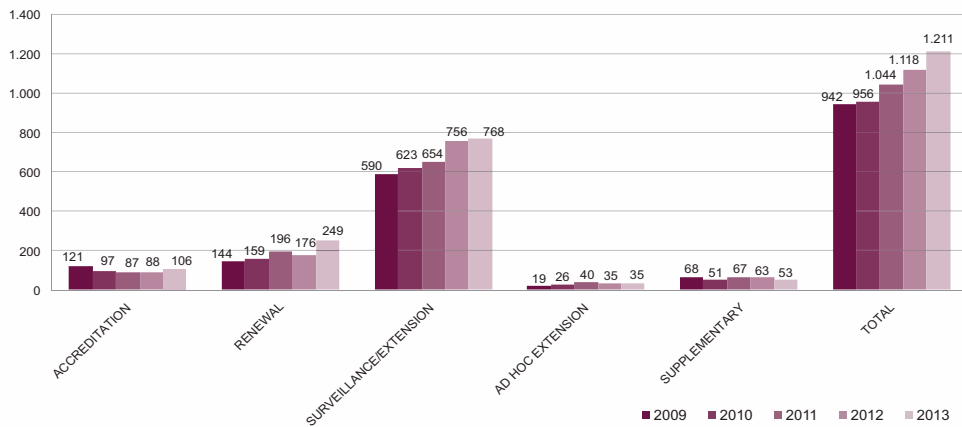
Generally speaking the development of the activities of these Departments in 2013 was positive.

Assessment activities went up by 8 % with respect to the previous year – an increase of 93 visits, in keeping with the growing number of bodies accredited by the Department: from 1,030 to 1,082.

In the 5 years of ACCREDIA's working life, the overall increase in assessment activities rose by 7%, with a considerable rise in renewals visits of 73%: from 144 to 249. Surveillance visits also rose by 30%, proportionally to the volume of ordinary activities for the management of accredited laboratories.



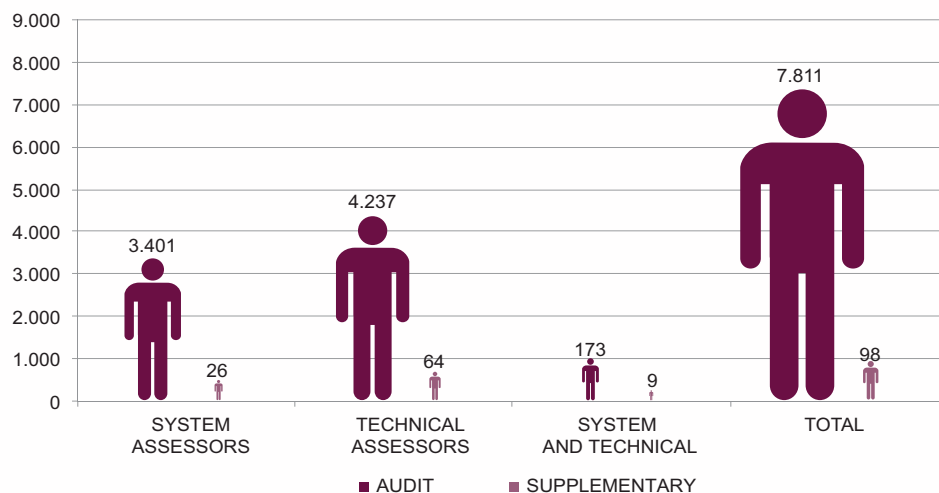
Assessment activities according to type 2009-2013 - Number



In 2012 and 2013, the sharpest increase regarded accreditation renewals which rose by 41% - from 176 to 249, and there were 18 more first accreditations - up 20%. Surveillance and extension assessments showed a fairly constant rise at 2% whilst ad hoc extensions remained unchanged and supplementaries visits dropped by 16% (10 fewer visits), reflecting an improvement trend in accredited laboratories.

Total assessment days stood at 7,909 - an increase of 10% on 2012 for 7,221 man-days.

Assessment activities according to assessors' type 2013 - Man-days

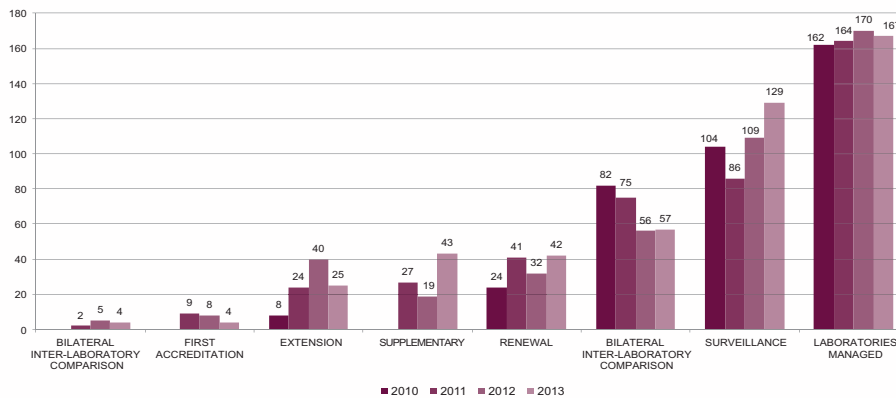


Department of Calibration Laboratories

The accreditation activities

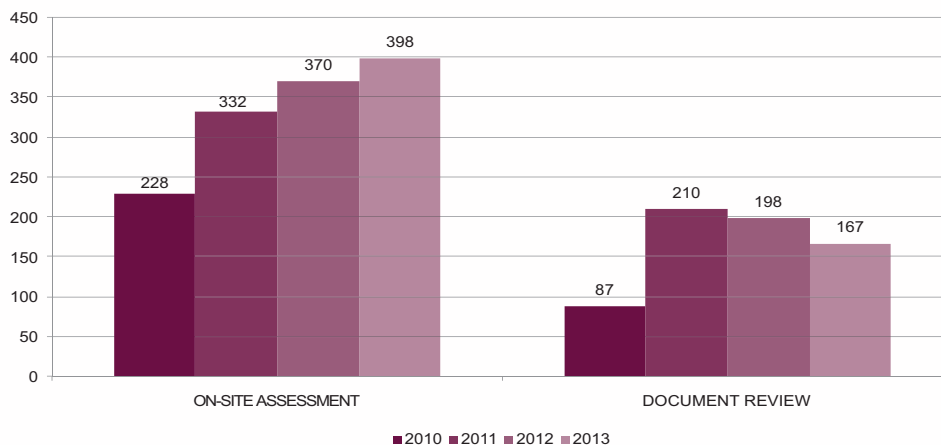
The assessment activities of the Department of Testing Laboratories reveal a growth of 3% in its 4 years of activity, starting from 2010. In 2013, however, there were three fewer laboratories than the previous year. Renewal of accreditation and surveillance visits were the most numerous but there was a slowdown of first accreditations.

Accreditation activities according to type 2010-2013



From a comparison of volumes of activity there has been an increase in surveillances (18%) and in renewals which grew from 32 to 42 (+31%), whilst inter-laboratory comparisons remained static: bilateral up by 1 and multilateral down by 1. On-site experimental assessments almost doubled: from 19 to 43 – a growth of 24.

Assessment activities 2010-2013 - Man-days





With regard to assessment activity of the Department of Calibration Laboratories, in 2013 the assessors worked a total of 565 days, divided into on-site assessments and document reviews. The analysis of documents took 167 days, double the 2010 total of 87, but 31 less than 2012.

The team of assessors

ACCREDIA ensures the competence and professionalism of its assessors and technical experts by means of continuous training and updates. There are currently 415 assessors working in the 4 Departments and 49 technical experts who are operative for certification, inspection, verification and calibration schemes.

The Department of Certification and Inspection has 57 assessors (of whom 9 new ones, qualified in 2013) who use the support of 32 sector technical experts, compared with a total of 20 in 2012.

The Departments of Testing Laboratories and Testing Laboratories for Food Safety have 292 assessors, of whom 206 are technical experts, 74 are systems assessors and 12 are both.

The Department of Testing Laboratories has 66 assessors, of whom 50 are technicians, 4 systems assessors and 12 covering both roles, and the Department also has 17 experts.

05 /

The Accreditation
sectors





Quality

In the Quality Management System scheme (QMS), in accordance with UNI EN ISO 9001:2008 and the other sector standards (UNI CEI EN ISO 13485 for medical devices, AVSQ MIA for automotive vehicles, the series UNI EN 9100 for the aerospace and defense sectors etc.). ACCREDIA manages 91 certification bodies. QMS accreditation represents 20% of the work of the Department of Certification and Inspection, with the product and services scheme is in second position.

Transition has been completed to the new edition of the standard UNI CEI EN ISO/IEC 17021:2011 by all management systems accredited certification bodies (191 out of 454 accreditations managed by the Department).

74 bodies issue QMS certification in the construction sector - IAF 28.

With regard to QMS for medical devices there are 14 bodies currently issuing certifications against the standard UNI CEI EN ISO 13485:2012.

The standard UNI EN 9104-001 has come into force concerning QMS for aerospace and defense and 6 bodies are accredited to issue certifications to UNI EN 9100:2009 and 4 bodies to issue certifications to both UNI EN 9110:2010 and UNI EN 9120:2010.

Business continuity

The new accreditation scheme for management system certification of the "business continuity", in conformity with ISO 22301:2012 has been introduced. It defines the necessary processes for guaranteeing the continuity of business activities: the capacity of the certified organization to supply products and provide services also in the case of events which may compromise the effectiveness of its performance.

Sustainability of events

Accreditation activities have begun of bodies certifying management systems of event sustainability in conformity with the standard ISO 20121:2012 which sets out the requirements for the organization of sustainable events which have a minimum impact on the environment and on the community and help to strengthen relations with stakeholders, from local Authorities to suppliers and clients, including workers and participants at the events.

Learning services

The accreditation scheme of management system bodies which certify “learning services related to non-formal training” was also started, in accordance with UNI ISO 29990:2011. The new standard, operated by an accredited body, is aimed at organizations whose core business is delivering technical and professional training courses and updates covering a wide range of topics.

Environment and energy

The Environmental Management System scheme (EMS), regards 40 bodies (9% of accreditations issued by the Department of Certification and Inspection), certifying 18,800 productive sites, showing a constant rise – 10% more than 2012.

Three new bodies were accredited (altogether 10) for the issue of certifications in the Energy Management Systems scheme (EnMS), which is expected to continue to grow.

There are currently 6 bodies – the same number as in 2012 – accredited for the Environmental Product Declaration scheme (EPD).

Following positive results of the combined assessments performed by ACCREDIA and ISPRA in 2013, 15 certification bodies were accredited to undertake EMAS audits in accordance with Regulation (CE) 1221/2009. The accreditation of individual verifiers remains a responsibility of ISPRA and of the EMAS Committee.

With regard to ESCO (organizations providing energy services), revision work continues of the standard UNI CEI 11352:2010, under the guidance of the working group managed by the CTI (Italian Energy and Environment Thermo-technical Committee), with ACCREDIA participation.

In the Greenhouse gases scheme GHG there is one accredited body in the voluntary area, in accordance with UNI EN ISO 14064-1:2012 and accreditation has begun in the mandatory sector for bodies issuing declarations of verification of greenhouse gases emissions according to the EU ETS Emission Trading scheme, the EU trading system of GHG emissions.

Occupational Health and Safety

The OHSAS scheme concerning the certification Occupational Health and Safety Management System in accordance with BS OHSAS 18001:2007 is growing continuously, with 3 accreditations more than 2012. The 26 accredited bodies cover 6% of the activities of the Department of Certification and Inspection and some 11,500 certifications have been issued, a 25% rise on the previous year.

Information and IT services security

For the ISMS scheme – Management System for Information Security – there are 10 accredited bodies which have certified 570 companies.



There were new accreditations of 3 bodies for the ITSM scheme – Management System for IT Services – issuing 20 certifications of companies against ISO/IEC 20000-1. There is not a great deal of activity in this sector.

Quality and safety in the agrifood sector

In the mandatory sector there are 13 accredited control bodies for the granting of organic farming certifications in accordance with Regulation (CE) 843/2007: 31 for quality agrifood production bearing the PDO, PGI and TSG guarantee marks (Regulation CE 1151:2012), and 8 for certification activities of wine production of protected designation of origin in accordance with Regulation CE 491/2009.

Due to an agreement between ACCREDIA and the Central Inspectorate for the Protection of Quality and the Elimination of Fraud in Agrifood Products of the Ministry of Agriculture, the recognition procedures of bodies performing control and certification for organic products, for agrifood products and for wines and spirits have been harmonized and slimmed down.

In the voluntary agrifood products sector there are 18 accredited bodies for the certification of traceability, in accordance with ISO 22005/2007, and 38 accreditations for the issue of certifications against scheme owners – amongst which GLOBALGAP (formerly EUREGAP), applicable to fruit and vegetable products (14 bodies), the BRC schemes (British Retail Consortium "Global Standard for Food Safety") and IFS (International Food Standard), developed by international large-scale retailers with regard to processing industries, for which 9 and 10 bodies operate respectively. There are 6 accreditations for "No OGM" certifications and 9 accreditations for the scheme BRC/IOP - BRC/Institute of Packaging.

Management System for Food Safety

The Management System for Food Safety scheme (FSM), accounts for 11% of the Department's activities. There have been no new accreditations against UNI CEI EN ISO/IEC 17021:2011 and ISO/TS 22003:2007. There are about 700 companies certified to the standard ISO 22000/2005.

Four bodies are accredited for the issue of certifications against the Food Safety Systems scheme - FSSC 22000.

In 2013 certification began of the FAMI-QS scheme (Quality and Safety System for Specialty Feed Ingredients and their Mixtures), specifically for the certification of companies producing and marketing foodstuffs of various types and (bio)chemical products (additives for animal feed and pre-mixes).

Persons

The personnel scheme (PRS) involves 28 certification bodies - 11% of the Department's accreditations, and with 5 new accreditations it is one of the fastest-growing. The transition process to the new issue of the standard UNI CEI EN ISO/IEC 17024:2012 is already underway.

Under the Presidential Decree 43/2012, accreditation is obligatory for bodies certifying persons and businesses undertaking leakage control, recovery, maintenance and installation of fluorinated greenhouse gases activities. 14 accreditations have been granted for persons involved in F-gases activities.

With the passing of Law 4/2013 which regulates non-regulated professions in guilds or associations and introduces voluntary self-regulation for professional qualification, there has been an increase in the number of applications for accreditation from bodies certifying persons. According to the Law a non-regulated profession may attain the necessary qualification by means of certification, issued by an accredited body in conformity with the specific UNI standard.

The first certification body was accredited for the granting of ECDL CORE certification, in conformity with ECDL - European Computer Driving License, the International certification standard of digital competence of use of computer guaranteed by the ECDL Foundation.

Products and services

The product scheme (PRD) has 149 accreditations and is the first in terms of volume of activity, representing 33% of the Department's total, covering a huge range of sectors from the production of goods and services to agriculture and forestry, construction, call centers, products with the CE marking and the F-gases. The transition process has begun to the new standard ISO/IEC 17065:2012 which, from September 15, will replace UNI CEI EN 45011:1999.

The accreditation activities have continued of bodies certifying biofuels and bioliquids in accordance with the "National certification system of the sustainability of biofuels and bioliquids", for which there are 6 accredited bodies.

The first product certification body has been accredited for the EU regulation "End of Waste" - EoW 333/2011, regarding ferrous waste.

There has been a constant growth in the number of certification bodies operating in the F-gases sector, with an increase from 6 to 18 in the number of bodies certifying services of installation, maintenance or repair of fixed refrigeration equipment, air-conditioning systems and heat pumps containing certain fluorinated greenhouse gases, and a rise from 3 to 5 for bodies certifying services delivering training courses for persons in the recovery of certain F-gases.

In the mandatory sector collaboration has been strengthened with the National Agency for Railway Safety (ANSF), with 5 certification bodies recognized as Independent Safety Verifiers in accordance with Law Decree 162/2007.



ACCREDIA has continued its collaboration with the Ministry of Economic Development for drawing up the guidelines for the ministerial accreditation for the activities of Business Agencies which, in accordance with Presidential Decree 159//2010, carry out investigative and sworn activities regarding administrative procedure in place and in support of a single agency with regard to the assertion of the legal requirements for the realization, transformation, transfer and termination of activities of production of goods and services which take the form of an enterprise.

Accreditation for voluntary certification of Trade Fair data in accordance with ISO 25639-2:2008, for which there is currently 1 accredited body, has the objective of dealing with data of trade fairs such as the number of visitors and exhibitors, the size of the exhibition surface, the number of events and so forth. Italy is the first country in the world to require the accreditation of bodies certifying the data of trade fairs.

Accreditation activities have also begun for granting certification for the owner scheme "Remade in Italy", which concerns products made in Italy using recycled materials.

Inspection

The number of accredited bodies for the inspection scheme (INSP) stands at 63, with 3 additions in 2013 and accounting for 14% of the activities of the Department of Certification and Inspection. The trend is a positive and constant one, not only in the construction sector (project verifications, the execution of works, products and services). Another growth area is the automotive one with verifications and laboratory tests and also industrial products and processes. Many other sectors are involved – from the safety of acrobatic performances to the inspection of systems, devices and software for games, public transport inspection, restaurants and catering, fuel distribution stations and various consumer products.

Work has continued for the updating of accreditations to the new edition of the standard ISO/IEC 17020:2012, to be completed by March 1, 2015.

Accreditation activities have begun in accordance with the ITACA Protocol for the promotion of certifications granted under accreditation, contributing towards the implementation of regional policies regarding the environmental sustainability of buildings.

Notified bodies

The accreditation of notified bodies is managed by ACCREDIA with the authorization of the Ministry of Economic Development, the Ministry of the Environment, the Ministry of Transport and Infrastructures, the Ministry of Labor and Welfare, which may authorize bodies to obtain notification from the European Commission. On the basis of agreements with the Ministries, ACCREDIA assesses conformity with the reference standards of bodies issuing certifications or undertaking product inspections in order to obtain the CE marking. The certification and inspection bodies which are accredited for notification are 93 and they operate with 175 accreditations for the various EU Directives and Decisions as illustrated below:

Directives/Decisions	2013	2012
Directive 95/16/CE - Lifts	62	16
Directive 2006/42/CE - Machines	29	13
Directive 97/23/CE PED - Pressure equipment	28	17
Directive 89/686/CEE DPI - Protective clothing and equipment	11	4
Directive 2010/35/UE T - PED - Transportable pressure equipment	9	7
Directive 2004/108/CE EMC - Electromagnetic compatibility	9	3
Directive 2009/48/CE - Toys	8	7
Directive 1994/9/CE ATEX - Protective equipment and systems for use in potentially explosive atmospheres	6	5
Directive 2000/14/CE - Noise	5	-
Directive 2006/95/CE LVD - Low tension	5	3
Decisione 2009/750/CE - European payroll services	1	1
Directive 1999/5/CE - Radio and telecommunications	1	-
Directive 2004/22/CE MID - Measuring instruments	1	-
Number accreditations	175	76

Testing and medical laboratories

The Departments of Testing Laboratories and Testing Laboratories for Food Safety issue accreditations in conformity with UNI CEI EN ISO/IEC 17025:2005, involving 1,077 operators, in conformity with UNI EN ISO 15189:2007 for which there is one accredited laboratory of medical analysis, and with UNI CEI EN ISO/IEC 17043:2010 which is applicable for Proficiency Testing Providers (PTP) for which there are 4 organizations. Accreditations are also issued in accordance with schemes owners: AEMCLRP (electromagnetic compatibility in the automotive sector), Bluetooth (IT&T) and WADA (antidoping).

The first accreditation has started of a testing laboratory in the mobile telephone sector recognized by the Global Certification Forum, which prescribes obligatory accreditation in accordance with UNI CEI EN ISO/IEC 17025 for laboratories carrying out this type of test.

ACCREDIA accreditation of laboratory tests, granted in the ambit of the ILAC MRA agreements is also recognized by Government entities such as the Consumer Product Safety Commission USA - CPSC. In order to determine categories of product which impact directly on the health and safety of consumers, such as products for children, the CPSC validates only tests carried out by laboratories with UNI CEI EN ISO/IEC 17025 accreditation issued by accreditation bodies which are signatory to the ILAC MRA agreements.

The first combined visits took place with the assessors of the Department of Testing Laboratories and the Department of Certification and Inspection. ACCREDIA has set out the modalities which all accredited bodies shall respect to receive a combined assessment on-site on the occasion of a surveillance or renewal of accreditation.

Laboratories performing food safety tests in both the mandatory and voluntary areas are accredited in conformity with UNI CEI EN ISO/IEC 17025.



About 60% of the total of more than 1,000 accredited laboratories issue attestations in the food sector – from analysis of wines to research into parasites, from water to milk, for nearly 2.3 million analyses out of a total of 5 million tests performed under accreditation.

For official food safety controls the laboratories qualified for such controls are the national ministerial food safety institutes, public health laboratories, regional Authorities for environmental protection, and in the self-analysis and control field (HACCP) private laboratories operate carrying out the analysis of food and water.

Proficiency Testing Providers

There are 4 operators currently accredited to work as PTP in conformity with UNI CEI EN ISO/IEC 17043:2010.

Calibration laboratories

The calibration laboratories are assessed and accredited in conformity with UNI CEI EN ISO/IEC 17025:2005 while there is 1 accreditation against UNI EN ISO 15195:2004 held by a medical laboratory which carries out reference measurements. The total number of centers managed by the Department of Calibration Laboratories currently stands at 167.

In the mandatory area work has continued in collaboration with the Agenzia delle Dogane (the Government Customs Authority for the fiscal control of the movement of goods) in order to develop a guideline for the application of the requirements for accredited calibration laboratories which may be included in the list of recognized laboratory by the Agency and conduct regular verifications of active electricity meters as set out in a joint circular of the Agency with the Ministry of Economic Development. Other sectors related to legal metrology have been carefully followed, such as gas, water and heat meters, in which metrological traceability is fundamental. Legislation concerning environmental analysis (e.g. Legislative Decree 250/2012) has created great interest in the production of gaseous mixes as a reference for which new applications for accreditation have been received.

Reference Material Producers

For the accreditation of RMP a new scheme for which the extension of assessment activities is planned, the drawing up of new regulations has begun and ongoing relations with the Department of Testing Laboratories continue for the involvement of laboratories as users of the materials produced.



06 /

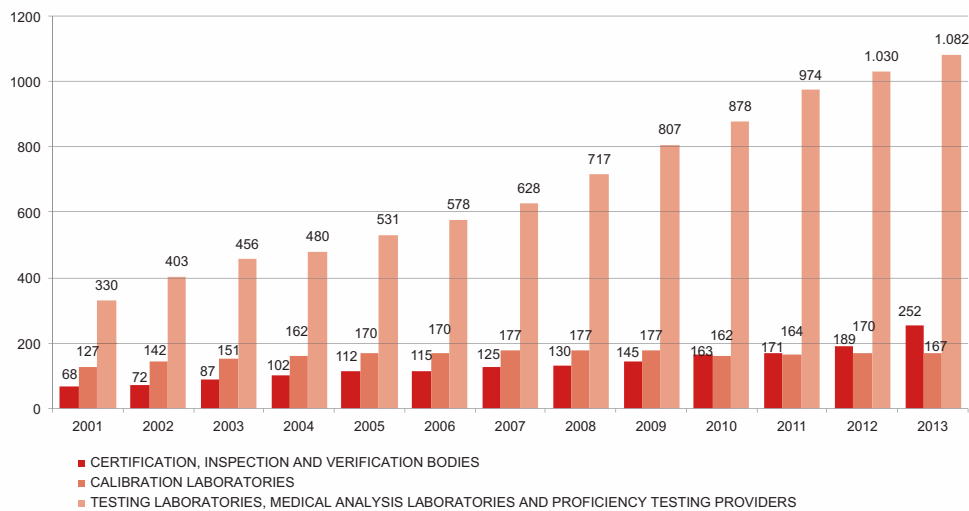
Accredited
bodies and
laboratories



At December 2013 there were 1,501 bodies operating under accreditation, of which:

- 1,082 testing laboratories for food safety, medical analysis laboratories and Proficiency Testing Providers;
- 252 certification, inspection and verification bodies;
- 167 calibration laboratories.

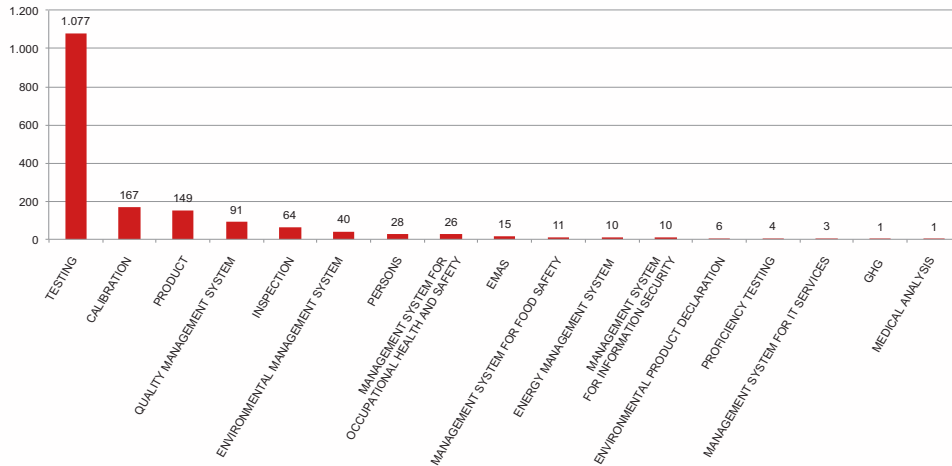
Evolution of accreditations divided into typologies 2001-2013



In 10 years the number of accredited bodies and laboratories has doubled: in 2004 there were 744 altogether, showing a regular annual rise of 33% in the first 5 years but down to 16% over the 2011/12 period. Faced with recession, the percentage has gone down to 8% for the 2012/13 period.

The strongest evolution regarded certification and inspection bodies which rose by 30%: from 189 to 252. There were 52 more testing laboratories and testing laboratories for food safety which constituted a 5% improvement since 2012 when there were 1,030, but there was a 2% fall in the number of calibration laboratories, going down by 3 from 170 to 167.

Situation of accreditations 2013



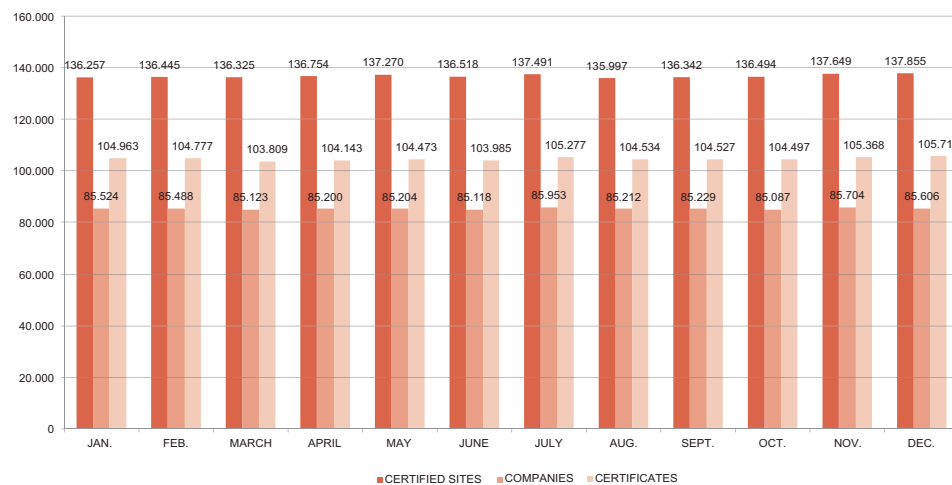
The total number of accreditations granted by ACCREDIA to the 1,501 bodies and laboratories involve 1,703 different schemes. The increase on the previous year (from 1,555 in 2012) is almost 10%, in keeping with the increase in the number of accreditations of testing laboratories and certifications bodies.

The certifications

The management systems

The trend of management system certifications issued by accredited bodies in the course of 2013 is more or less uniform for the typologies of data aggregations: certified sites, companies and certificates.

**Evolution of management system certifications 2013
Comparison of certified sites, companies and certificates**





The trend is positive but contained despite the economic recession with regard to certified organizations, totaling almost 86,000 for 137,855 productive sites.

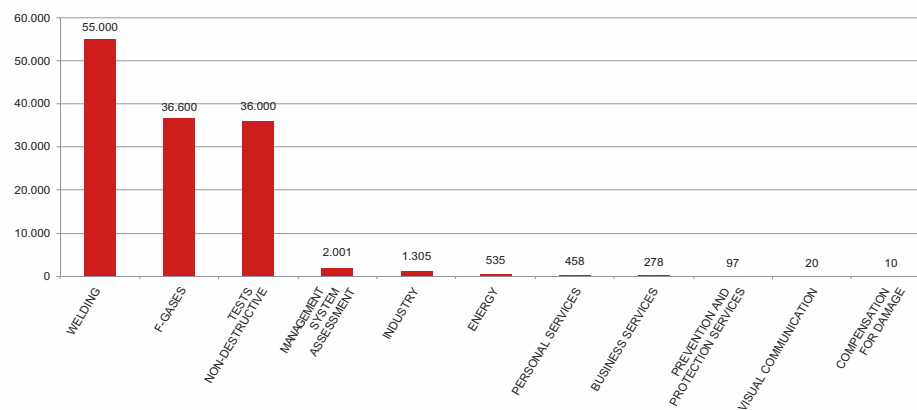
Products and services

Certified products are growing constantly, currently numbering over 100,000, with the agrifood sector standing out in importance while in the mandatory sector a wide range of products are certified in compliance with the European Directives amongst which those bearing the CE marking: toys, lifts, pressure equipment, protective clothing and equipment. Biofuels and bioliquids are among the new products to be certified under accreditation. Certain typologies of service are also certified under accreditation such as training courses for persons in the electricity systems sector in compliance with ENEL and TERNA specifications; customer services, relations with consumers by means of call centers and, in the cogent area, businesses undertaking leakage control activities, recovery, maintenance, installation of F-gases in fridges, air-con systems, heat pumps and anti-incendiary systems, in accordance with Presidential Decree 43/2012.

Professional Presidential Deree

Law 4/2013 has boosted the certification of persons in terms of quantities and professions aiming at market qualifications through certification. Such persons include condominium administrators, barristers, photographers and many others who all sought certified accreditation in 2013.

Distribution of certified persons per activity sector 2013





07 /

Complaints

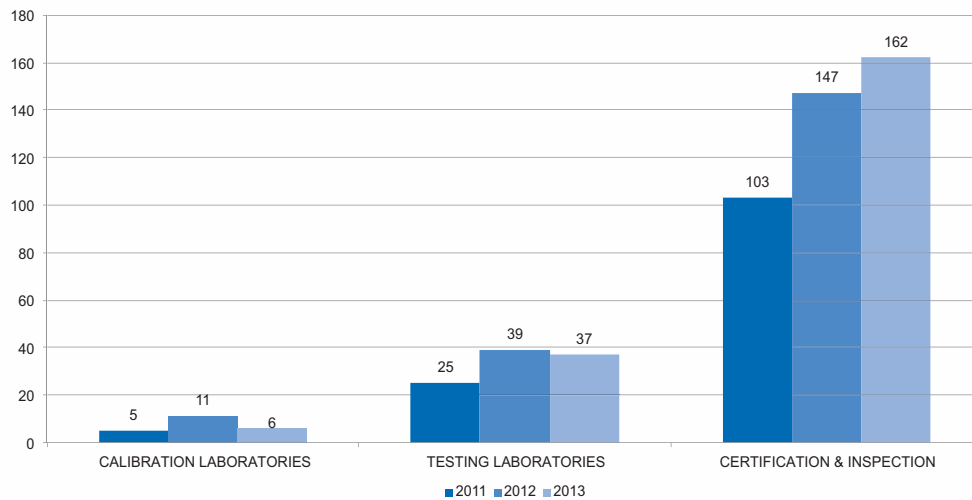


The handling and management of complaints is a crucial activity for ACCREDIA, ensuring the quality performance and the satisfaction of the customers of accredited services of certification, inspection, testing and calibration.

Altogether, ACCREDIA has received 205 complaints and similar, 4% more than in 2012 (197).

The increase in cases for handling by the Department of Certification and Inspection (15 more than last year), is consistent with the increase in the volume of activity handled under accreditation and it is significant in market satisfaction terms as it is considerably less than it was in 2011/12: 64 cases, corresponding to + 48%.

Complaints and similar received by ACCREDIA per Department 2011-2013



08 /

Communication





ACCREDIA's communications activities have been continued and developed with the consolidation of projects initiated in the 2012/13 two-year plan, with the aim of strengthening ACCREDIA's profile in terms of standing, credibility and professionalism with respect to its stakeholders, accredited bodies, the Public Administration Authorities and the market which is represented by organizations, companies, consumers and final users of products and services which are certified under accreditation.

Media relations

The activities of the press office which target both the traditional and the online media, have been undertaken through a series of initiatives – editorial and relational – aimed at illustrating ACCREDIA's role and the function of accreditation, as well as providing information regarding ACCREDIA's institutional and technical novelties and in diffusing statistical data concerning accredited bodies and certification.

The brochure and the video

The brochure, a traditional instrument of institutional communication, and the video, which was an innovation for ACCREDIA, proved to be an effective means of publicizing ACCREDIA's role and the promotion of accreditation, using simple and straightforward language, aided by the appeal of visual support.

Advertising

The choice of investing in ACCREDIA's first advertising campaign (planned at the end of 2013) proved a successful one. It was based on a concept of pure and essential graphics and to have greatest impact both as a printed and as a digital media campaign by means of buttons and banners. With the claim "Super Super Partes" and the payoff "We guarantee who guarantees", ACCREDIA's message is aimed at the general public, raising the profile and awareness of ACCREDIA and of its logo.

The newsletter

The ACCREDIA newsletter is a well-established tradition, already in its 7th year, sent monthly to 7,600 users (in 2012 it reached just over 6,000 users).

The Quality Observatory

The ACCREDIA Quality Observatory continues its activities, also in collaboration with CENSIS, one of the first Italian research center for demography and statistics, conducting surveys which led to 3 publications:

- "The certification of persons", developed with the contributions of a large number of stakeholders;
- "The request for quality certification in the business system" in collaboration with business associations CNA, CONFAPI and CONFARTIGIANATO, which took the form of 2 quality-quantity studies conducted by CENSIS on companies with UNI EN ISO 9001 certification and on accredited certification bodies in the quality management system scheme;
- "Food safety and quality", created with CENSIS and with contributions from the Ministry of Health and the Ministry of Agriculture.

The website and the database

2013 was another year of good results with 770,000 visits – a 10% increase in 12 months and a 45% rise in new visits.

Two new databases have been created: “Organic Products” with the collaboration of Federbio sector association, and “F-gases”, in collaboration with Ecocerved Group.

Following the successful conclusion of the test phase, the database AVCPass has been officially activated, the platform which allows accredited and recognized certification bodies operating in IAF sector 28 (construction) to send the data of their clients with QMS UNI EN ISO 9001 certification directly to AVCP (Authority for the Supervision of Public Contracts), as required by the Decision taken by AVCP on December 20, 2012.

Social networks

ACCREDIA is active on the web also with its profile on Twitter, followed by almost 1,000 users – an increase of 400 in 8 months.

Conventions and events

The projects realized in collaboration with CENSIS, “The request for quality certification in the business system”, with contributions from CNA, CONFAPI and CONFARTIGIANATO, and “Food safety and quality”, with the support of the Ministry of Health and the Ministry of Agriculture, were presented to the public and to the press during two conventions, one in Rome in April and the other in Arezzo in November during the Health Risk Management Forum. ACCREDIA also took part at the fair in Turin “Reliability and Technologies”, which the most important calibration laboratories and their client companies attend every year.

Collaboration and sponsorship

Confirmation was made of all the sponsorships and support collaborations with associations, institutions, foundations, training organizations and research bodies (INAIL, CONFINDUSTRIA, AICQ, AIZS, ANGQ, ISPRA, ISS, UNI, Qualivita, University of Tuscia, University of Padova, University of Verona, etc.).

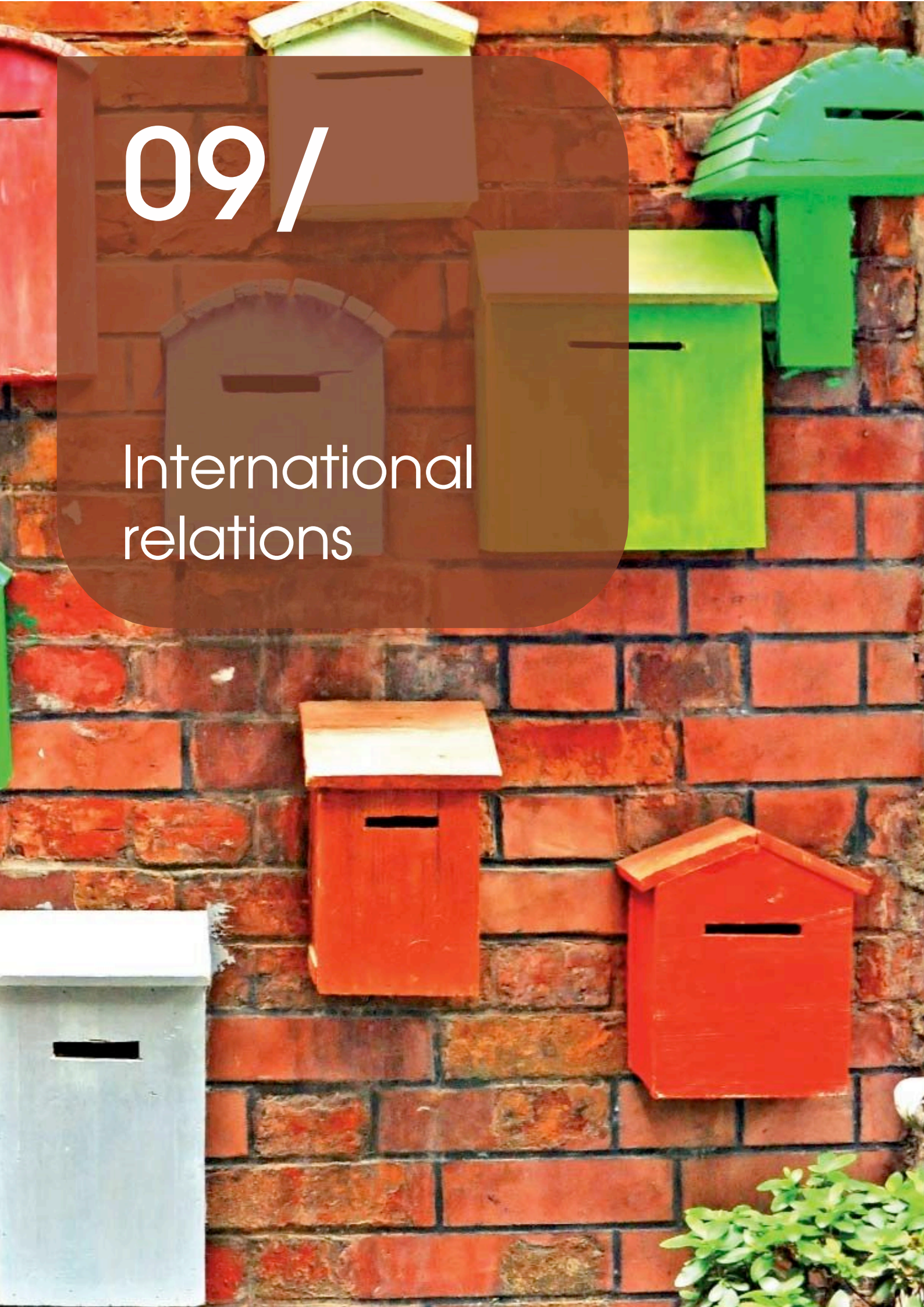
Among the many initiatives underway, there was the second edition of “Safety Award for Businesses”, a project started by CONFINDUSTRIA and INAIL with the technical support of ACCREDIA and APQI to reward businesses with the best records in occupational health and safety. There were also contributions to the Rapporto Qualivita-Ismea 2013, presented in December at the Ministry of Agriculture and the enquiry conducted in association with the University of Padova’s Center of Environmental Studies on companies certified for EMS.

As part of the collaboration with the University of Padova, for the academic year 2013/14, ACCREDIA has promoted a masters course in “Strategic Environmental Management” as well as a course in “Risk Management, Safety and Control” at the University of Verona for which ACCREDIA has also offered a merit scholarship.



09 /

International
relations





ACCREDIA is a member of the EA - *European co-operation for Accreditation*, IAF - *International Accreditation Forum* and ILAC - *International Laboratory Accreditation Cooperation*, and it is signatory to the EA and IAF MLA (Multilateral Agreements) and ILAC MRA (Mutual Recognition Arrangements).

In October 2013 the EA MAC (*Multilateral Agreements Council*) confirmed ACCREDIA's signatory status of the EA MLA agreements after successful completion of a peer assessment in December 2010 of ACCREDIA's conformity with Regulation (CE) 765/2008 as sole national accreditation body. Assessment was also undertaken of the activities laid down by ACCREDIA for the accreditation of verification bodies certifying greenhouse gases emissions against the standard UNI EN ISO 14065.

ACCREDIA took part in 2013 at the General Assembly of EA, IAF and ILAC, at the meetings of the various committees (*Horizontal Harmonization, Certification, Inspection, Laboratory, Communications*) and workshops (*Environment, Food, Testing, Calibration, Proficiency Testing, etc.*), participating both from an operative and from an institutional point of view, especially with regard to EA. Paolo Bianco, Director of the Department of Testing Laboratories is the current Chairman of the EA Laboratory Committee under a 4-year appointment, one of the 3 main technical committees, together with Certification and Inspection, and in this role he is a member of the EA Executive Committee. ACCREDIA's General Director, Filippo Trifiletti is a member of the Horizontal Harmonization Committee. The Department directors also attend meetings of other international bodies regarding conformity assessment at European and worldwide levels, such as EURAMET - *European Association of National Metrology* and APLAC - *Asia Pacific Laboratory Accreditation Cooperation*.

ACCREDIA is also active in the development of best practices and uniform accreditation procedures in Europe (also at sectoral level), in its role, for example, as contact point between EA and the DG for Rural Development of the European Commission with regard to organic farming.

ACCREDIA is the coordinator of the IAF working group "Audit Duration" and at the ISO CASCO level it is a member of working groups for the revision of the standards UNI CEI EN ISO/IEC 17021 and UNI CEI EN ISO/IEC 17023 on the duration of management system certification audits.

Once again in the international domain, ACCREDIA took part in the tender of the European Commission for an administrative twinning project in support of ALGERAC, the Algerian accreditation body with regard to activities for the implementation of its conformity assessment system.

In 2013 ACCREDIA hosted two foreign delegations, one from the Chinese accreditation body, CNAS, and one from Tanzania, the Tanzania Revenue Authority which came to improve its knowledge of the European accreditation model based on Regulation 765/2008 and the procedures applied by EA members in general.

On the same topic, together with the European Commission and with EA, ACCREDIA organized the *Multi-Country Workshop on Accreditation and Conformity Assessment for Mediterranean Neighbouring countries* for delegations from other Mediterranean countries.

In the course of the Joint General Assembly of IAF and ILAC held in Seoul, October 2013, ACCREDIA was formally given the assignment of organizing the meetings for 2015. Over 250 delegates will take part from accreditation and standardization bodies throughout the world and they will take place in Milan between October 28 and November 8, to run concurrently with EXPO-2015. It is an opportunity for ACCREDIA to raise its profile on the international stage and for all certification and inspection bodies, testing and calibration laboratories holding ACCREDIA accreditation and for their clients all to boost their visibility.





10/

Economic
results



At the end of 2013 the ACCREDIA balance sheet closed with a positive pre-tax result of 1,490 euro¹ – about 827 after tax – for allocation to other profit reserves. The balance is based on the management of the 4 departments (Certification and Inspection, Testing Laboratories, Testing Laboratories for Food Safety and Calibration Laboratories) and on running costs. With regard to the total costs of production, the amount reached in 2013 stood at 17,344 euro, 12% up on 2012 when the figure was 15,397. Production costs totaled 15,833 euro, up by 10% on last year when they were 14,375. In 2013 capitalization was 7,795 euro, or 45% against assets of 17,344 euro.

¹ In thousands of euro.



Via Guglielmo Saliceto, 7/9
00161 Roma - Italia
Tel. +39 06 8440991
Fax. +39 06 8841199
info@accredia.it

**Departments Testing Laboratories
and Testing Laboratories for Food Safety**

Via Guglielmo Saliceto, 7/9
00161 Roma - Italia
Tel. +39 06 8440991
Fax. +39 06 8841199
roma@accredia.it

Department Certification and Inspection

Via Tonale, 26
20125 Milano - Italia
Tel. +39 02 2100961
Fax. +39 0221009637
milano@accredia.it

Department Calibration Laboratories

Strada delle Cacce, 91
10135 Torino - Italia
Tel. +39 011 3919729
Fax. +39 011 3919372
segreteriaidt@accredia.it

Database of
accredited Bodies
and Laboratories
and certified organizations:
www.accredia.it/Database


QR Code



Project: **ZERO ONE**
Printed in Italy, June 2014
Certification FSC®



L'ENTE ITALIANO DI ACCREDITAMENTO

www.accredia.it
 [@accredia.it](https://twitter.com/accredia.it)