



Support for the National Accreditation Centre MOLDAC  
to successfully undergo the EA peer evaluation process  
Twinning Project MD14/ENPI/TR/20



# Product certification in European Union's certification schemes

Organic farming, Protected  
Denomination Origin, Protected  
Geographical Indications



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## **Assessment of CABs recognized by the EU for a Equivalent organic farming certification schemes**



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## Normative references

- Reg. EU 834/07
- Reg. EU1235/08
- Guidelines on imports of organic products into the European Union
- Codex Alimentarius guidelines for the production, processing, labelling and marketing of organically produced foods
- EA M 3/12



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## **Protected Denomination Origin and Protected Geographical Indication certification schemes**



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## Normative document - Regulation UE 1151/12



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## Wine certification and spirit drinks



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## Normative document:

- Reg UE 1234/07
- Reg UE 491/09
- Reg UE 479/08
- Reg 607/09
- Reg. UE 110/08



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# ISO/IEC 17020:2012

Conformity assessment  
Requirements for the operation of various  
types of bodies performing  
inspection

***February 15 - 02, 2016 - Trainer Francesco Santini***



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# Programme Overview

## ■ Materials Needed For Training

- ISO/IEC 17020: 2012
- ILAC P15:06/2014
- ILAC P10:01/2013





# Introductions

- Trainers
- Participants





# ISO/IEC 17020:2012

## Introduction

This International Standard covers the activities of inspection bodies whose work can include the **examination of materials, products, installations, plants, processes, work procedures or services**, and the determination of their conformity with requirements and the subsequent reporting of results of these activities to clients and, when required, to authorities.

**Inspection can concern all stages during the lifetime of these items, including the design stage.** Such work normally requires the exercise of **professional judgement** in performing inspection, in particular when assessing conformity with general requirements.





## ISO/IEC 17020:2012 - Introduction

Inspection activities can overlap with testing and certification activities where these activities have common characteristics. However, an important difference is that many types of inspection involve professional judgement to determine acceptability against general requirements, for which reason the inspection body needs the necessary competence to perform the task.

Inspection can be an activity embedded in a larger process. For example, inspection can be used as a surveillance activity in a product certification scheme. Inspection can be an activity that precedes maintenance **or simply provides information about the inspected item with no determination of conformity with requirements.** In such cases, further interpretation might be needed.





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<b>Activity</b>	<b>Inspection</b>	<b>Product Certification</b>
Nature of operation	Inspection of individual products, and not necessarily by third party (direct determination of conformance)	Certification of series of products and always by third party (indirect determination of conformance)
Conformity	Examined against standards or other Normative documents and/or general requirements	Assessed against standards or other Normative documents
Assurance	Report provides condition at the time of inspection	Certification normally provides continuing assurance of compliance
Decisions	No need for separation of those taking inspection decisions from those performing inspection	Certification decisions taken by a different person(s) from those who have carried out evaluation
Issuing of licenses	No licenses issued	Grants licence to supplier to issue certificate or put marks
Marking of products	Marks put only on products covered by inspection	Marks may be put on a certified product under licence
Surveillance	Only where required in order to support inspection	Normally necessary to provide continuing assurance of compliance
In-service inspection of products	Always by inspection	Not by product certification



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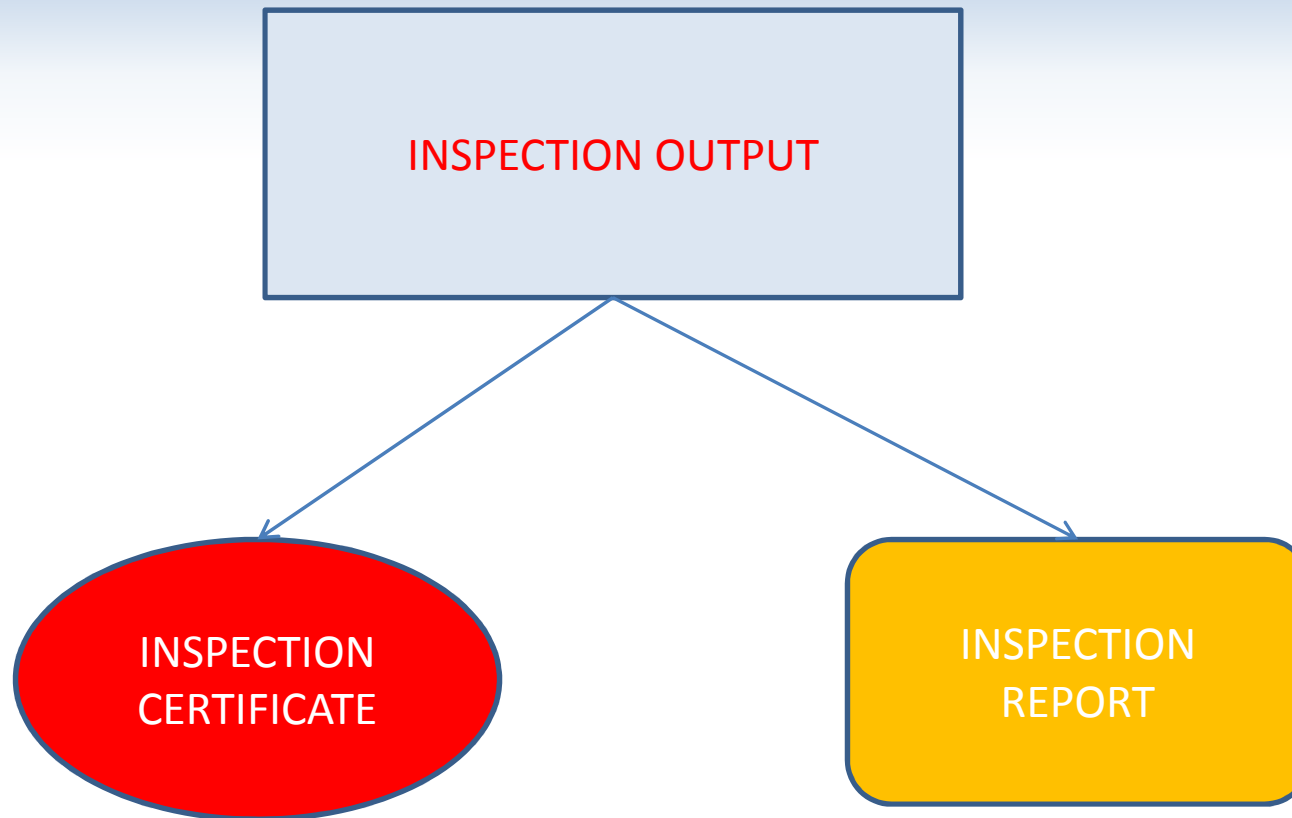
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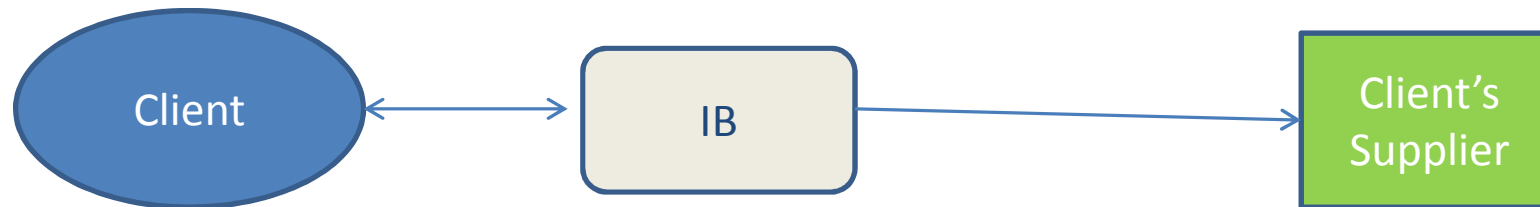
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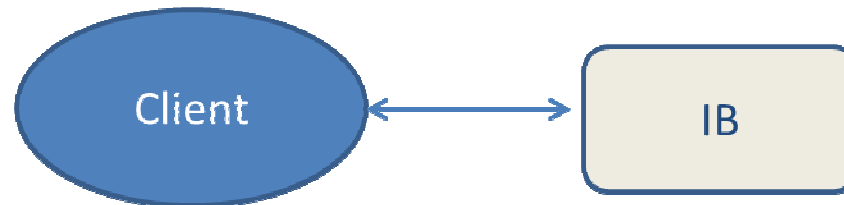


# Relations on the involved parties in an inspection (Client - IB - Client's supplier)





# Relations on the involved parties in an inspection (Client - IB)







## ISO/IEC 17020:2012 Introduction

The categorization of inspection bodies as type A, B or C is essentially a measure of their independence. Demonstrable independence of an inspection body can strengthen the confidence of the inspection body's clients with respect to the body's ability to carry out inspection work with impartiality.





## ISO/IEC 17020:2012 - Terms and Definition

**inspection:** examination of a **product** (3.2), **process** (3.3), **service** (3.4), or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements

Note 1 Inspection of processes can include personnel, facilities, technology or methodology.

Note 2 Inspection procedures or schemes can restrict inspection to examination only.

Note 3 Adapted from ISO/IEC 17000:2004, definition 4.3.

Note 4 The term “item” is used in this International Standard to encompass product, process, service or installation, as appropriate.





## ISO/IEC 17020:2012 - Terms and Definition

**inspection system:** rules, procedures, and management for carrying out inspection

Note 1 An inspection system can be operated at international, regional, national or sub-national level.

Note 2 Adapted from ISO/IEC 17000:2004, definition 2.7.

**inspection scheme:** **inspection system** (3.6) to which the same specified requirements, specific rules and procedures apply

Note 1 Inspection schemes can be operated at international, regional, national or sub-national level.

Note 2 Schemes are sometimes also referred to as programmes”.

Note 3 Adapted from ISO/IEC 17000:2004, definition 2.8.



**Table 1 — Building a product certification scheme**

Conformity assessment functions and activities <sup>a</sup> within product certification schemes		Types of product certification schemes <sup>b</sup>							
		1a	1b	2	3	4	5	6	Nc,d
<b>I</b>	<b>Selection</b> , including planning and preparation activities, specification of requirements, e.g. normative documents, and sampling, as applicable	x	x	x	x	x	x	x	x
<b>II</b>	<b>Determination of characteristics</b> , as applicable, by: a) testing b) inspection c) design appraisal d) assessment of services or processes e) other determination activities, e.g. verification	x	x	x	x	x	x	x	x
<b>III</b>	<b>Review</b> Examining the evidence of conformity obtained during the determination stage to establish whether the specified requirements have been met	x	x	x	x	x	x	x	x
<b>IV</b>	<b>Decision on certification</b> Granting, maintaining, extending, reducing, suspending, withdrawing certification	x	x	x	x	x	x	x	x
<b>V</b>	<b>Attestation, licensing</b>								
	a) issuing a certificate of conformity or other statement of conformity (attestation)	x	x	x	x	x	x	x	x
	b) granting the right to use certificates or other statements of conformity	x	x	x	x	x	x	x	
	c) issuing a certificate of conformity for a batch of products		x						
	d) granting the right to use marks of conformity (licensing) is based on surveillance (VI) or certification of a batch.		x	x	x	x	x	x	
<b>VI</b>	<b>Surveillance</b> , as applicable (see 5.3.4 to 5.3.8), by:								
	a) testing or inspection of samples from the open market			x		x	x		
	b) testing or inspection of samples from the factory				x	x	x		
	c) assessment of the production, the delivery of the service or the operation of the process				x	x	x	x	
	d) management system audits combined with random tests or inspections						x	x	





## ILAC P15 Terms and Definition

*The term “installation” may be defined as “a collection of components assembled to jointly achieve a purpose not achievable by the components separately”.*





## 4 General Requirements - Impartiality and independence

**4.1.1** Inspection activities shall be undertaken impartially.

**4.1.2** The inspection body shall be responsible for the impartiality of its inspection activities and shall not allow commercial, financial or other pressures to compromise impartiality.





## 4 General Requirements - Impartiality and independence

**4.1.3** The inspection body shall identify risks to its impartiality on an ongoing basis. This shall include those risks that arise from its activities, or from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present an inspection body with a risk to impartiality.

Note A relationship that threatens the impartiality of the inspection body can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding), and payment of a sales commission or other inducement for the referral of new clients, etc.







## 4 General requirements – Impartiality and independence

*4.1.3a Risks to the impartiality of the inspection body shall be considered whenever events occur which might have a bearing on the impartiality of the inspection body or its personnel.*

*4.1.3b The inspection body should describe any relationships that could affect its impartiality to the extent relevant, using organisational diagrams or other means. Examples of relationships that could influence the impartiality include:*

- Relationship with a parent organisation*
- Relationships with departments within the same organisation*
- Relationships with related companies or organisations*
- Relationships with regulators*
- Relationships with clients*
- Relationships of personnel*
- Relationships with the organisations designing, manufacturing , supplying, installing, purchasing, owning, using or maintaining the items inspected*







## 4 General Requirements - Impartiality and independence

**4.1.4** If a risk to impartiality is identified, the inspection body shall be able to demonstrate how it eliminates or minimizes such risk.

**4.1.5** The inspection body shall have top management commitment to impartiality.





## 4 General requirements – Impartiality and independence

*4.1.5a The inspection body should have a documented statement emphasising its commitment to impartiality in carrying out its inspection activities, managing conflicts of interest and ensuring the objectivity of its inspection activities.*

*Actions emanating from the top management should not contradict this statement.*

*4.1.5b One way for the top management to emphasise its commitment to impartiality is to make relevant statements and policies publicly available.*





## 4 General Requirements - Impartiality and independence

**4.1.6** The inspection body shall be independent to the extent that is required with regard to the conditions under which it performs its services. Depending on these conditions, it shall meet the minimum requirements stipulated in Annex A, as outlined below.





*The standard has identified  
three different level of  
independence*

- *Type A*
- *Type B*
- *Type C*





## Type A

An inspection body providing  
third party inspections shall  
meet the type A requirements  
of Clause A.1 (third party  
inspection body).





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES

### A.1 Requirements for inspection bodies (Type A)

The inspection body referred to in 4.1.6 a) shall meet the requirements below.

- a) The inspection body shall be independent of the parties involved.
- b) The inspection body and its personnel shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their inspection activities. In particular, they shall not be engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected.





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES

### A.1 Requirements for inspection bodies (Type A)

Note 1 This does not preclude exchanging technical information between the client and the inspection body (e.g. explanation of findings, or clarifying requirements or training).

Note 2 This does not preclude the purchase, ownership or use of inspected items that are necessary for the operations of the inspection body, or the purchase, ownership or use of the items for personal purposes by the personnel.





## **ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES - A.1 Requirements for inspection bodies (Type A)**

c) An inspection body shall not be a part of a legal entity that is engaged in design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected.

Note 1 This does not preclude exchanging technical information between the client and any other part of the same legal entity of which the inspection body is a part (e.g. explanation of findings, or clarifying requirements or training).

Note 2 This does not preclude the purchase, ownership, maintenance or use of inspected items that are necessary for the operations of another part of the same legal entity, or for personal purposes by the personnel.







## **ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES - A.1 Requirements for inspection bodies (Type A)**

d) The inspection body shall not be linked to a separate legal entity engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected by the following:

1) common ownership, except where the owners have no ability to influence the outcome of an inspection;

EXAMPLE 1 : A cooperative type of structure where there are large numbers of stakeholders, but they (individually or as a group) have no ability to influence the outcome of an inspection.

EXAMPLE 2: A holding company consisting of several separate legal entities (sister companies) under a common mother company, where neither the sister companies nor the mother company can influence the outcome of an inspection.





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES - A.1 Requirements for inspection bodies (Type A)

2) common ownership appointees on the boards or equivalent of the organizations, except where these have functions that have no influence on the outcome of an inspection;

EXAMPLE: A bank financing a company insists on an appointee to the board who will overview how the company is managed but will not be involved in any decision-making.

3) directly reporting to the same higher level of management, except where this cannot influence the outcome of an inspection;  
Note Reporting to the same higher level of management is permitted on matters other than design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected.

4) contractual commitments, or other means that may have an ability to influence the outcome of an inspection.





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES

*Aa) Annex A.1 and A.2 of ISO/IEC 17020 refer to the phrase “items inspected” with respect to Type A and Type B inspection bodies. In Annex A.1 b it is stated that “In particular they shall not be engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected”. In Annex A.2 c it is stated that “In particular they shall not be engaged in the design, manufacture, supply, installation, use or maintenance of the items inspected”. The reference to “they” in the above sentences is a reference to the inspection body concerned and its personnel. The items in this case are those items that are specified in the accreditation body’s certificate/annex with respect to the accredited scope of the inspection body (e.g. pressure vessels).*





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES

*Ab) Under bullet point d) reference is made to linkages to separate legal entities engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected. Such linkages include common owners and common owners' appointees on boards or equivalent. These linkages are acceptable if persons involved do not have the possibility to influence the outcome of an inspection. In particular there exists a possibility to influence the outcome of an inspection if the person has the ability to;*

- influence the selection of inspectors for specific assignments or customers, or*
- influence decisions on conformity in specific inspection assignments, or*
- influence remuneration for individual inspectors, or*
- influence remuneration for specific assignments or customers, or*
- initiate the use of alternative work practices for specific assignments.*





# Type B

- b) An inspection body providing first party inspections, second party inspections, or both, which forms a separate and identifiable part of an organization involved in the design, manufacture, supply, installation, use or maintenance of the items it inspects and which supplies inspection services only to its parent organization (in-house inspection body) shall meet the type B requirements of Clause A.2.





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES - A.2 Requirements for inspection bodies (Type B)

The inspection body referred to in 4.1.6 b) shall meet the requirements below.

- a) Inspection services shall only be supplied to the organization of which the inspection body forms a part.
- b) A clear separation of the responsibilities of the inspection personnel from those of the personnel employed in the other functions shall be established by organizational identification and the reporting methods of the inspection body within the parent organization.





## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES - A.2 Requirements for inspection bodies (Type B)

c) The inspection body and its personnel shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their inspection activities. In particular, they shall not be engaged in the design, manufacture, supply, installation, use or maintenance of the items inspected.

Note 1 This does not preclude exchanging technical information between the inspection body and the other parts of the organization of which the inspection body forms a part, e.g. explanation of findings or clarifying requirements or training.

Note 2 This does not preclude the purchase, ownership or use of inspected items that are necessary for the operations of the inspection body, or the purchase, ownership or use of the items for personal purposes by the personnel.







## Type C

c) An inspection body providing first party inspections, second party inspections, or both, which forms an identifiable but not necessarily a separate part of an organization involved in the design, manufacture, supply, installation, use or maintenance of the items it inspects and which supplies inspection services to its parent organization or to other parties, or to both, shall meet the type C requirements of Clause A.3







## ANNEX A INDEPENDENCE REQUIREMENTS FOR INSPECTION BODIES

### A.3 Requirements for inspection bodies (Type C)

The inspection body referred to in 4.1.6 c) shall meet the requirements below.

a) The inspection body shall provide safeguards within the organization to ensure adequate segregation of responsibilities and accountabilities between inspection and other activities.

b) The design/manufacture/supply/installation/servicing/maintenance and the inspection of the same item carried out by a Type C inspection body shall not be undertaken by the same person. An exception to this is where a regulatory requirement explicitly allows an individual person from a Type C inspection body to undertake both the design/manufacture/supply/installation/servicing/maintenance and the inspection of the same item, as long as this exception does not compromise the inspection results.

Note Inspections carried out by Type C inspection bodies cannot be classified as third party inspections for the same inspection activities because they do not meet the requirements of independence of operations for Type A inspection bodies.





# General Requirements - Confidentiality

**4.2.1** The inspection body shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of inspection activities. The inspection body shall inform the client, in advance, of the information it intends to place in the public domain. Except for information that the client makes publicly available, or when agreed between the inspection body and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential.

Note Legally enforceable commitments can be, for example, contractual agreements.





# General Requirements - Confidentiality

**4.2.2** When the inspection body is required by law or authorized by contractual commitments to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.

**4.2.3** Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential.





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# Workshop



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## 5 STRUCTURAL REQUIREMENTS - 5.1 Administrative requirements

**5.1.1** The inspection body shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for all its inspection activities.

Note A governmental inspection body is deemed to be a legal entity on the basis of its governmental status.

**5.1.2** An inspection body that is part of a legal entity involved in activities other than inspection shall be identifiable within that entity.





## 5 STRUCTURAL REQUIREMENTS - 5.1 Administrative requirements

**5.1.3** The inspection body shall have documentation which describes the activities for which it is competent.

*5.1.3a The inspection body should describe its activities by defining the general field and range of inspection (e.g. categories/sub-categories of products, processes, services or installations) and the stage of inspection, (see note to clause 1 of the standard) and, where applicable, the regulations, standards or specifications containing the requirements against which the inspection will be performed.*





## 5 STRUCTURAL REQUIREMENTS - 5.1

### Administrative requirements

**5.1.4** The inspection body shall have adequate provision (e.g. insurance or reserves) to cover liabilities arising from its operations.

Note The liability can be assumed by the State in accordance with national laws, or by the organization of which the inspection body forms a part.

*5.1.4a The level of provisions should be commensurate with the level and nature of liabilities that may arise from the inspection body's operations.*





## 5 STRUCTURAL REQUIREMENTS - 5.1

### Administrative requirements

**5.1.5** The inspection body shall have documentation describing the contractual conditions under which it provides the inspection, except when it provides inspection services to the legal entity of which it is a part.







## 5 STRUCTURAL REQUIREMENTS – 5,2 Organization and management

**5.2.1** The inspection body shall be structured and managed so as to safeguard impartiality.

**5.2.2** The inspection body shall be organized and managed so as to enable it to maintain the capability to perform its inspection activities.

*5.2.2a The size, structure, composition and management of an inspection body, taken together, shall be suitable for the competent performance of the activities within the scope for which the inspection body is accredited.*

*5.2.2b “To maintain the capability to perform the inspection activities” implies that the inspection body shall take steps to keep it appropriately informed about applicable technical and/or legislative developments concerning its activities.*

*5.2.2c Inspection bodies shall maintain their capability and competence to carry out inspection activities performed infrequently (normally with intervals longer than one year). An inspection body may demonstrate its capability and competence for inspection activities performed infrequently through ‘dummy inspections’ and/or through inspection activities conducted on similar products.*





## 5 STRUCTURAL REQUIREMENTS – 5.2 Organization and management

**5.2.3** The inspection body shall define and document the responsibilities and reporting structure of the organization.

*5.2.3a The inspection body shall maintain an up-to-date organisational chart or documents clearly indicating the functions and lines of authority for staff within the inspection body. The position of the technical manager(s) and the member of management referenced in clause 8.2.3 should be clearly shown in the chart or documents*





## 5 STRUCTURAL REQUIREMENTS – 5,2 Organization and management

**5.2.4** Where the inspection body forms a part of a legal entity performing other activities, the relationship between these other activities and inspection activities shall be defined.

*5.2.4a It may be relevant to provide information concerning personnel which carry out work tasks for both the inspection body and for other units and departments.*





## 5 STRUCTURAL REQUIREMENTS – 5,2 Organization and management

**5.2.5** The inspection body shall have available one or more person(s) as technical manager(s) who have overall responsibility to ensure that the inspection activities are carried out in accordance with this International Standard.

Note This person fulfilling this function does not always have the title of technical manager.

The person(s) fulfilling this function shall be technically competent and experienced in the operation of the inspection body. Where the inspection body has more than one technical manager, the specific responsibilities of each manager shall be defined and documented.

*5.2.5a In order to be considered as “available”, the person shall be either employed or otherwise contracted.*

*5.2.5b In order to ensure that the inspection activities are carried out in accordance with ISO/IEC 17020, the technical manager(s) and any deputy(ies), shall have the technical competence necessary to understand all significant issues involved in the performance of inspection activities.*





## 5 STRUCTURAL REQUIREMENTS – 5.2 Organization and management

**5.2.6** The inspection body shall have one or more named person(s) who will deputize in the absence of any technical manager responsible for ongoing inspection activities.

*5.2.6a In an organization where the absence of a key person causes the cessation of work, the requirement for having deputies is not applicable.*





## 5 STRUCTURAL REQUIREMENTS – 5,2 Organization and management

**5.2.7** The inspection body shall have a job description or other documentation for each position category within its organization involved in inspection activities.

*5.2.7a The position categories involved in inspection activities are inspectors and other positions which could have an effect on the management, performance, recording or reporting of inspections.*

*5.2.7b The job description or other documentation shall detail the duties, responsibilities and authorities for each position category referred to in 5.2.7a.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.1** The inspection body shall define and document the competence requirements for all personnel involved in inspection activities, including requirements for education, training, technical knowledge, skills and experience.

Note The competence requirements can be part of the job description or other documentation mentioned in 5.2.7.

*6.1.1a Where appropriate, inspection bodies shall define and document competence requirements for each inspection activity, as described in 5.1.3a.*

*6.1.1b For “personnel involved in inspection activities”, see 5.2.7a.*

*6.1.1c Competence requirements should include knowledge of the inspection body’s management system and ability to implement administrative as well as technical procedures applicable to the activities performed.*

*6.1.1d When professional judgment is needed to determine conformity, this shall be considered when defining competence requirements.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.2** The inspection body shall employ, or have contracts with, a sufficient number of persons with the required competencies, including, where needed, the ability to make professional judgements, to perform the type, range and volume of its inspection activities.

*6.1.2a All requirements of ISO/IEC 17020 apply equally for both employed and contracted persons.*







## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.3** The personnel responsible for inspection shall have appropriate qualifications, training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. They shall also have relevant knowledge of the following:

- the technology used for the manufacture of the products inspected, the operation of processes and the delivery of services;
- the way in which products are used, processes are operated and services are delivered;
- any defects which may occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services.

They shall understand the significance of deviations found with regard to the normal use of the products, the operation of the processes and the delivery of services.





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.4** The inspection body shall make clear to each person their duties, responsibilities and authorities.

**6.1.5** The inspection body shall have documented procedures for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection activities.

*6.1.5a The procedure for formally authorising inspectors should specify that the relevant details are documented, e.g. the authorised inspection activity, the beginning of the authorisation, the identity of the person who performed the authorisation and, where appropriate, the termination date of the authorisation.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.6** The documented procedures for training (see 6.1.5) shall address the following stages:

- a) an induction period;
- b) a mentored working period with experienced inspectors;
- c) continuing training to keep pace with developing technology and inspection methods.

*6.1.6a The “mentored working period” mentioned in item b normally includes activities where inspections are performed.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.7** The training required shall depend upon the ability, qualifications and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring (see 6.1.8).

*6.1.7a Identification of training needs for each person should take place at regular intervals. The interval should be selected to ensure fulfilment of clause 6.1.6 item c. The results of the review of training, e.g. plans for further training or a statement that no further training is required, should be documented.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.8** Personnel familiar with the inspection methods and procedures shall monitor all inspectors and other personnel involved in inspection activities for satisfactory performance. Results of monitoring shall be used as a means of identifying training needs (see 6.1.7).

Note Monitoring can include a combination of techniques, such as on-site observations, report reviews, interviews, simulated inspections and other techniques to assess performance, and will depend on the nature of inspection activities.

*6.1.8a A major aim of the monitoring requirement is to provide the inspection body with a tool to ensure the consistency and reliability of inspection outcomes, including any professional judgments against general criteria. Monitoring may result in the identification of needs for individual training or needs for review of the inspection body's management system.*

*6.1.8b For "other personnel involved in inspection activities", see 5.2.7a.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.9** Each inspector shall be observed on-site, unless there is sufficient supporting evidence that the inspector is continuing to perform competently.

Note It is expected that on-site observations are performed in a way that minimizes the disturbance of the inspections, especially from the client's viewpoint.

*6.1.9a To be considered sufficient, the evidence that the inspector is continuing to perform competently should be substantiated by a combination of information such as;*

- satisfactory performance of examinations and determinations,*
- positive outcome of report reviews, interviews, simulated inspections and other performance assessments (see note to clause 6.1.8),*
- positive outcome of separate evaluations to confirm the outcome of the inspections (this may be possible and appropriate in the case of e.g. the inspection of construction documentation),*
- positive outcome of mentoring and training,*
- absence of legitimate appeals or complaints, and*
- satisfactory results of witnessing by a competent body, e.g. a certification body for persons.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

*6.1.9b An effective program for the on-site observation of inspectors may contribute to fulfil the requirements in clauses 5.2.2 and 6.1.3. The program should be designed considering;*

- the risks and complexities of the inspections,*
- results of previous monitoring activities, and*
- technical, procedural or legislative developments relevant to the inspections.*

*The frequency of on-site observations depends on the issues listed above, but should be at least once during the accreditation re-assessment cycle, however see application note 6.1.9a. If the levels of risks or complexities, or the results from previous observations, so indicate, or if technical, procedural or legislative changes have occurred, then a higher frequency should be considered. Depending on the fields, types and ranges of inspection covered by the inspector's authorisations, there may be more than one observation per inspector necessary to adequately cover the whole range of required competencies.*

*Also, more frequent on-site observations may be necessary if there is lack of evidence of continuing satisfactory performance. 6.1.9c In inspection areas where the inspection body has only one technically competent person the internal observation on-site cannot take place. In such cases the inspection body shall have arrangements in place for external observations on-site, unless other sufficient supporting evidence that the inspector is continuing to perform competently is available (see 6.1.9a).*





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## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.10** The inspection body shall maintain records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities.

*6.1.10a Records of authorisation should specify the basis on which authorisation was granted (e.g. the on-site observation of inspections).*



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## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.11** The personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections.

*6.1.11a Remuneration methods that provide incentives to perform inspections quickly have the potential to negatively affect the quality and outcome of inspection work.*



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## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.12** All personnel of the inspection body, either internal or external, that could influence the inspection activities shall act impartially.

*6.1.12a Policies and procedures should assist inspection body personnel in identifying and addressing commercial, financial or other threats or inducements which could affect their impartiality, whether they originate inside or outside the inspection body. Such procedures should address how any conflicts of interests identified by personnel of the inspection body are reported and recorded. Note, however, that while expectations for inspector integrity can be communicated by policies and procedures, the existence of such documents may not signal the presence of integrity and impartiality required by this clause.*





## 6 RESOURCE REQUIREMENTS - 6.1 Personnel

**6.1.13** All personnel of the inspection body, including sub-contractors, personnel of external bodies, and individuals acting on the inspection body's behalf, shall keep confidential all information obtained or created during the performance of the inspection activities, except as required by law.





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## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.1** The inspection body shall have available, suitable and adequate facilities and equipment to permit all activities associated with the inspection activities to be carried out in a competent and safe manner. Note The inspection body need not be the owner of the facilities or equipment that it uses. Facilities and equipment can be borrowed, rented, hired, leased or provided by another party (e.g. the manufacturer or installer of the equipment). However, the responsibility for the suitability and the calibration status of the equipment used in inspection, whether owned by the inspection body or not, lies solely with the inspection body.

*6.2.1a Equipment required to carry out inspection in a safe manner may include e.g. personal protective equipment and scaffolding.*



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## 6 RESOURCE REQUIREMENTS - 6.2

### Facilities and equipments

**6.2.2** The inspection body shall have rules for the access to, and the use of, specified facilities and equipment used to perform inspections.





## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.3** The inspection body shall ensure the continued suitability of the facilities and the equipment mentioned in 6.2.1 for their intended use.

*6.2.3a If controlled environmental conditions are needed, e.g. for the correct performance of the inspection, the inspection body shall monitor these and record the results. If conditions were outside acceptable limits for the inspection to be performed, the inspection body shall record what action was taken. See also clause 8.7.4.*

*6.2.3b Continued suitability may be established by visual inspection, functional checks and/or re-calibration. This requirement is particularly relevant for equipment that has left the direct control of the inspection body.*





## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.4** All equipment having a significant influence on the results of the inspection shall be defined and, where appropriate, uniquely identified.

6.2.4a In order to enable tracking when items are replaced, the unique identification of an item of equipment may be appropriate even when there is only one item available.

6.2.4b When controlled environmental conditions are needed, the equipment used to monitor such conditions should be considered as equipment that significantly influences the result of inspections.

6.2.4c When appropriate (normally for the equipment covered by clause 6.2.6) the definition shall include the required accuracy and measurement range.





## 6 RESOURCE REQUIREMENTS - 6.2

### Facilities and equipments

**6.2.5** All equipment (see 6.2.4) shall be maintained in accordance with documented procedures and instructions.







## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.6** Where appropriate, measurement equipment having a significant influence on the results of the inspection shall be calibrated before being put into service, and thereafter calibrated according to an established programme.

*6.2.6a The justification for not calibrating equipment that has a significant influence on the outcome of inspection (see clause 6.2.4) should be recorded.*

*6.2.6b Guidelines on how to determine calibration intervals can be found in ILAC G24.*





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### 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.7** The overall programme of calibration of equipment shall be designed and operated so as to ensure that, wherever applicable, measurements made by the inspection body are traceable to national or international standards of measurement, where available. Where traceability to national or international standards of measurement is not applicable, the inspection body shall maintain evidence of correlation or accuracy of inspection results.

*6.2.7a According to ILAC P10 it is possible to perform in-house calibration of equipment used for measurements. It is a requirement for accreditation bodies to have a policy to ensure that such in-house calibration services are performed in accordance with the relevant criteria for metrological traceability in ISO/IEC 17025.*



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## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

*6.2.7b According to ILAC P10 the preferred routes for conformity assessment bodies who seek external services for calibration of their equipment are defined in subsections 1) and 2) of section 2 in ILAC P10. If however, it is not possible to comply with these two routes for any justifiable reason, then it is acceptable to use the routes 3a) or 3b) of section 2 of ILAC P10. It is a requirement for accreditation bodies to have a policy to ensure that such external calibration services meet the relevant criteria for metrological traceability in ISO/IEC 17025.*

*6.2.7c Where traceability to national or international standards of measurement is not applicable, the participation in relevant comparison programs or proficiency tests is an example of how to obtain evidence of correlation or accuracy of inspection results.*





## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.8** Reference standards of measurement held by the inspection body shall be used for calibration only and for no other purpose. Reference standards of measurement shall be calibrated providing traceability to a national or international standard of measurement.

*6.2.8a When inspection bodies use reference standards of measurement to calibrate working instruments the reference standards of measurement should have a higher degree of accuracy than that required of the working instruments they are used to calibrate.*





## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.9** Where relevant, equipment shall be subjected to in-service checks between regular recalibrations.

6.2.9a Where equipment is subjected to in-service checks between regular recalibrations, the nature of such checks, the frequency and acceptance criteria should be defined.





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### 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments



**6.2.10** Reference materials shall, where possible, be traceable to national or international reference materials, where they exist.

*6.2.10a The information provided in 6.2.7a, 6.2.7b and 6.2.7c for programs of calibration of equipment is valid also for programs of calibration of reference materials.*



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## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.11** Where relevant for the outcome of inspection activities, the inspection body shall have procedures for the following:

- a) selection and approval of suppliers;
- b) verification of incoming goods and services;
- c) ensuring appropriate storage facilities.

*6.2.11a When the inspection body engages suppliers to perform activities which do not include the performance of part of the inspection, but which are relevant for the outcome of inspection activities, e.g. order registration, archiving, delivery of auxiliary services during an inspection, the editing of inspection reports or calibration services, such activities are covered by the term “services” used in this clause.*

*6.2.11b The verification procedure should ensure that incoming goods and services are not used until conformance with specification has been verified.*





## 6 RESOURCE REQUIREMENTS - 6.2

### Facilities and equipments

**6.2.12** Where applicable, the condition of stored items shall be assessed at appropriate intervals to detect deterioration.







## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.13** If the inspection body uses computers or automated equipment in connection with inspections, it shall ensure that:

a) computer software is adequate for use;

Note This can be done by the following:

- validation of calculations before use;

- periodic revalidation of related hardware and software;

- revalidation whenever changes are made to related hardware or software;

- software updates implemented as required.

b) procedures are established and implemented for protecting the integrity and security of data;

c) computer and automated equipment is maintained in order to ensure proper functioning.

*6.2.13a Factors that should be considered in protecting the integrity and security of data include;*

*- backup practices and frequencies,*

*- effectiveness in restoring data from backup,*

*- virus protection, and*

*password protection.*

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## 6 RESOURCE REQUIREMENTS - 6.2 Facilities and equipments

**6.2.14** The inspection body shall have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labeling or marking. The inspection body shall examine the effect of defects on previous inspections and, when necessary, take appropriate corrective action.

**6.2.15** Relevant information on the equipment, including software, shall be recorded. This shall include identification and, where appropriate, information on calibration and maintenance.





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### 6 RESOURCE REQUIREMENTS - 6.3 Subcontracting

**6.3.1** The inspection body shall itself normally perform the inspections that it contracts to undertake. Where an inspection body subcontracts any part of the inspection, it shall ensure and be able to demonstrate that the subcontractor is competent to perform the activities in question and, where applicable, complies with the relevant requirements stipulated in this International Standard or in other relevant conformity assessment standards.

Note 1 Reasons to subcontract can include the following:

- an unforeseen or abnormal overload;
- key inspection staff members being incapacitated;
- key facilities or items of equipment being temporarily unfit for use;
- part of the contract from the client involving inspection not covered by the inspection body's scope or being beyond the capability or resources of the inspection body.

Note 2 The terms “subcontracting” and “outsourcing” are considered to be synonyms.

Note 3 Where the inspection body engages individuals or employees of other organizations to provide additional resources or expertise, these individuals are not considered to be subcontractors provided they are formally contracted to operate under the inspection body's management system (see 6.1.2).



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## 6 RESOURCE REQUIREMENTS - 6.3 Subcontracting

*6.3.1a Inspection activities can overlap with testing and certification activities where these activities have common characteristics (See Introduction of ISO/IEC 17020). For example, examination of a product and testing of the same product can both be the basis for the determination of conformity in an inspection process. It should be noted that ISO/IEC 17020 specifies requirements for bodies performing inspection, whereas the relevant standard to apply for bodies performing testing is ISO/IEC 17025 or ISO 15189.*

*6.3.1b By definition (ISO/IEC 17011, clause 3.1), accreditation is limited to conformity assessment tasks which the inspection body has demonstrated competence to perform itself. Thus, accreditation cannot be granted for activities referred to in the fourth bullet point under note 1, if the inspection body does not have the required competence and/or resources. However, the task of assessing and interpreting the results of such activities for the purpose of determining conformity may be included in the scope of accreditation, provided adequate competence for this has been demonstrated.*





## 6 RESOURCE REQUIREMENTS - 6.3 Subcontracting

**6.3.2** The inspection body shall inform the client of its intention to subcontract any part of the inspection.

**6.3.3** Whenever subcontractors carry out work that forms part of an inspection, the responsibility for any determination of conformity of the inspected item with the requirements shall remain with the inspection body.

*6.3.3a In note 2 to the definition of “inspection” in clause 3.1 it is indicated that in some cases inspection may be examination only, without a subsequent determination of conformity. In such cases clause 6.3.3 does not apply since there is no determination of conformity.*





## 6 RESOURCE REQUIREMENTS - 6.3 Subcontracting

**6.3.4** The inspection body shall record and retain details of its investigation of the competence of its subcontractors and of their conformity with the applicable requirements of this International Standard or in other relevant conformity assessment standards. The inspection body shall maintain a register of all subcontractors.

*6.3.4a If the evaluation of the competence of the subcontractor is based partly or in full on its accreditation, the inspection body shall ensure that the scope of the subcontractor's accreditation covers the activities to be sub-contracted.*





## 7 PROCESS REQUIREMENTS - 7.1 Inspection methods and procedures

**7.1.1** The inspection body shall use the methods and procedures for inspection which are defined in the requirements against which inspection is to be performed. Where these are not defined, the inspection body shall develop specific methods and procedures to be used (see 7.1.3). The inspection body shall inform the client if the inspection method proposed by the client is considered to be inappropriate.

Note The requirements against which the inspection is performed are normally specified in regulations, standards or specifications, inspection schemes or contracts. Specifications can include client or in-house requirements.

**7.1.2** The inspection body shall have and shall use adequate documented instructions on inspection planning and on sampling and inspection techniques, where the absence of such instructions could jeopardize the effectiveness of the inspection process. Where applicable, the inspection body shall have sufficient knowledge of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results.





## 7 PROCESS REQUIREMENTS - 7.1 Inspection methods and procedures

**7.1.3** When the inspection body has to use inspection methods or procedures which are non-standard, such methods and procedures shall be appropriate and fully documented.

Note A standard inspection method is one that has been published, for example, in international, regional or national standards, or by reputable technical organizations or by co-operation of several inspection bodies or in relevant scientific text or journals. This means that methods developed by any other means, including by the inspection body itself or by the client, are considered to be non-standard methods.

**7.1.4** All instructions, standards or written procedures, worksheets, check lists and reference data relevant to the work of the inspection body shall be maintained up-to-date and be readily available to the personnel.







## 7 PROCESS REQUIREMENTS - 7.1 Inspection methods and procedures

**7.1.5** The inspection body shall have a contract or work order control system which ensures that:

a) work to be undertaken is within its expertise and that the organization has adequate resources to meet the requirements;

Note Resources can include, but are not limited to, facilities, equipment, reference documentation, procedures or human resources.

b) the requirements of those seeking the inspection body's services are adequately defined and that special conditions are understood, so that unambiguous instructions can be issued to personnel performing the duties to be required;

c) work being undertaken is controlled by regular review and corrective action;

d) the requirements of the contract or work order have been met.





## 7 PROCESS REQUIREMENTS - 7.1 Inspection methods and procedures

*7.1.5a Where appropriate the contract or work order control system should also ensure that;*

- contract conditions are agreed*
- personnel competence is adequate any statutory requirements are identified*
- safety requirements are identified*
- the extent of any subcontracting arrangements required is identified*

*For routine or repeat work requests the review may be limited to considerations of time and human resources. An acceptable record in such cases would be an acceptance of the contract signed by an appropriately authorised person.*

*7.1.5b In situations where verbal work orders are acceptable, the inspection body shall keep a record of all requests and instructions received verbally. Where appropriate, the relevant dates and the identity of the client's representative should be recorded.*

*7.1.5c The contract or work order control system should ensure that there is a clear and demonstrable understanding between the inspection body and its client of the scope of the inspection work to be undertaken by the inspection body*





## 7 PROCESS REQUIREMENTS - 7.1 Inspection methods and procedures

**7.1.6** When the inspection body uses information supplied by any other party as part of the inspection process, it shall verify the integrity of such information.

**7.1.7** Observations or data obtained in the course of inspections shall be recorded in a timely manner so as to prevent loss of relevant information.

*7.1.6a The information **referred to in this clause is not information provided by a subcontractor**, but information received from other parties, e.g. a regulating authority or the client of the inspection body. The information may include background data for the inspection activity, but not results of the inspection activity.*





## 7 PROCESS REQUIREMENTS - 7.1 Inspection methods and procedures

**7.1.8** Calculations and data transfers shall be subject to appropriate checks.

Note Data can include textual material, digital data and anything else that is transferred from one location to another where errors could be introduced.

**7.1.9** The inspection body shall have documented instructions for carrying out inspection in a safe manner.





## 7 PROCESS REQUIREMENTS - 7.2 Handling inspection items and samples

**7.2.1** The inspection body shall ensure items and samples to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items and samples.

**7.2.2** The inspection body shall establish whether the item to be inspected has been prepared.

**7.2.3** Any apparent abnormalities notified to, or noticed by, the inspector shall be recorded.

Where there is any doubt as to the item's suitability for the inspection to be carried out, or where the item does not conform to the description provided, the inspection body shall contact the client before proceeding.

**7.2.4** The inspection body shall have documented procedures and appropriate facilities to avoid deterioration or damage to inspection items while under its responsibility.





## 7 PROCESS REQUIREMENTS - 7.3 Inspection records

**7.3.1** The inspection body shall maintain a record system (see 8.4) to demonstrate the effective fulfilment of the inspection procedures and to enable an evaluation of the inspection.

**7.3.2** The inspection report or certificate shall be internally traceable to the inspector(s) who performed the inspection.

*7.3.1a The records should indicate which particular item of equipment, having a significant influence on the result of the inspection, has been used for each inspection activity.*





## 7 PROCESS REQUIREMENTS - 7.4 Inspection reports and inspection certificates

**7.4.1** The work carried out by the inspection body shall be covered by a retrievable inspection report or inspection certificate.





## 7 PROCESS REQUIREMENTS - 7.4 Inspection reports and inspection certificates

**7.4.2** Any inspection report/certificate shall include all of the following:

- a) identification of the issuing body;
- b) unique identification and date of issue;
- c) date(s) of inspection;
- d) identification of the item(s) inspected;
- e) signature or other indication of approval, by authorized personnel;
- f) a statement of conformity where applicable;
- g) the inspection results, except where detailed in accordance with 7.4.3.

Note Optional elements that can be included in inspection reports or certificates are listed in Annex B.







## 7 PROCESS REQUIREMENTS - 7.4 Inspection reports and inspection certificates

### ANNEX B OPTIONAL ELEMENTS OF INSPECTION REPORTS AND CERTIFICATES

The following optional elements can be included in inspection reports and certificates:

a) designation of the document, i.e. as an inspection report or an inspection certificate, as appropriate;

b) identification of the client;

Note The owner of the inspected item can be mentioned in the report or certificate if the owner is not the client.

c) description of the inspection work ordered;

d) information on what has been omitted from the original scope of work;

e) identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from, additions to or exclusions from the agreed methods and procedures;

f) identification of equipment used for measuring/testing;





## ANNEX B OPTIONAL ELEMENTS OF INSPECTION REPORTS AND CERTIFICATES

- g) where applicable, and if not specified in the inspection method or procedure, reference to or description of the sampling method and information on where, when, how and by whom the samples were taken;
- h) information on where the inspection was carried out;
- i) information on environmental conditions during the inspection, if relevant;
- j) a statement that the inspection results relate exclusively to the work ordered or the item(s) or the lot inspected;
- k) a statement that the inspection results relate exclusively to the work ordered or the item(s) or the lot inspected;
- l) the inspector's mark or seal;
- m) names (or unique identification) of the personnel members who have performed the inspection and, in cases when secure electronic authentication is not undertaken, their signature (see also 7.4.2).



## 7 PROCESS REQUIREMENTS - 7.4 Inspection reports and inspection certificates

*7.4.2a ILAC P8 requires accreditation bodies to specify rules for the use of accreditation symbols on reports and certificates. It should be noted that for endorsed reports and certificates, that is reports and certificates making reference to accreditation, such rules shall include the requirement that inspection bodies include a clear disclaimer;*

- when not accredited for services/tests listed on reports and certificates (see full text in section 8.1), and*
- when reports and certificates include or are based on results from unaccredited subcontractors (see full text in section 9.3).*





## 7 PROCESS REQUIREMENTS - 7.4 Inspection reports and inspection certificates

**7.4.3** An inspection body shall issue an inspection certificate that does not include the inspection results [see 7.4.2 g)] only when the inspection body can also produce an inspection report containing the inspection results, and when both the inspection certificate and inspection report are traceable to each other.





## 7 PROCESS REQUIREMENTS - 7.4 Inspection reports and inspection certificates

**7.4.4** All information listed in 7.4.2 shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results supplied by subcontractors, these results shall be clearly identified.

*7.4.4a It may be useful to identify the inspection method in the inspection report/certificate when this information supports an appropriate interpretation of the inspection results.*





## 8 MANAGEMENT SYSTEM REQUIREMENTS

8.1 Options

8.2 Management system documentation (Option A)

8.3 Control of documents (Option A)

8.4 Control of records (Option A)

8.5 Management review (Option A)

8.6 Internal audits (Option A)

8.7 Corrective actions (Option A)

8.8 Preventive actions (Option A)





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# ILAC P10:01/2013

## ILAC Policy on the Traceability of Measurement Results



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## PREAMBLE

Metrological traceability of measurement results is a key topic for which a harmonised policy is needed if the market is to have confidence in calibrations, testing and inspections performed by accredited laboratories and inspection bodies covered by the ILAC Arrangement

Metrological traceability requires an unbroken chain of calibrations to stated references, all having stated uncertainties







## 1. TERMS AND DEFINITIONS

### **Metrological traceability**

Property of a measurement result whereby the result can be related to a reference through a documented unbroken chain of calibrations, each contributing to the measurement uncertainty.

**Metrological traceability chain** Sequence of measurement standards and calibrations that is used to relate a measurement result to a reference

### **Metrological traceability to a measurement unit**

Metrological traceability where the reference is the definition of a measurement unit through its practical realization

### **NMI**

National Metrology Institutes (NMI) and Designated Institutes (DI) maintain standards in countries (or regions) all over the world.

Throughout this document, the term “NMI” is used to cover both

National Metrology Institutes as well as Designated Institutes.





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### 2. ILAC POLICY FOR TRACEABILITY COVERED BY THE ILAC ARRANGEMENT IN CALIBRATION

For equipment and reference standards that must be calibrated, the ILAC policy is that they shall be calibrated by:

1) An NMI whose service is suitable for the intended need and is covered by the CIPM MRA. Services covered by the CIPM MRA can be viewed in Appendix C of the BIPM KCDB which includes the range and uncertainty for each listed service.

Note 1: Some NMIs may also indicate that their service is covered by the CIPM MRA by including the CIPM MRA logo on their calibration certificates, however the fixing of the logo is not mandatory and the BIPM KCDB remains the authoritative source of verification.

Note 2: NMIs from Member States participating in the Metre Convention may take traceability directly from measurements made at the BIPM. The KCDB provides an automatic link to the relevant BIPM calibration services (including the range and uncertainty). Individual calibration certificates issued by the BIPM are also listed.



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### 2. ILAC POLICY FOR TRACEABILITY COVERED BY THE ILAC ARRANGEMENT IN CALIBRATION

2) An accredited calibration laboratory whose service is suitable for the intended need (i.e, the scope of accreditation specifically covers the appropriate calibration) and the Accreditation Body is covered by the ILAC Arrangement or by Regional Arrangements recognised by ILAC.

.

Note: Some calibration laboratories indicate that their service is covered by the ILAC Arrangement by including the ILAC Laboratory Combined MRA mark on the calibration certificate. Alternatively, the accreditation symbol of the accreditation body that is a signatory to the ILAC Arrangement and/or a recognised regional MLA may be included on the calibration certificate. Both of these options may be taken as evidence of traceability.



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## 2. ILAC POLICY FOR TRACEABILITY COVERED BY THE ILAC ARRANGEMENT IN CALIBRATION

3a) An NMI whose service is suitable for the intended need but not covered by the CIPM MRA. In this case the accreditation body shall establish a policy to ensure that those services meet the relevant criteria for metrological traceability in ISO/IEC 17025:2005.





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### 2. ILAC POLICY FOR TRACEABILITY COVERED BY THE ILAC ARRANGEMENT IN CALIBRATION

3b) A calibration laboratory whose service is suitable for the intended need but not covered by the ILAC Arrangement or by Regional Arrangements recognised by ILAC. In these cases the accreditation body shall establish a policy to ensure that those services meet the relevant criteria for metrological traceability in ISO/IEC 17025:2005.



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Laboratories that have demonstrated traceability of their measurements through the use of calibration services offered according to 1) or 2) above have made use of services that have been subject to relevant peer review or accreditation. In the situation where 3a) or 3b) applies, this is not the case, so these routes should only be applicable when 1) or 2) are not possible for a particular calibration. The laboratory must therefore ensure that appropriate evidence for claimed traceability and measurement uncertainty is available and the accreditation body shall assess this evidence.



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