



**ANNUAL
REPORT
2017**



**REPORT OF THE ACCREDIA DIRECTIVE COUNCIL
FOR THE YEAR 2017**

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A close-up photograph of a person's hands holding a small, young tree sapling. The sapling has a thin, reddish-brown stem and several green leaves. The roots are visible, and the person is holding a mound of dark brown soil in their palms. The background is softly blurred, showing a person in a white shirt. A warm, golden light source is positioned behind the sapling, creating a bright glow and casting a soft shadow on the hands.

The
President's
report

Dear Members and Friends,

the year 2017 saw a further strengthening of the position of the national Accreditation Body. Currently there are more than 350 accredited certification, inspection and verification bodies, about 1,170 testing laboratories and 180 calibration laboratories confirming a positive upward trend in Accredia's activities and reflecting the increasing awareness regarding safe products, services and certifications involving all operators – from the Public Administration to businesses and to consumers.

We have also seen the increasingly frequent diversification and evolution of our activities. New accreditation and certification schemes are being created and developing in a scenario which reflects our society in which accreditation is proving itself to be a useful instrument for ensuring the fulfillment of specific needs.

The widening field of activities is a tangible sign of recognition of Accredia's work and the firm trust which must always accompany accredited conformity assessments. We now have to consolidate our position to gain further trust in new responsibilities, as can be seen in the renewed agreements with government Ministries and the agreement signed with the Autonomous Province of Trento.

Accredia also provided significant support in the preparation of the new Code of Public Tenders by means of technical suggestions which ANAC (the national anti-corruption authority) implemented in the guideline for application. The broader and more challenging commitment to conformity assessments will further intensify relations with the Ministry of Infrastructures and with ANAC whilst my personal commitment is to make every effort to move ahead in the process of strengthening diversification, with the daily stimulus provided by our stakeholders.

Our continued involvement in international projects such as the Twinning project in support of the Azerbaijani accreditation body or our participation to UNIDO projects helping African countries in the implementation of infrastructures for quality, confirm Accredia's rising international role and reputation.

The growth of activities has also produced benefits of an economic nature: thanks to a reduced impact of expenditure Accredia was able to cut its costs in order to create more favourable conditions for all accredited bodies. For the first time since Accredia was founded the financial balance was firmly on an even keel. This result, together with the reduction in the cost of accreditation highlights our role as a service for society.

It's fundamental to make institutions, businesses and the general public aware of the benefits to be gained from conformity assessment: certifications, inspections, tests and calibrations. To achieve this Accredia continues to increase communications activities, always more oriented towards a digital multi-channel strategy. In 2017 a new corporate website was introduced, with fully revised graphics and contents.

Training activities, in which Accredia invests considerable importance, were also continued for assessors and accredited bodies, targeting especially external activities. Great care was also taken concerning the transition to the 2015 editions of the standards UNI EN ISO 9001 and 14001.

Accredia is constantly receptive to innovative opportunities, both in Italy and abroad, which strengthens its credibility and reputation.

Before closing, I'd like to spare a few words for the passing last October of our colleague Francesco Santini who was the Food Area manager. He was a thoroughly professional and competent staff member and will be very much missed by us all. He was a man with a keen sense of irony and of deep humanity; he was utterly dedicated to his job and had a remarkable capacity for combining a conscientious approach with an ever-smiling presence.

My three-year mandate will end with this Assembly and I'd like to thank the members of the Directive Council, of the Institutional bodies, the General Director and all the Accredia staff.

*Ing. Giuseppe Rossi
President of Accredia*



Activities in 2017

To guarantee the reliability of conformity assessments issued by accredited bodies and laboratories, to broaden the competences and the areas of assessment, to promote the competitiveness of Italian businesses and the quality of their offers of products and services for consumers and to support the Authorities in their regulatory and market surveillance activities. These were Accredia's aims in 2017, strengthening technical staff and its institutional role, placing itself as a trustworthy partner for economic operators and an authoritative interlocutor in relations with stakeholders, also at international level.

The progress regarding accredited bodies and laboratories continues to be positive, reaching a total in 2017 of 1,699 – a clear sign that the market recognizes accreditation for assuring the efficiency, safety and health of the economic system, and in a context of growing collaboration with the Public Authorities.

Accreditation – a technical tool for the movement of safe products and services

The use of accreditation to ensure the movement of goods and services in conformity with safety standards for products in new areas of public interest is another major factor, upon the instigation of the Ministries of Economic Development and of Infrastructures and Transport.

Accreditation has also become obligatory for obtaining authorization to operate cableway installations, electrical grounding and systems. Also in this case conformity assessment activities of the certification and inspection bodies are undertaken by Accredia.



Thanks to Accredia's technical support there has been a hike in the number of notified bodies, with 171 certification and inspection bodies currently in the NANDO databank (New Approach Notified and Designated Organizations), with Italy ahead of all other European countries with 365, followed by Germany and the UK with 338 and France with 232. This marks a decisive contribution to the consolidation of the Single Market, reflecting the fact that the accreditation infrastructure has created added value to the free movement of goods by means of the mutual recognition of accredited conformity assessments.

Accredited medical laboratories – the goal of simplification

Within the context of collaboration between Accredia and the public institutions targeting administrative simplification, there is now an agreement with the Autonomous Province of Trento whereby accreditation has attained recognition as a tool for guaranteeing the competence of medical laboratories and the diagnostic value of laboratory tests. Under the agreement all analysis laboratories and sampling points in the national health system, over a four-year period, must prove that they operate in compliance with the requirements of the international standard ISO 15189 by obtaining accreditation from Accredia. The objectives shared by the Public Authorities and Accredia are, on the one hand the commitment to ensure a safe and quality health care system, and on the other, the rationalization of controls carried out by the regional health Authorities.

Accredited measurements – the strategic role of the Legislator

In 2017 there were major changes in the sector of periodical checks of measuring instruments, in which the reliability of results is a fundamental factor for market assurance as well as being a legal reference, and it must guarantee equipment such as automatic scales, fuel pumps, gas volume converters and electricity meters. The Decree 93/2017 of the Ministry of Economic Development provides that this type of check is only performed by laboratories and bodies accredited to do calibrations and inspections or to grant product certifications.

Road safety is another area where accredited controls have taken on a strategic role. The Decree 282/2017 of the Ministry of Infrastructures and Transport has established that speed measuring instruments for vehicles must be checked by accredited calibration laboratories.

This constitutes the formal recognition of accreditation for ensuring that the instruments work correctly in the best interests of simplified and more effective protection of public interests also in areas such as legal metrology, environmental protection, consumer protection and trust in commercial transactions.

Conformity assessments for transparency in public tender contracts – novelties and confirmations

In line with policies to support the Public Authorities in promoting the transparency and impartiality of market operators, Accredia has made its contribution during the process of approval of the new Code for public contracts, ensuring the precision and appropriateness of the requirements of conformity assessment. Law Decree 50/2016 has identified, in accredited certifications, an added value for the qualification of suppliers of goods and services of the Public Authorities, showing compliance with the rules through accreditations conducted by Accredia. The shared aim is to create a system for tenders which is safer and more effective: precise reference to technical standards can help cut margins of protest and overcome one of the greatest obstacles to the proper management of tender contracts.

As a part of this process there are the *Guidelines for commissioning authorities for procurement requests containing accreditation and/or conformity assessment services* prepared by Accredia with the aim of offering to both public and private commissioning authorities a practical tool for setting down the requirements of bidding for contracts, for which certifications and inspections, tests and calibrations as a way of choosing a qualified supplier, are needed with increasing frequency.

To illustrate the new rules regarding public tenders and promoting the role accredited conformity assessments can play for the efficient allocation of public money, Accredia organized three conventions, presenting the new Regulation RT-05, a reference document for quality in the construction sector.

Highly specialized certifications – response to new market needs

There is a constantly increasing number of sectors for which the Public Authorities and the business world see accredited certifications as an answer to the needs of specialized professional services in a complex society.

Digital

The principle of subsidiarity has always guided Accredia, leading to increased collaboration with AgID (the Italian digital agency) to face the many changes in the digital data preservation sector, in keeping with Law Decree 179/2016, the Digital Administration Code.

Activities such as the preservation of invoices of the Public Authorities, of judiciary acts, of sensitive data including medical data, have created the need to be able to guarantee integrity and access to information in the market of preservation services.

Accredia's role in managing the accreditation of conformity assessment bodies and other operators in the digital preservation and identity system has become of prime importance.

Privacy

In the *cloud computing* sector it is essential to verify the ability of service providers to protect internet data security, especially data covered by the privacy laws.

Accredia, in 2017, developed collaboration with the Data Protection Authority, with the aim of implementing effectively the regulations concerning accreditation and certification contained in the new EU Regulation 679/2016 on privacy which comes into force in May 2018.

Additional requirements have not yet been drawn up in Italy for the accreditation of conformity assessment bodies and the specific criteria for the certification of this service in line with the EU Regulation, but Accredia's role of technical support and competence in issuing accreditations at international level and for the security of personal data is fully confirmed.

Anti-bribery

The management system certification sector has become extremely specialized with the creation of instruments meeting the needs of complex processes, especially regarding UNI EN ISO 9001 certifications.

There is also the growing importance of certifications against the standard UNI ISO 37001 preventing corruption and bribery, providing continuity to the accreditation scheme introduced by Accredia in 2016 at the same time as the publication of the ISO standard.

Accredia's responsibility concerning social commitments to diffuse a culture based on transparency, integrity and good practices has borne fruit, showing a progressive rise in accreditations and certifications, with 8 conformity assessment bodies qualified in 2017 and nearly 200 organizations already certified, covering both the private and the public sectors.

Certifications and inspections for innovations in the plan "Industry 4.0"

An accredited declaration of conformity is an effective instrument in the process of the technical change of businesses and it is enshrined in the Finance Law of 2017 as a requirement for profiting from the incentives of the plan "Industry 4.0".

In accordance with the guidelines of the Ministry of Economic Development and the Revenue Agency, Accredia has set out the requirements for the accreditation of conformity assessment bodies certifying products and management systems and issuing attestations of conformity according to the standards.


These attestations are used by businesses taking advantage of the incentives available for the purchase of items with a value of 500,000 euro or more, obtaining a declaration of compliance whereby the technical characteristics under the law are ensured and inter-connected with the product management systems.

The operative framework as defined in the new technical standards

Accredia has been required to undertake significant organizational processes in 2017 in order to keep up with developments regarding international technical standards, in particular to harmonize its activities with the requirements of ISO/IEC 17011 regulating the operations of all bodies issuing accreditations at global level.

For testing and calibration laboratories, especially, a plan is in place for transition to ISO/IEC 17025:2017, with Accredia's participation in the *Technical Committee for conformity assessment* involving UNI (the Italian standardization body) and CEI (the Italian electrotechnical committee), interfacing with ISO/CASCO in the drawing up of conformity assessment standards.

The Italian standard UNI CEI EN ISO 17034 has been published for the implementation of the 2016 version applicable for reference materials producers (RMPs) with the accreditation of the Accredia Calibration Laboratories Department. This provides an additional value for Italian RMPs which, under the supervision of EA (European co-operation for Accreditation) in Europe and also worldwide, within the network of ILAC (International Laboratory Accreditation) ensure the mutual international recognition of all accredited conformity assessments.



Accredia has signed a new EA MLA Agreement for the recognition of proficiency testing providers (PTPs) in conformity with ISO/IEC 17043, after successfully undergoing an audit for confirming its participation in the European system of accreditation as set out in EC Regulation 765/2008.

2017 was also the second year of the transition of management system certifications to the 2015 edition of the standards UNI EN ISO 9001 for quality and UNI EN ISO 14001 for the environment, a delicate task for which accredited conformity assessment bodies are responsible with Accredia's specific support, from both a technical and an informative point of view. These certifications are fundamental for corporate strategy management during a period of renewal of the economy – a useful instrument for positioning on an ever-more-complicated world market.

Dialogue, reputation and the culture of quality

Apart from its technical role for the conformity of assessments, Accredia's goal is also to spread awareness of the benefits of accreditation in terms of quality and the reliability of certified goods and services for consumers, also as a competitive market advantage. Accredia has therefore taken up new communications challenges and, alongside more traditional media relations and an advertising plan prioritizing digital and radio communications, it has strengthened its platforms with the creation of original contents through the research activities of the "Osservatorio" as well as a wide-ranging program of events and conventions.

Innovative communication of services and areas of activity, spreading knowledge, promoting the Accredia system in support of institutions, businesses and consumers also through the use of databanks – these are the key points of the redesign of the website, focusing on topics of greatest interest and new accredited services, providing real support in the choice of certified goods and services and qualified professionals.

The Accredia Youtube channel has been created in 2017 to raise our visibility with impactful language and modern communications assets, in the path of Twitter which has 2,500 followers, and LinkedIn, which connects over 4,000 professional users.

Accredia's study and research activities were carried on throughout 2016, proposing to stakeholders and to the media a regular analysis of the dynamics of the conformity assessment system, with the publication of numerous articles and in-depth studies in the specialist press and a leaflet *Certifications for energy efficiency* together with ISNOVA (Institute for the promotion of technological innovation) and *The age of uncertainty - the world of conflicts and protectionism* by ISPI (Institute for international political studies).

Alongside the studies presented in the "Osservatorio" which, in May, during an open assembly, provided an opportunity to reflect on the role of conformity assessments as an anti-protectionist economic policy support which, in 2017, focused on public tender contracts to which an unprecedented road show was dedicated, with appointments in Rome, Milan and Catania.

To sensitize media regarding the role of accredited bodies and laboratories raising the profile of Italian quality operators choosing their services, a special informative initiative was organized together with the association of journalists of Lombardy, whilst for accredited organizations and businesses, three major annual events were confirmed: the Business Safety Award, in collaboration with Confindustria, Inail and Apqi, participation at the Turin fair "Automation & Testing" with a stand, and also the convention of accredited calibration centers.

An international role supporting the free movement of goods and services

In the current market scenario, it is evident how the international system of conformity assessment, taken up at the end of 2017 in the report of the European Commission on the implementation of Regulation 765/2008, has by now become a preferential tool chosen by governments for ensuring the safety and quality of goods and services, promoting commercial activities and reinforcing competitiveness.

Italian businesses, through Accredia, are therefore well-placed at European and worldwide level: thanks to the EA, IAF and ILAC Agreements of mutual recognition of which Accredia is a signatory member, accredited certifications, inspections, tests and calibrations provide an effective passport for goods, services and professionals certified in Italy and valid in all markets.

The International perspective is reflected also in the development of new accreditation schemes, within the context of the commercial opportunities offered by globalization. In this context, Accredia has pursued its collaboration with ESMA, the authority of the United Arab Emirates for standardization. Accredia is among the first European accreditation bodies to identify the potential of accreditation of the international Halal certification scheme.

Accredia's technical competence and international experience have further been confirmed by its role in the development of policies of the European Commission, with participation in a number of Taiex and Twinning projects. In addition, Accredia is, together with DAkkS and LATAK (the German and Latvian accreditation bodies), collaborating for the development and strengthening of the quality infrastructure in Azerbaijan, continuing in this activity up until 2019.

International commitments have also taken the Italian accreditation body into Africa by means of involvement in the UNIDO project (the organization of the United Nations for Industrial Development) for the accreditation of certification bodies in Benin, the Ivory Coast, Niger and Senegal, as a part of the WAQSP (West Africa Quality System Programme).

A close-up photograph of a hand holding a round, yellow fruit, possibly a lemon or lime, against a background of green leaves and bright sunlight. The scene is brightly lit, creating a warm, natural atmosphere. The hand is positioned in the lower-left quadrant, with the fruit held in the center. The background is a soft-focus mix of green foliage and bright light spots.

Financial results

FINANCIAL STATEMENT 2015-2017

BALANCE SHEET	2017	2016	2015
ASSETS			
Intangible assets	543	559	581
Tangible assets	7,750	7,991	8,238
Long-term investments	568	467	65
Short-term receivables	5,442	5,333	4,770
Long-term receivables	209	308	373
Liquid assets	4,114	3,633	4,046
Other assets	256	247	268
TOTAL ASSETS	18,882	18,538	18,341
LIABILITIES			
Capital and reserves	9,425	9,279	8,709
Severance indemnity reserve	1,524	1,473	1,339
Short-term payables	5,795	5,372	5,613
Long-term payables	2,130	2,406	2,675
Other liabilities	8	8	5
TOTAL LIABILITIES	18,882	18,538	18,341

INCOME STATEMENT	2017	2016	2015
Production value	19,284	19,182	18,474
Production costs	19,018	18,204	17,473
Difference between production value and costs	266	978	1,001
Financial income and expenses	6	3	-28
Pre-tax income	272	981	973
Income tax	126	402	403
Net income	146	579	570

In thousands of euro.

The balance sheet and the notes to the financial statements as of December 31, 2017, are published on www.accredia.it - Annual reports.

ASSESSMENTS

Accredia's competences grew in 2017, with the number of accredited bodies and laboratories rising to 1,699 – constituting an increase of 14,473 assessment days worked. Over the three-year period from 2015 to 2017 there were 70 more accredited bodies, of which 23 were accredited last year, and a jump of 8% in the number of assessment days (table 1):

Table 1 – ASSESSMENT ACTIVITIES 2015-2017 – MAN-DAYS/ACCREDITED BODIES

Department	2015		2016		2017	
	Man-days	Accredited bodies	Man-days	Accredited bodies	Man-days	Accredited bodies
Testing laboratories	8,268	1,135	8,707	1,160	8,675	1,168
Certification, inspection and verification	4,404	322	4,639	342	4,927	351
Calibration laboratories	706	172	680	174	871	180
Total	13,378	1,629	14,026	1,676	14,473	1,699

Figure 1 - ASSESSMENT ACTIVITIES 2015-2017 - MAN-DAYS



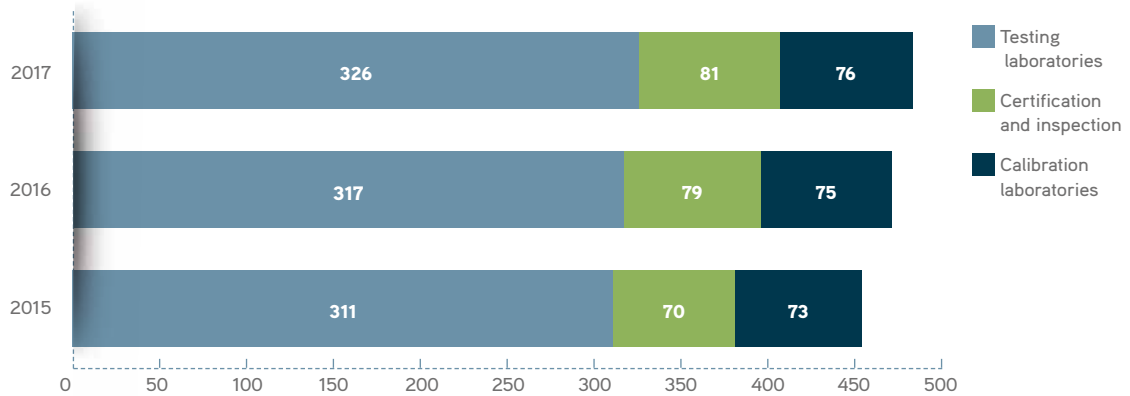


ASSESSORS

A competent team, ensuring constant professionalism in assessment activities is a crucial factor for the performance of assessments and so for Accredia's credibility. This is attained through the qualification of sector-specialized assessors, guaranteeing consistency with respect to accredited bodies and laboratories and compliance with ISO/IEC 17011.

In the 3-year period from 2015 to 2017 Accredia's team was increased by 6.4%. Of the 483 assessors, 326 carry out assessments of testing laboratories, 81 handle the accreditation of certification, inspection and verification bodies and 76 operate for the Calibration Laboratories Department (figure 2).

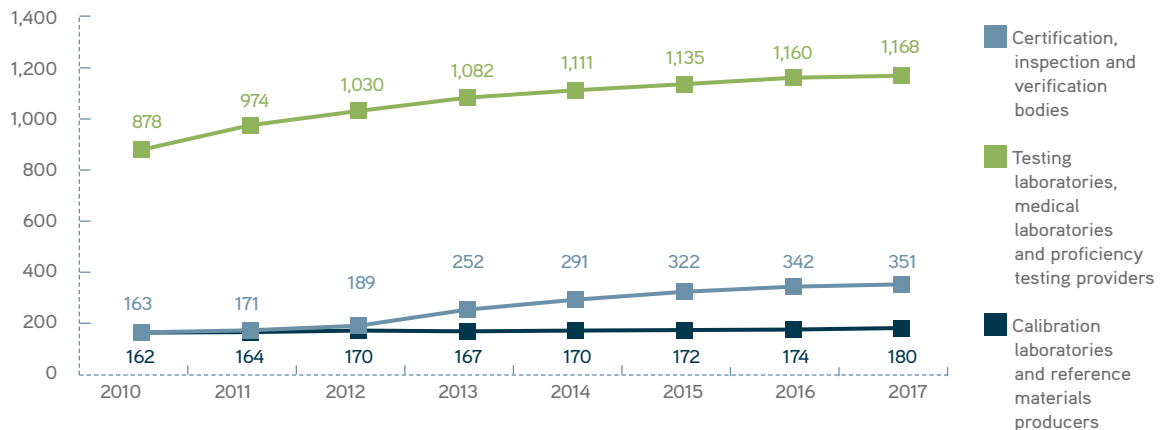
Figure 2 - ASSESSMENT TEAM 2015-2017



ACCREDITATIONS

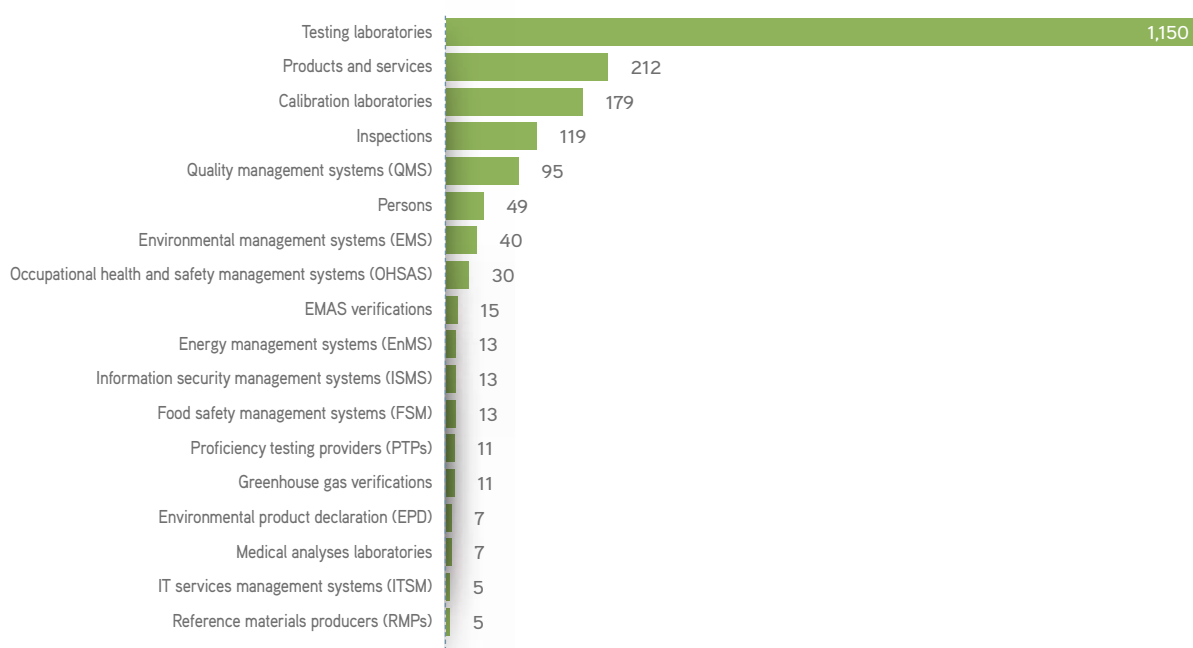
Progress continues to be made in the activities of the three Departments in terms of numbers of accreditations at an average rate of +41% (figure 3). This regards especially certification, inspection and verification bodies, which rose by 115% in the period from 2010 to 2017.

Figure 3 - ASSESSMENT ACTIVITIES 2010-2017 - ACCREDITED BODIES



The most common type of accreditation issued in 2017 to bodies and laboratories in the various sectors (figure 4) was for the certification of quality management systems and professionals. Compared with 2016 the most important rise in accreditations was in inspection schemes – 10 more; products, services and professionals posted a rise of 9 accreditations.

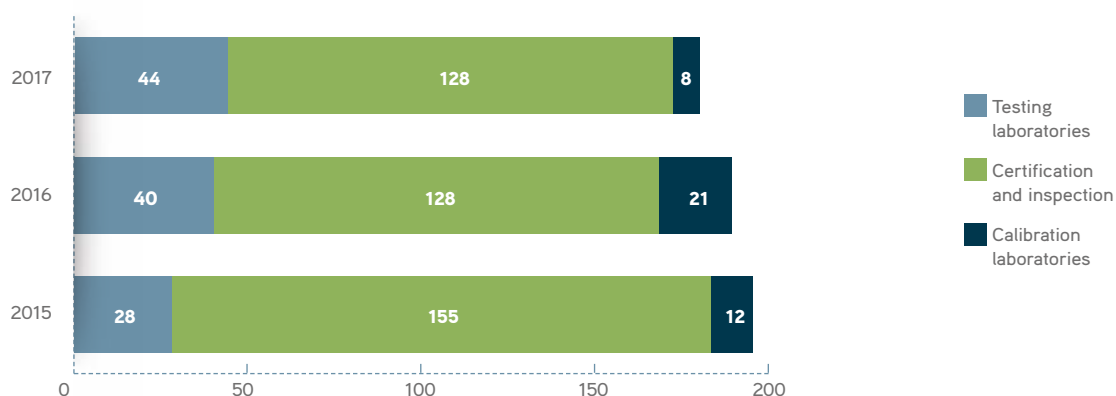
Figure 4 – ACCREDITATIONS FOR THE VARIOUS SCHEMES IN 2017



COMPLAINTS

Despite considerable expansion in certification activities, the number of complaints and remarks handled by Accredia’s three Departments fell from 189 to 180 (figure 5). This downward trend is entirely due to the Calibration Laboratories Department, but it also reflects greater all-round efficiency in Accredia’s operations.

Figure 5 - COMPLAINTS AND REMARKS MANAGED 2015-2017





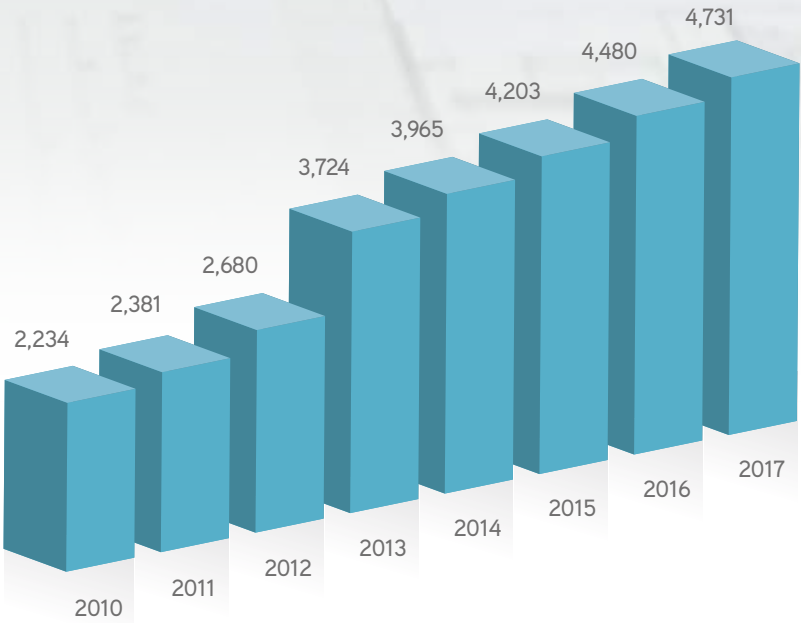
Certification and Inspection Department

ASSESSMENT ACTIVITIES

In 2017, accreditation assessment activities of certification, inspection and verification bodies increased by about 6%: 251 more days worked than in 2016 (figure 6). The workload has doubled in the last 8 years, confirming the growing trust from the market in accredited conformity assessments, both on the part of organizations choosing certification and institutions which see accreditation as a form of technical support.



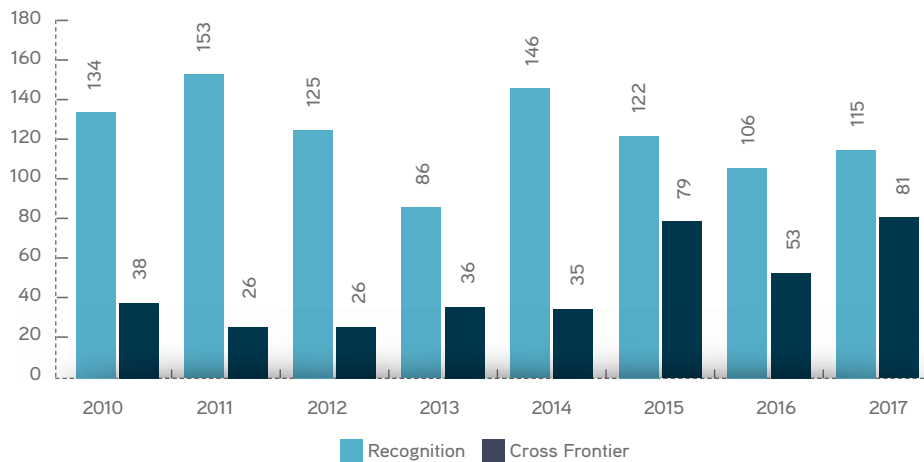
Figure 6 - ASSESSMENT ACTIVITIES FOR ACCREDITATION 2010-2017 - MAN-DAYS





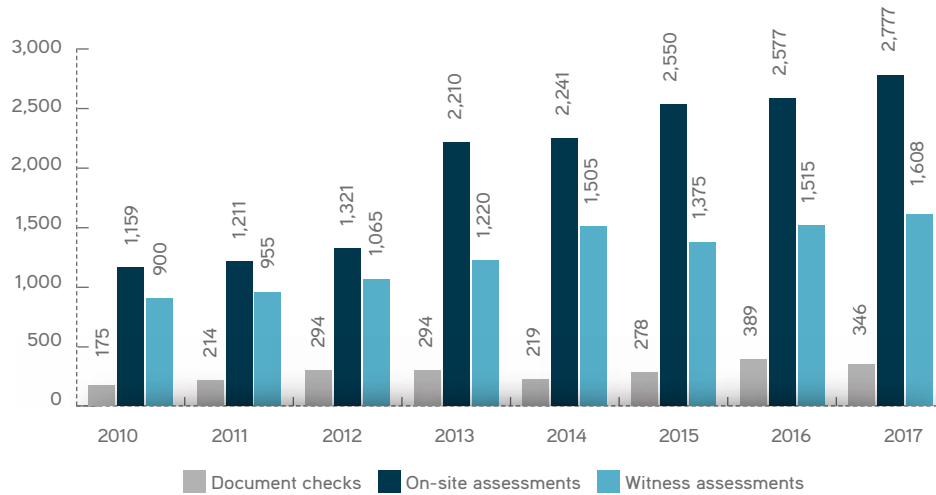
In a strong counter-trend with respect to 2014–2016, there was a 9% rise in recognition activities for the assessment of certification bodies accredited by other accreditation bodies signatory to the international Agreements of mutual recognition, and a 53% upward swing in Cross Frontier accreditations concerning bodies with locations in foreign countries (figure 7).

Figure 7 – CROSS FRONTIER AND RECOGNITION ASSESSMENT ACTIVITIES 2010-2017 – MAN-DAYS



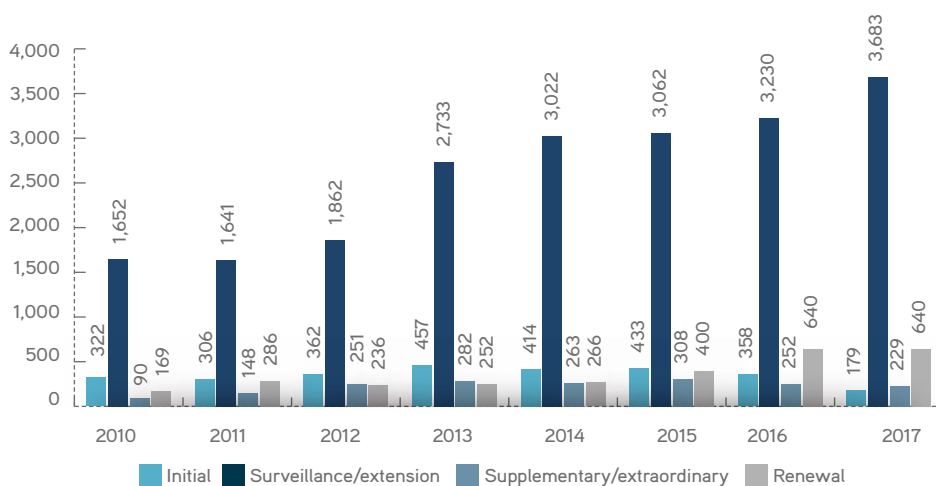
Overall, the activities of the Certification and Inspection Department for the granting of accreditations, recognitions and Cross Frontier accreditations, in 2017, grew by 6.2% in 2016 for a total of 4,927 days worked. Regarding assessments for accreditation, the number of assessment days stands at 4,731. On-site and witnessing assessments went up by 200 and 94 respectively compared with 2016, and 43 fewer days were worked performing document checks (figure 8). Over the period since 2010, all three of these activities grew considerably, in particular on-site assessments (+140%) whilst witness visits were up by 79%.

Figure 8 – ASSESSMENTS FOR ACCREDITATION 2010-2017 – TYPE OF ACTIVITY – MAN-DAYS



On-site assessments at the certification, inspection and verification bodies and their client organizations in 2017 were related to increased surveillance and extensions activities for the maintenance of accreditation and the verification of competences in new areas of certification, inspection and verification. The workload of 3,683 days means 453 more than 2016. However the number of initial assessments for the first accreditation of new certification, inspection and verification bodies halved, posting a total of 179 days in 2017 (figure 9).

Figure 9 - ASSESSMENTS FOR ACCREDITATION 2010-2017 - TYPE OF ASSESSMENT – MAN-DAYS

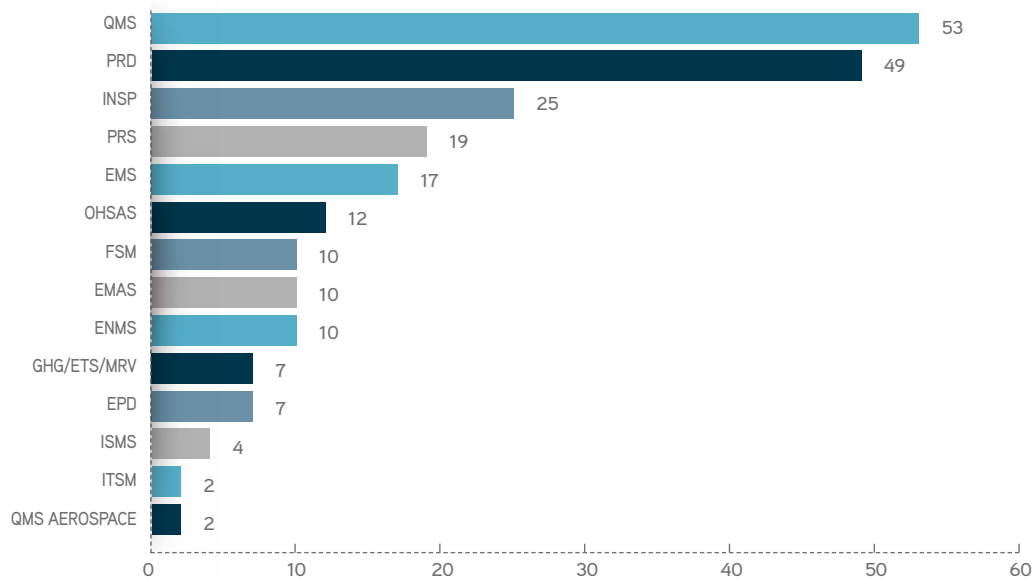




ASSESSORS

The activities of the Department involve 81 assessors – 2 more than in 2016, and there is also greater use of technical experts used in support of assessment teams in highly specific sectors, with 15 more, for a total of 54 experts. In terms of competence, most of the assessors operate in quality management schemes (QMS) and in product and service schemes (PRD) – 53 and 49 experts respectively. In the last two years the competences for the accreditation of product certification bodies have increased, with the addition of 4 experts (figure 10).

Figure 10 – ASSESSORS PER SCHEME OF COMPETENCE - 2017



Legend – Accreditation schemes

QMS - Certification of quality management systems
PRD - Certification of products/services
INSP - Inspection
PRS - Certification of persons
EMS - Certification of environmental management systems
OHSAS - Certification of occupational health and safety management systems
FSM - Certification of food safety management systems
EMAS - Certification for environmental verification activities (EC Reg. 1221/2009)

EnMS - Certification of energy management systems
GHG/ETS/MRV - Verification of GHG emissions – voluntary and mandatory sectors
EPD - Environmental product declaration
ISMS - Certification of information security management systems
ITSM - Certification of management systems for IT services
QMS Aerospace - Certification of quality management systems - aerospace sector

CERTIFICATION, INSPECTION AND VERIFICATION BODIES

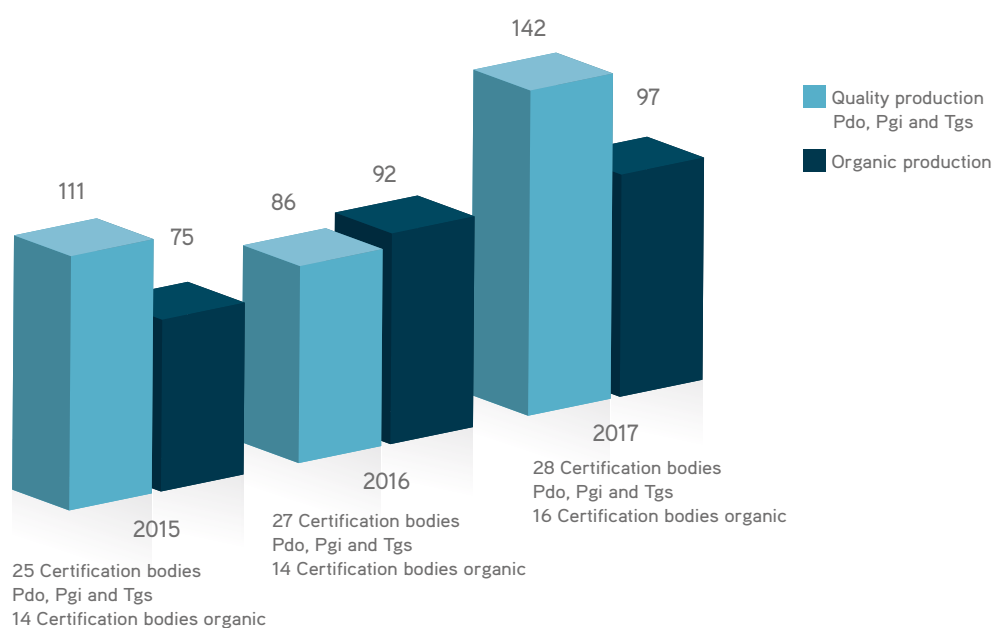
Currently there are 351 accredited bodies with a total of 622 schemes (table 2), constituting a rise of 5% in the market of certifications, inspections and verifications under accreditation. The steepest rise has been in the granting of certifications of products and services and of professionals conducting inspections.

Table 2 - INCREASE IN ACCREDITATIONS PER SCHEME 2010-2017

Accreditation scheme	2010	2011	2012	2013	2014	2015	2016	2017
QMS - Certification of quality management systems	85	89	90	91	92	92	95	95
EMS - Certification of environmental management systems	37	42	37	40	40	39	40	40
EnMS - Certification of energy management systems	2	7	7	10	12	12	13	13
OHSAS - Certification of occupational health and safety management systems	17	21	23	26	29	27	27	30
ISMS - Certification of information security management systems	9	10	10	10	10	11	12	13
ITSM - Certification of management systems for IT services	1	1	2	3	4	4	5	5
FSM - Certification of food safety management systems	12	12	11	11	10	10	12	13
PRD - Certification of products/services	63	66	84	149	171	195	203	212
PRS - Certification of persons	15	15	23	28	29	37	40	49
INSP - Inspection	52	57	62	64	79	97	109	119
EPD - Environmental product declaration	4	4	6	6	7	7	7	7
EMAS - Certification for environmental verification activities	-	-	-	15	15	15	15	15
GHG/ETS/MRV - Verification of GHG emissions	-	-	-	1	15	12	12	11
Total	297	324	355	454	513	558	590	622

CONTROL AUTHORITIES

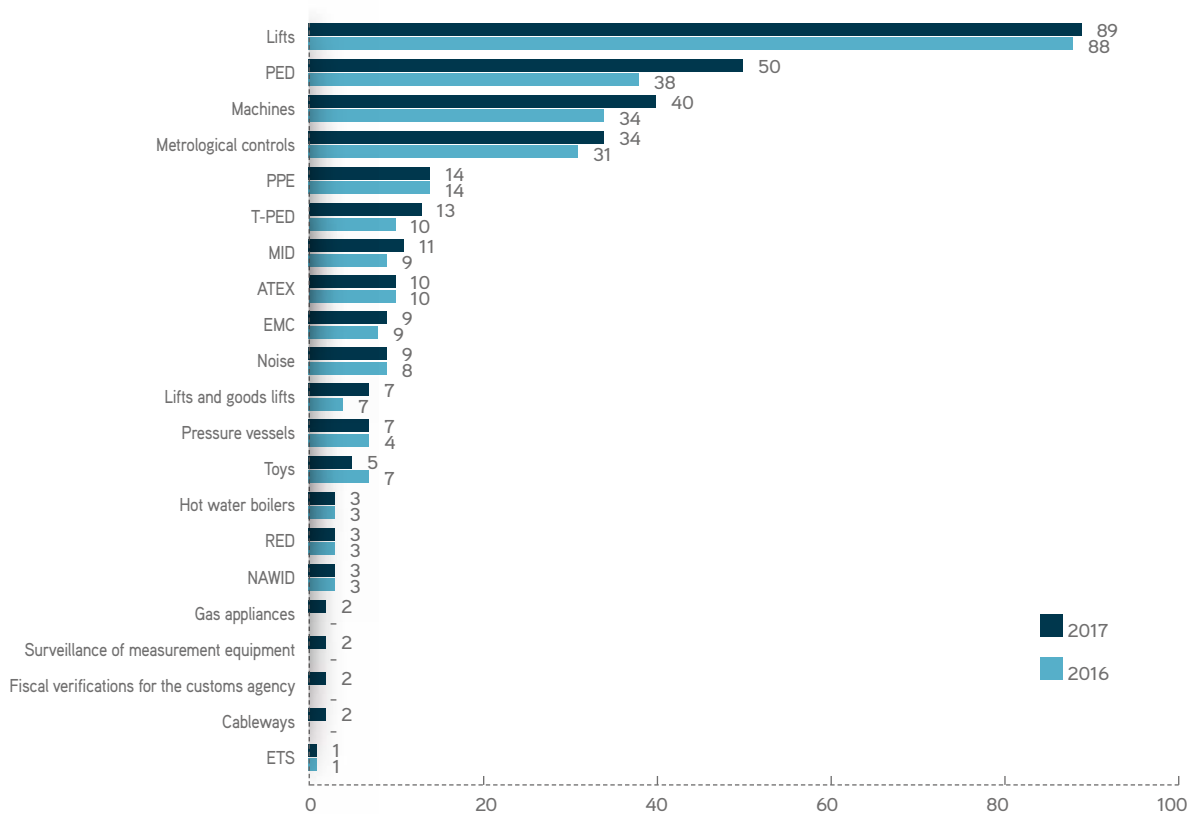
The growing market of agrifood and organic production with declarations of quality (Pdo, Pgi and Tgs) and geographical origin is also reflected in the activities of the sector control authorities. In the regulated or mandatory area, in 2017, there were 16 accredited bodies certifying organic products in accordance with EC Regulation 834/2017 and 28 certified for granting declarations of quality and geographical origin in accordance with EC Regulation 1151/2012 and for wine production against EC Regulations 1306 and 1308/2013. In 2017 there was a 34% rise in the activities of verification of the control bodies for a total of 239 days worked.

FIGURE 11 – REGULATED FOOD AND WINE ASSESSMENT ACTIVITIES 2015-2017 – MAN-DAYS


NOTIFIED BODIES

There was another increase in 2017, this one regarding the granting of accreditations to certification, inspection and verification bodies which must be notified by the Ministry of Economic Development to the European Commission in order to be able to operate in conformity with the obligatory standards covering product safety. There are 171 such bodies, holding 316 accreditations for issuing certifications and performing inspections on the basis of a number of requirements (directives, regulations, national laws etc.). This is 37 bodies more than in 2016, resulting in an increase in the accreditations for control activities performed in accordance with the Directive 2014/68/EU on pressure equipment and concerning 12 new bodies and with the Directive 2006/42/EC, with 6 additional accreditations (figure 12).

Figure 12 – ACCREDITATIONS FOR NOTIFICATIONS 2016-2017



Legend – Provisions for notifications

Lifts - Directive 2014/33/EU

PED - PED – Pressure equipment – Directive 2014/68/EU

Machines - Directive 2006/42/EC

Metrological controls of gas meters and volume conversion devices - Law 75/2012 as amended by Law 93/2017 - GAS CONT and Law 93/2017 - GAS CONV

PPE - Personal protective equipment – EU Regulation 425/2016 and Directive 89/686/EEC

T-PED - Transportable pressure equipment device - Directive 2010/35/EU

MID - Measurement instruments Directive 2014/32/EU

ATEX - Protective equipment for potentially explosive atmospheres - Directive 2014/34/EU

EMC - Electromagnetic compatibility - Directive 2014/30/EU

Noise - Directive 2000/14/EC

Lifts and goods lifts - Law 162/1999 as amended by Law 8/2015

Simple pressure vessels - Directive 2014/29/EU

Toys - Directive 2009/48/EC

Hot water boilers - Directive 92/42/EEC

RED - Radio and telecommunications equipment - Directive 2014/53/EU

NAWID - Non-automatic weighing instruments - Directive 2014/31/EU

Gas appliances - EU Reg. 2016/426 GAR replacing Directive 2009/142/EC

Measuring instruments and controls thereof - Law 60/2015 as amended by Law 93/2017

Fiscal verifications in accordance with the circulars of the Customs Agency

Cableway installations for transport of people - EU Reg. 2016/424 and Directive 2000/9/EC

ETS - Electronic toll service - Decision 2009/750/EC

FOREIGN RECOGNIZED BODIES

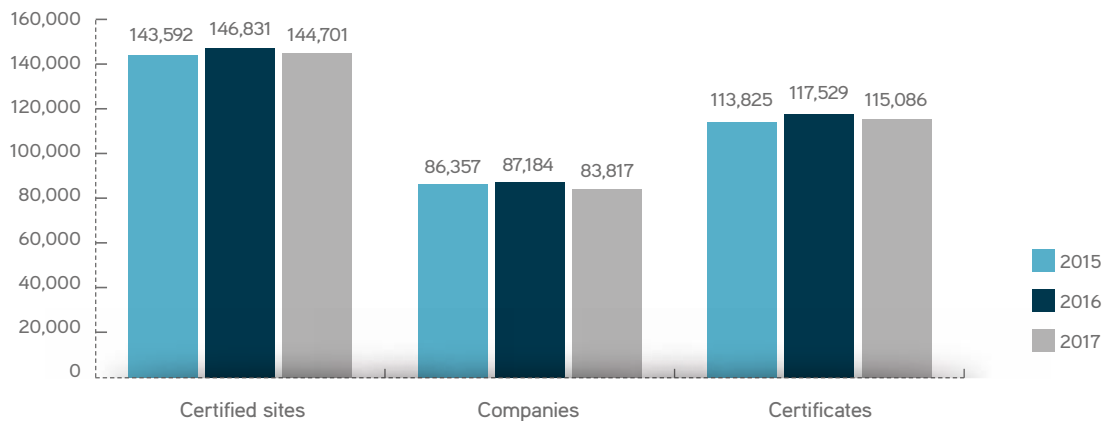
Compared with 2016, there were 4 fewer bodies with Accredia’s recognition for QMS certification in IAF sector 28 (construction) due to possession of foreign accreditation issued by accreditation bodies signatory to the EA MLA Agreements of mutual recognition. Currently there are 28 bodies operative in this sector, of which:

- 13 on the basis of a direct agreement with Accredia;
- 15 on the basis of a memorandum of understanding signed by the National body in question and Accredia.

CERTIFICATIONS

There was also a slight fall in the number of certifications issued by accredited bodies to public and private organizations against the various management system standards. Taking into consideration the three categories, between 2016 and 2017 there was a drop of 1.5% of certified sites (about 145,000), of 2.1% of certificates (about 115,000), and of 3.6% concerning companies possessing certification (meaning individual company names possessing certification, which can regard a number of company sites), for a total of 83,817 (figure 13).

Figure 13 – EVOLUTION OF MANAGEMENT SYSTEM CERTIFICATIONS 2015-2017 – CERTIFIED SITES, COMPANIES, CERTIFICATES¹



Analyzing certified company sites according to the various standards, there has been a significant growth (77%) in the number of energy management certificates in conformity with UNI CEI EN ISO 50001 for a total of 2,322 certified sites. A hike of 30% was posted for certifications against UNI ISO 27001 concerning 1,205 sites with an information security management system. Occupational health and safety also showed an increase in certificates in compliance with BS OHSAS 18001, with 1,399 more sites than in 2016, for a total of 16,860. There were 3% fewer QMS certifications in conformity with UNI CEI EN ISO 9001, a relatively well-established market involving the majority of certified companies which number 124,420, constituting 73.9% of the total (table 3).

¹ The statistical reports of management system certifications are prepared on the basis of the data of certified organizations/companies and communicated to Accredia by the certification, inspection and verification bodies. Data are drawn up and aggregated according to three different categories:

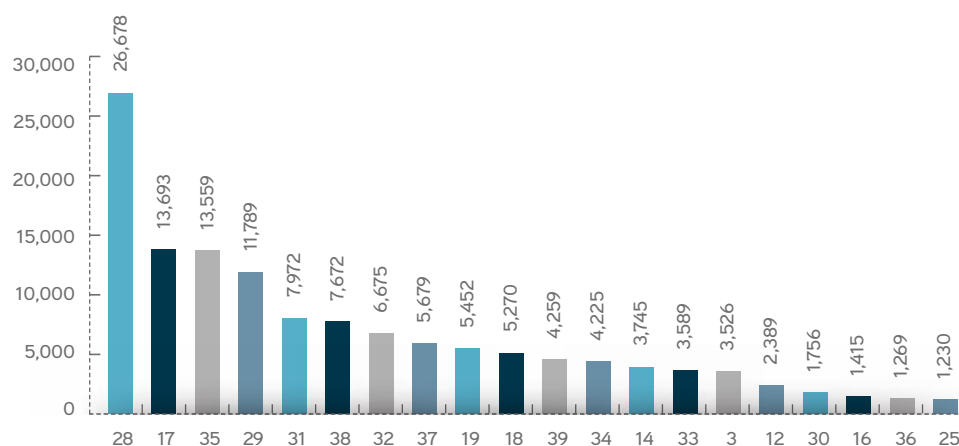
- Certified site: the certified site of the organization/company which may be an office, department, production unit of the certified organization. One organization may possess a number of certified sites;
- Certified company: the unit/name of the company/organization holding management system certification which is unequivocally identified by a VAT or fiscal code number;
- Certification: the specific code regarding procedure which, together with the date of first issue, identifies unequivocally the management system certification of the certified company.

Table 3 – EVOLUTION OF MANAGEMENT SYSTEM CERTIFICATIONS 2015-2017 – CERTIFIED SITES PER STANDARD

Certification standard	2015	2016	2017
QMS - quality management systems (UNI EN ISO 9001)	126,865	128,240	124,420
EMS – environmental management systems (UNI EN ISO 14001)	20,339	21,616	22,160
OHSAS – occupational health and safety management systems (BS OHSAS 18001)	14,052	15,461	16,860
EnMS – energy management systems (UNI CEI EN ISO 50001)	794	1,315	2,322
FSM - food safety management systems (UNI EN ISO 22000)	854	1,218	1,190
ISMS – information security management systems (UNI ISO 27001)	799	926	1,205
ITSM – management systems for IT services (ISO/IEC 20000)	73	81	108

The distribution of management system certifications among the various IAF sectors highlights the clear prevalence of *Construction*, with 20% of the total and 26,000 certified locations. A wide range of sectors, including *Metals and metal products sectors, Other services, Wholesale and retail trade, vehicle and motorbike repairs, products for people and for the home* together accounted for 39,041 sites (figure 14).

Figure 14 – CERTIFICATIONS PER MANAGEMENT SYSTEM 2017 – TOP 20 SECTORS



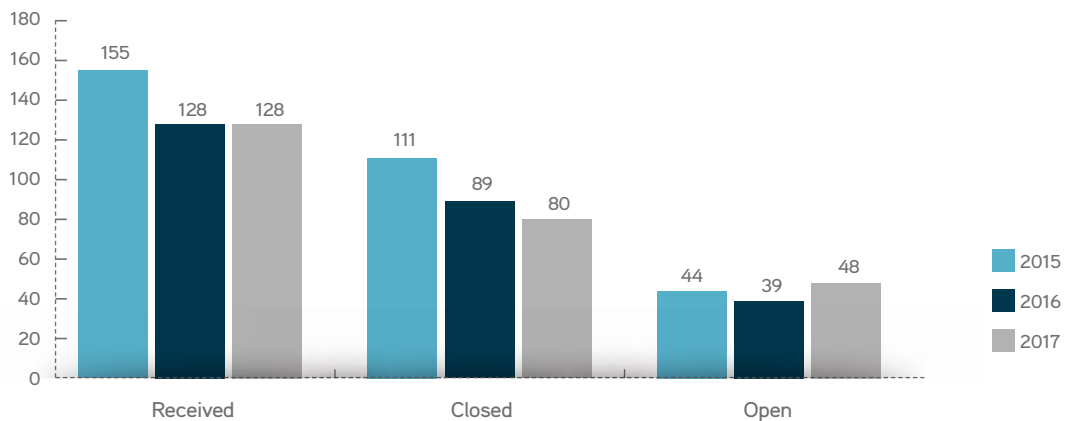
Legend – IAF certification sectors

- | | | |
|--|--|--|
| 01 Agriculture, fishing and forestry | 14 Rubber and plastic products | 28 Construction |
| 02 Mining and quarrying | 15 Non-metallic mineral products | 29 Wholesale and retail trade; Repair of motor vehicles, motorcycles and personal and household goods |
| 03 Food products, beverages and tobacco | 16 Concrete, cement, lime, plaster etc | 30 Hotels and restaurants |
| 04 Textiles and textile products | 17 Basic metals and fabricated metal products | 31 Transport, storage and communication |
| 05 Leather and leather products | 18 Machinery and equipment | 32 Financial intermediation; real estate; renting |
| 06 Wood and wood products | 19 Electrical and optical equipment | 33 Information technology |
| 07 Pulp, paper and paper products | 20 Shipbuilding | 34 Engineering services |
| 08 Publishing companies | 21 Aerospace | 35 Other services |
| 09 Printing companies | 22 Other transport equipment | 36 Public administration |
| 10 Manufacture of coke and refined petroleum products | 23 Manufacturing not elsewhere classified | 37 Education |
| 11 Nuclear fuel | 24 Recycling | 38 Health and social work |
| 12 Chemicals, chemical products and fibres | 25 Electricity supply | 39 Other social services |
| 13 Pharmaceuticals | 26 Gas supply | |
| | 27 Water supply | |

COMPLAINTS

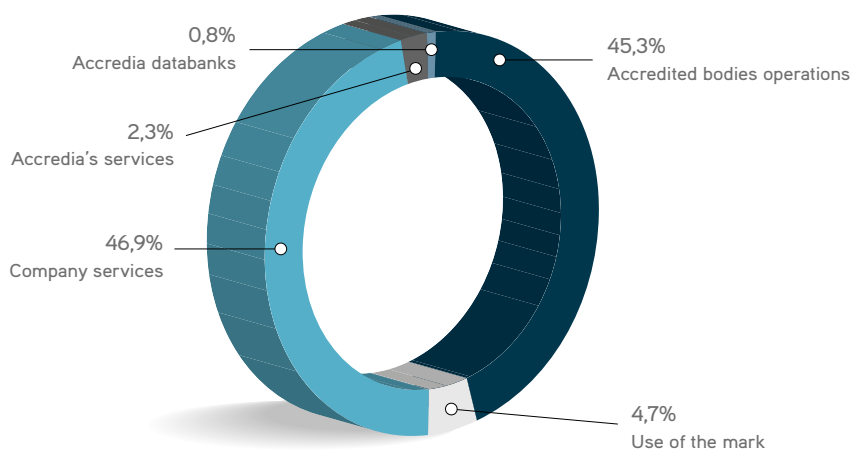
The number of complaints received by the Certification and Inspection Department in 2016 remained stable with a total of 128, of which 63% were handled and closed within the year (figure 15).

Figure 15 – REMARKS AND COMPLAINTS MANAGED 2015–2017



The complaints and remarks mostly regarded services offered by certified companies (47%) and the operations of accredited bodies (45%). Use of the mark was the subject of 5%, whilst only 4 directly involved Accredia, including management of the databanks (figure 16).

Figure 16 – SUBJECT OF REMARKS AND COMPLAINTS 2017



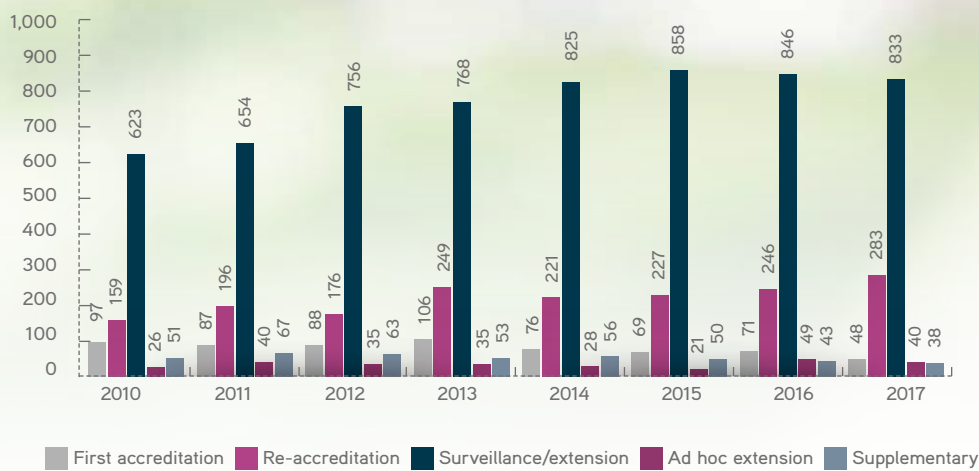


Testing Laboratories Department

ASSESSMENT ACTIVITIES

In 2017 there was a slight fall in the number of assessments of the 1,168 bodies with accreditation for testing activities managed by the Department (1,150 laboratories), medical analyses (7 laboratories) and proficiency testing providers (11 PTPs). The number of files was reduced from 1,255 to 1,242, regarding 67% of surveillance and extension activities aimed at the annual confirmation of the competence and the evaluation of new tests and methods applied by laboratories (figure 17). Re-accreditations, however, were up on 2016, owing to the number of PTPs which concluded their cycle of accreditation in 2017, whilst assessments of first-time accreditation seekers slid from 71 to 48. This was caused by staff re-structuring at testing laboratories, in turn due to mergers and also to market saturation with regard to analyses in some sectors.

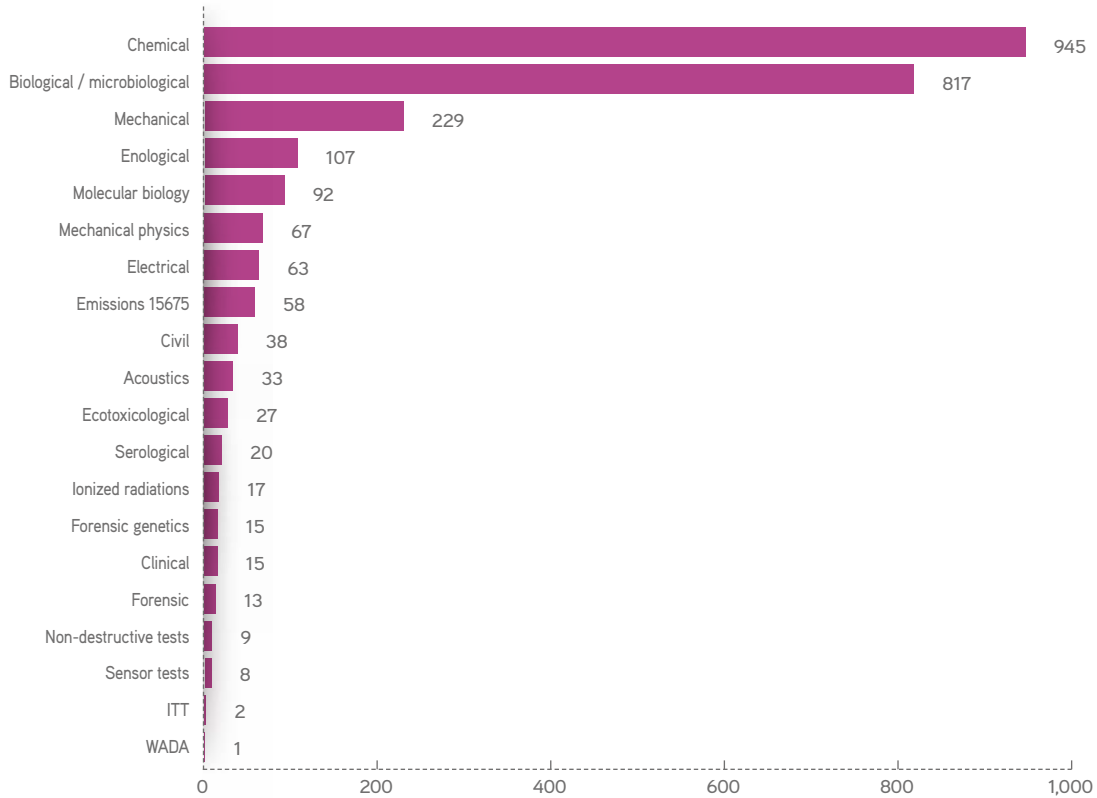
Figure 17 – ASSESSMENT FOR ACCREDITATION 2010-2017 - TYPE OF ASSESSMENT – NUMBER OF FILES



With regard to the operative sectors (figure 18), accredited laboratories generally perform chemical, biological and microbiological tests which involve over 70% of accredited laboratories, and also mechanical tests (20%).

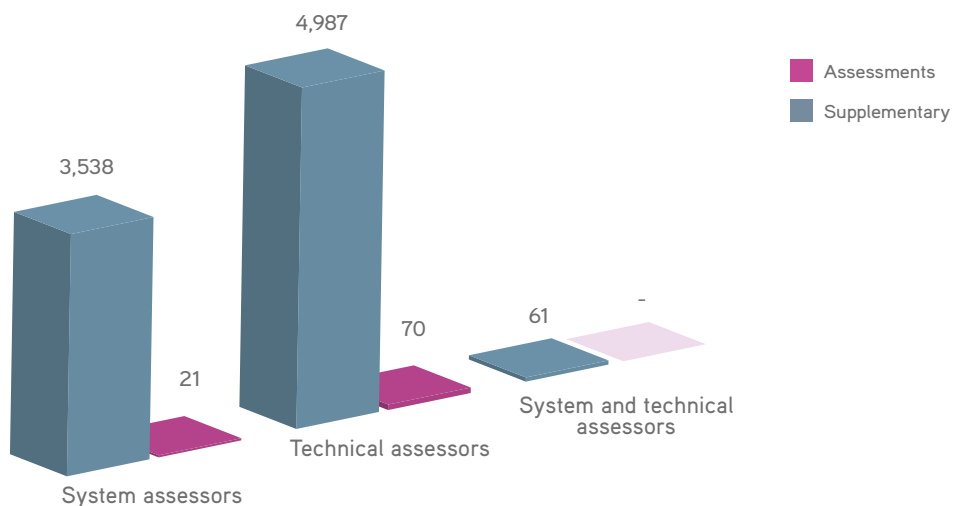


Figure 18 – DISTRIBUTION OF ACCREDITED SITES PER SECTOR 2017



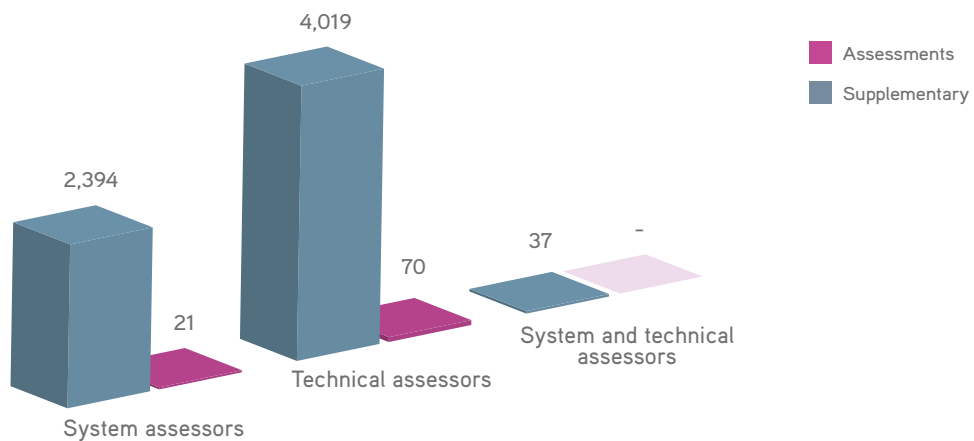
The inspection team of the Testing Laboratories Department consists of system assessors, technical assessors and assessors qualified for both. In 2017 they undertook 8,676 days of evaluation activities. Those most involved in document analysis and on-site inspections were the technical assessors, with a work effort of 5,057 days (assessments and supplementary assessments), and the system assessors worked a total of 3,559 days (figure 19).

Figure 19 – ASSESSMENTS FOR ACCREDITATION 2017
TYPE OF ASSESSMENT – TOTAL MAN-DAYS



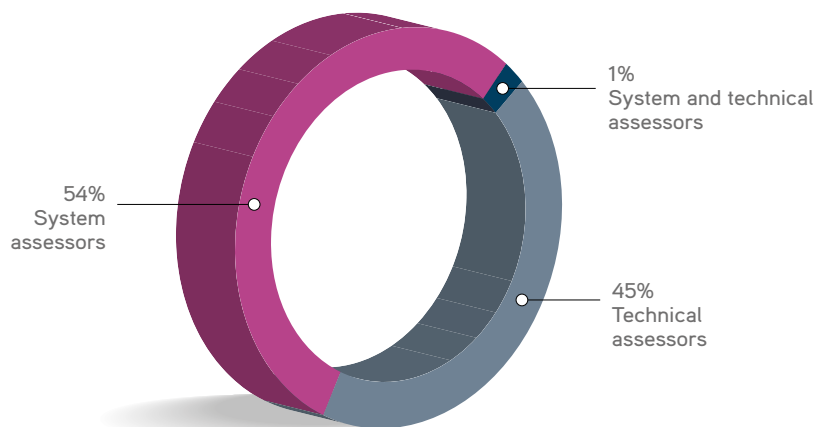
Regarding on-site visits for ascertaining the correct conduct of tests and analyses by laboratory staff, there has been an increase in the assessment and supplementary assessment activities of both system and technical assessors, for a total of 6,503 days carried out in 2017 (figure 20).

Figure 20 – ASSESSMENTS FOR ACCREDITATION 2017 - TYPE OF ASSESSMENT – MAN-DAYS WORKED ON-SITE



System assessors are to a greater extent involved in document checks (54%), for a total of 1,145 man-days, in line with the reduced work effort for technical assessors who performed 955 days for the verification of the laboratories’ documents (figure 21).

Figure 21 - ASSESSMENTS FOR ACCREDITATION 2017 - TYPE OF ASSESSMENT – DOCUMENT CHECKS

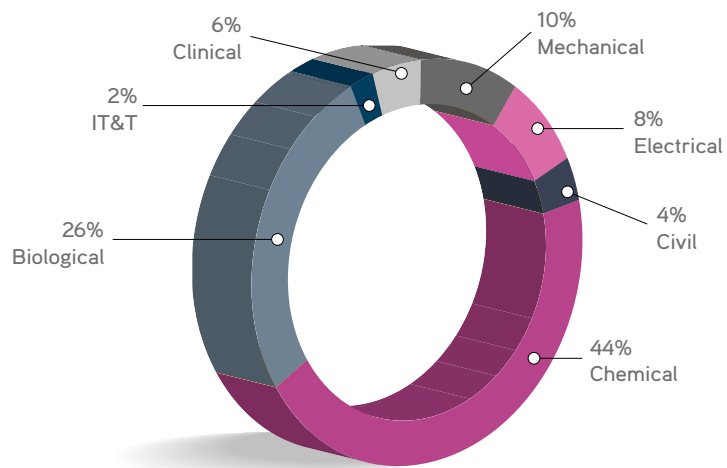




ASSESSORS

The team of assessors of the Testing Laboratories Department rose from 317 to 326, of whom 178 are experts in chemical and biological tests, making up 70% of competences (figure 22). 25 assessors are specialized in mechanical tests (10%), and 20 in the electrical field (8%), covering most of the analysis areas.

Figure 22 - ASSESSORS PER SECTOR OF COMPETENCE 2017



TESTING LABORATORIES, MEDICAL LABORATORIES AND PTPs

The 1,168 testing laboratories and PTPs managed by the Department are concentrated in the northern Italian regions, with 44% of accredited laboratories in Lombardy, Veneto, Emilia Romagna and Piedmont (figure 23). Also Tuscany, Lazio and Campania have a significant presence, with 8% of the total in each of these regions.

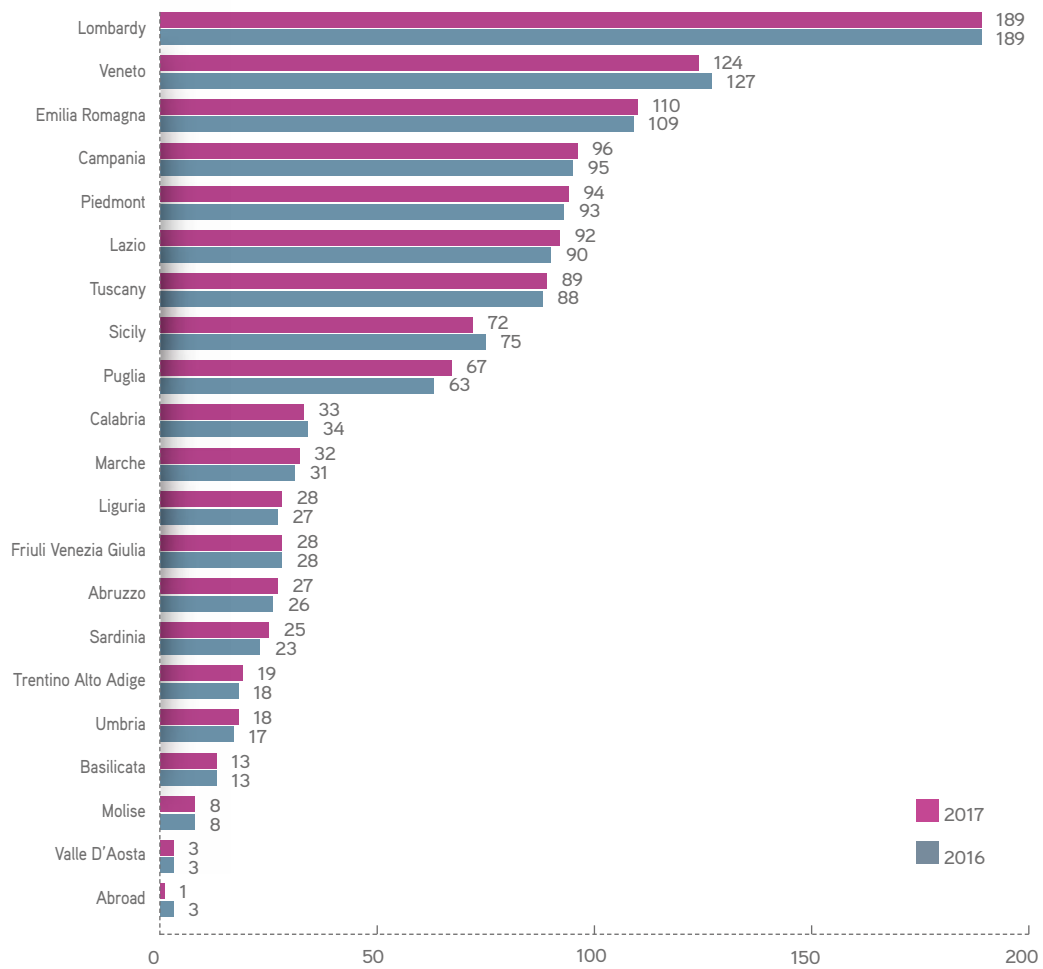
Figure 23 – DISTRIBUTION OF TESTING LABORATORIES, MEDICAL LABORATORIES AND PTPs BY REGION 2017





Compared with 2016, Puglia, with 67 laboratories, posted the most significant increase in terms of accreditations (+6%). In general, the picture of accredited laboratories does not show much change, but the situation is stable, confirming the trust of operators in accredited laboratory tests (figure 24).

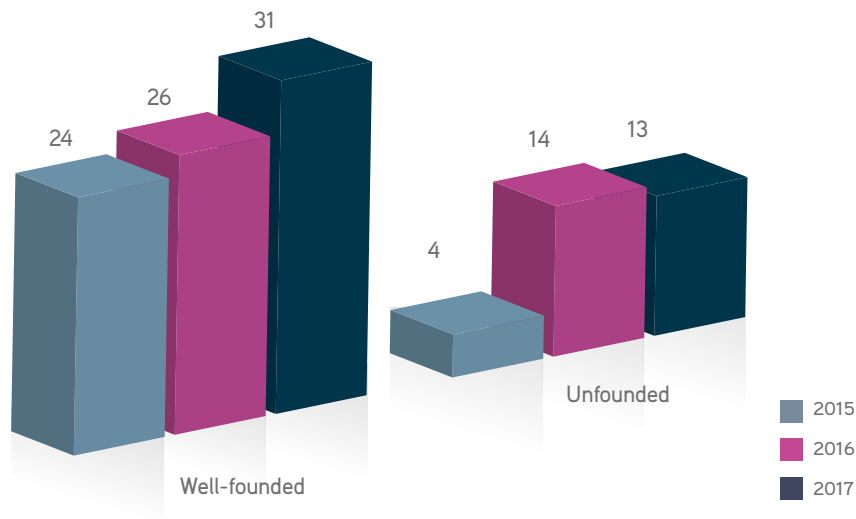
Figure 24 – TESTING LABORATORIES, MEDICAL LABORATORIES AND PTPs BY REGION 2016–2017



COMPLAINTS

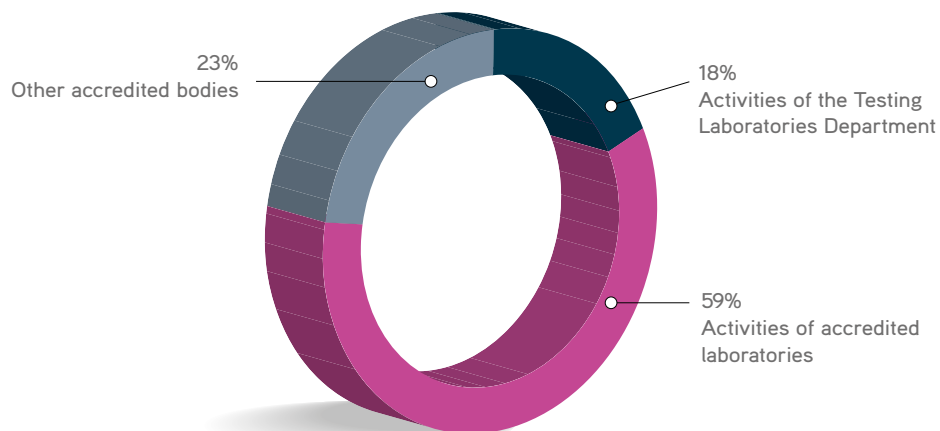
The number of complaints and remarks received by the Testing Laboratories Department rose by 4 compared with 2016 to reach a total of 44 in 2017 (figure 25) to 44, of which 31 were deemed well-founded and handled as such.

Figure 25 – REMARKS AND COMPLAINTS HANDLED 2016–2017



In 59% of cases (26), they regarded accredited testing laboratories, while 8 concerned the activities of the Department (18%) and 23% of the remarks involved the activities of non-accredited bodies (figure 26).

Figure 26 – SUBJECT OF REMARKS AND COMPLAINTS 2017





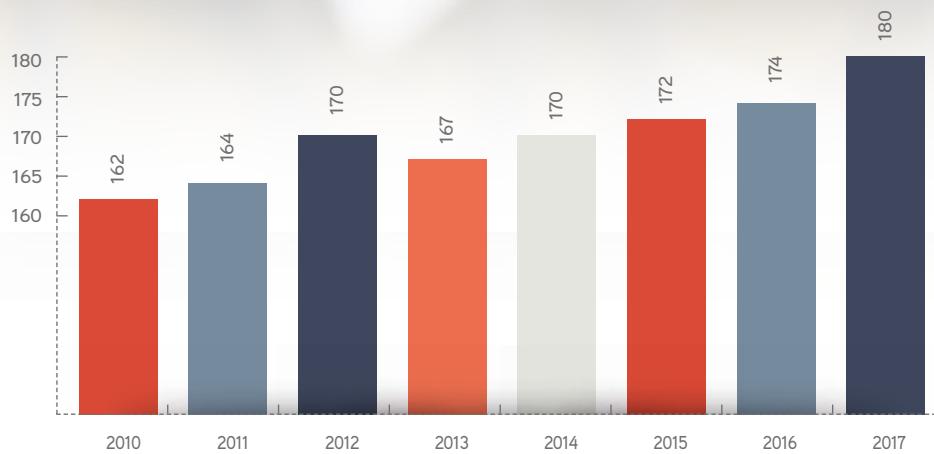
Calibration Laboratories Department

ASSESSMENT ACTIVITIES

In 2017 the number of laboratories accredited by the Department reached 180 (figure 27) of which 179 are calibration laboratories and 5 are reference materials producers (RMPs). Over the last eight years the volume of activities managed by the Department has risen by 10%, reflecting the importance the market gives to regular calibrations and checks carried out on measuring instruments, made reliable by accredited quantities in conformity with the international standards.



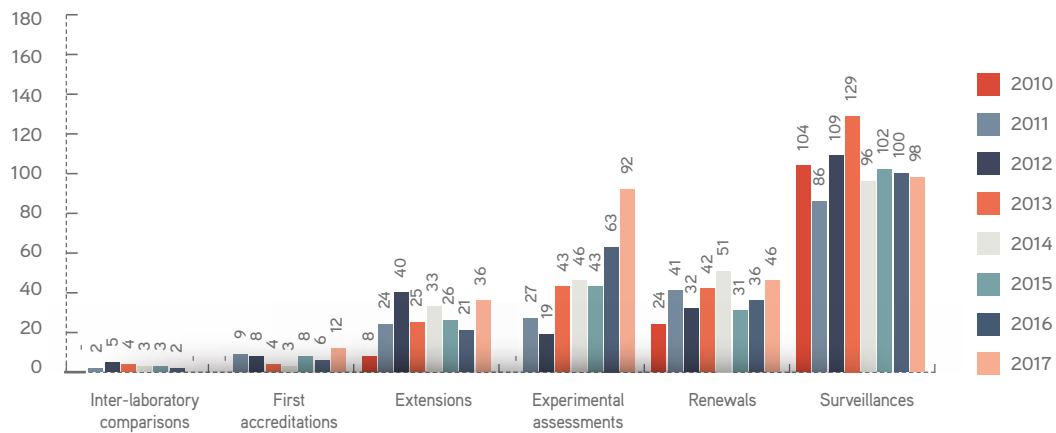
Figure 27 – CALIBRATION LABORATORIES AND RMPs 2010-2017





In particular, the number of accredited calibration laboratories and RMPs increased considerably, from 228 to 284, with a doubling of first accreditations (from 6 to 12) and a significant increase also of extensions to accreditation which were up by 71%, expanding the activities to the calibration of new quantities and measuring instruments (figure 28).

Figure 28 – ASSESSMENTS PER ACCREDITATION 2010–2017



ASSESSMENTS

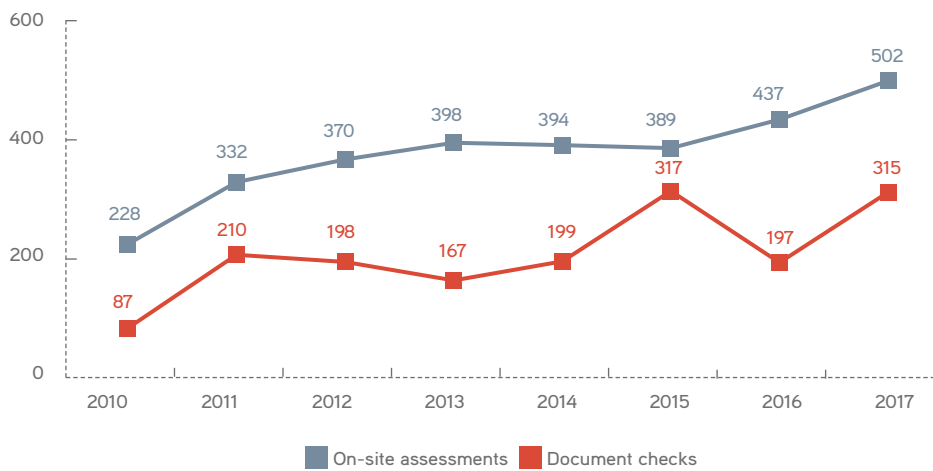
There was a strong upward trend in assessment days conducted in 2017, going up by 28% over 2016, involving a greater workload for the Department in guaranteeing reliable instruments for carrying out measurements against all typologies of quantities. The accreditation activities of calibration laboratories and RMPs consist of document reviews, on-site assessments and experimental assessments. The growth in the Department's activities to a large extent is related to document checks which took up 315 days (+60%), especially regarding first accreditations and on-site visits, which were 15% up on 2016 (table 4).

Table 4 – ASSESSMENT ACTIVITIES 2010-2017 – TYPE OF ACTIVITY – MAN-DAYS

	2010	2011	2012	2013	2014	2015	2016	2017
Document checks	87	210	198	167	199	317	197	315
On-site assessments	228	332	370	398	394	389	437	502
Experimental assessments	27	85	48	80	74	55	46	55
Total	342	627	616	645	667	761	680	871

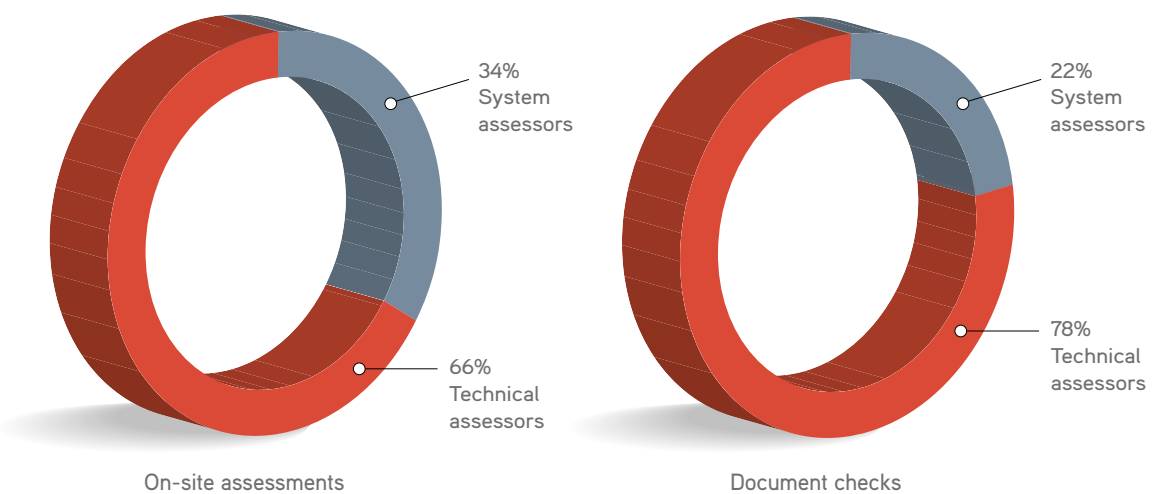
The development in the Department’s activities over the last eight years shows constant progress, with the number of assessment days doubling from 315 in 2010, and especially in on-site assessments, which rose from 228 days to 502 (figure 29). The number of document checks undertaken also grew. In 2017 it peaked at the same level as in 2015, in line with the number of accredited laboratories in these years.

Figure 29 – ASSESSMENTS FOR ACCREDITATION 2010-2017 - TYPE OF ACTIVITY – MAN-DAYS



On-site assessments and document checks occupy, above all, the Department’s technical team for, respectively, 66% (333 days), and 78% (244 days), 4% up on 2016 (figure 30).

Figure 30 – ASSESSMENT FOR ACCREDITATION 2017 – TYPE OF INSPECTION – MAN-DAYS

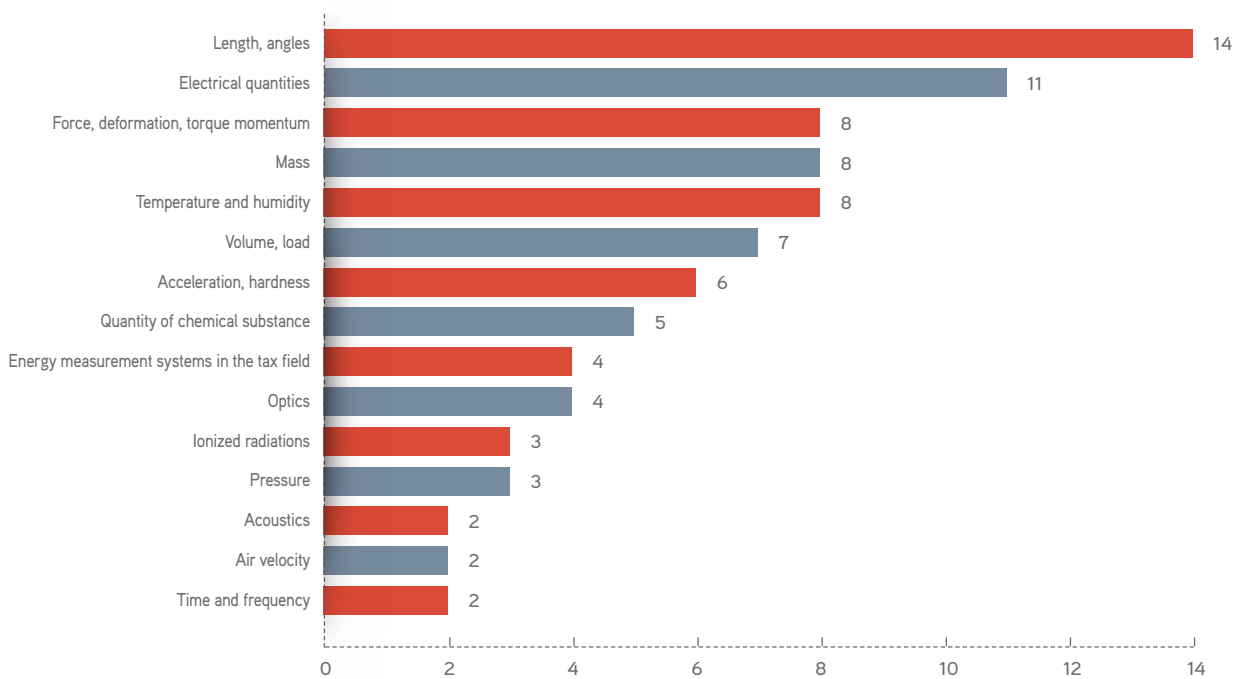




ASSESSORS

Last year the Department had a team of 76 professionals assessing calibration laboratories and RMPs, consisting of 69 technical assessors, 7 system assessors and 14 assessors covering both roles. There were 8 experts also working in support in specific sectors of calibration. The competences of the assessors are concentrated in the areas of quantities *Length, angle and electrical quantities*, with 14 and 11 specialist assessors respectively (figure 31).

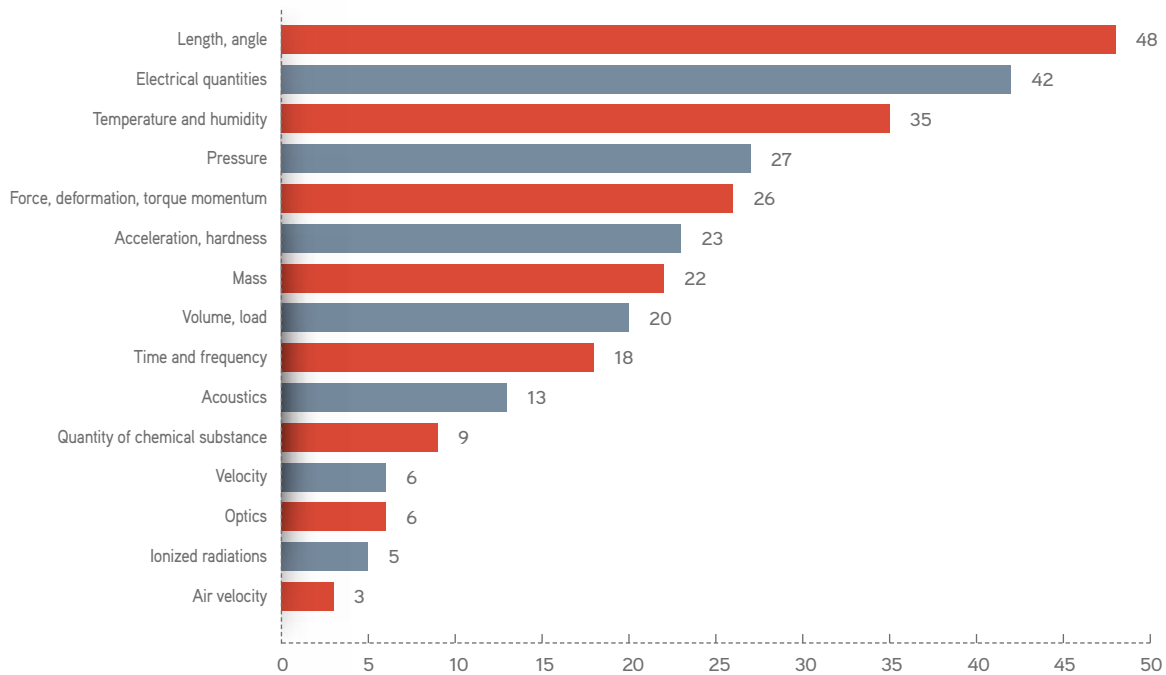
Figure 31 – ASSESSORS PER SECTOR OF COMPETENCE 2017



CALIBRATION LABORATORIES AND RMPs

Out of 303 accreditations issued for instruments and equipment, the majority refer to quantities *length and angle*, involving 48 laboratories (16%). The spread of laboratories according to groups of quantities reveals the preponderance of calibrations regarding all types of measurement, from electric quantities (42 accreditations) to air velocity (3 operative laboratories).

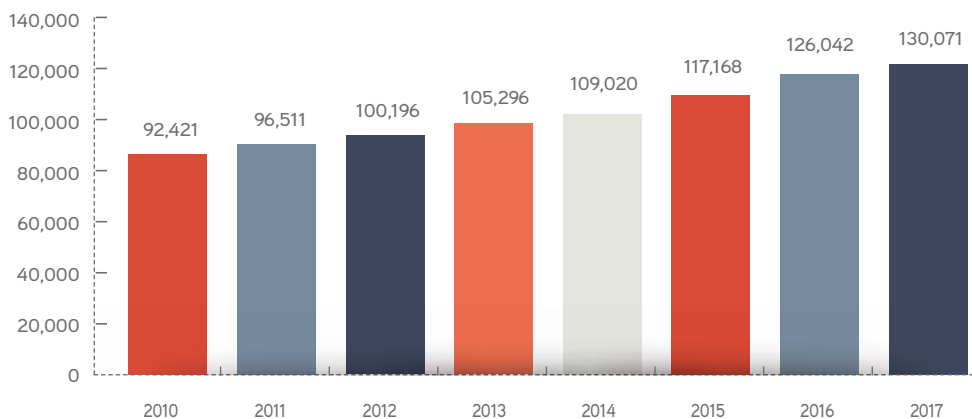
Figure 32 – DISTRIBUTION OF LABORATORIES PER GROUPS OF QUANTITIES 2017



CALIBRATION CERTIFICATES

The importance given by the market to calibrations and regular verifications of instruments, to ensure the reliability of all types of measurement, including legal and fiscal ones, is reflected in the constant growth in the number of calibration certificates (figure 33). Over 130,000 certificates issued by accredited laboratories in 2017 to their clients constitute a rising trend of 41% compared with 2010. With regard to distribution among the regions, 2017 saw a boom in Tuscany, with 1,399 calibration certificates more than in 2016 (figure 34).

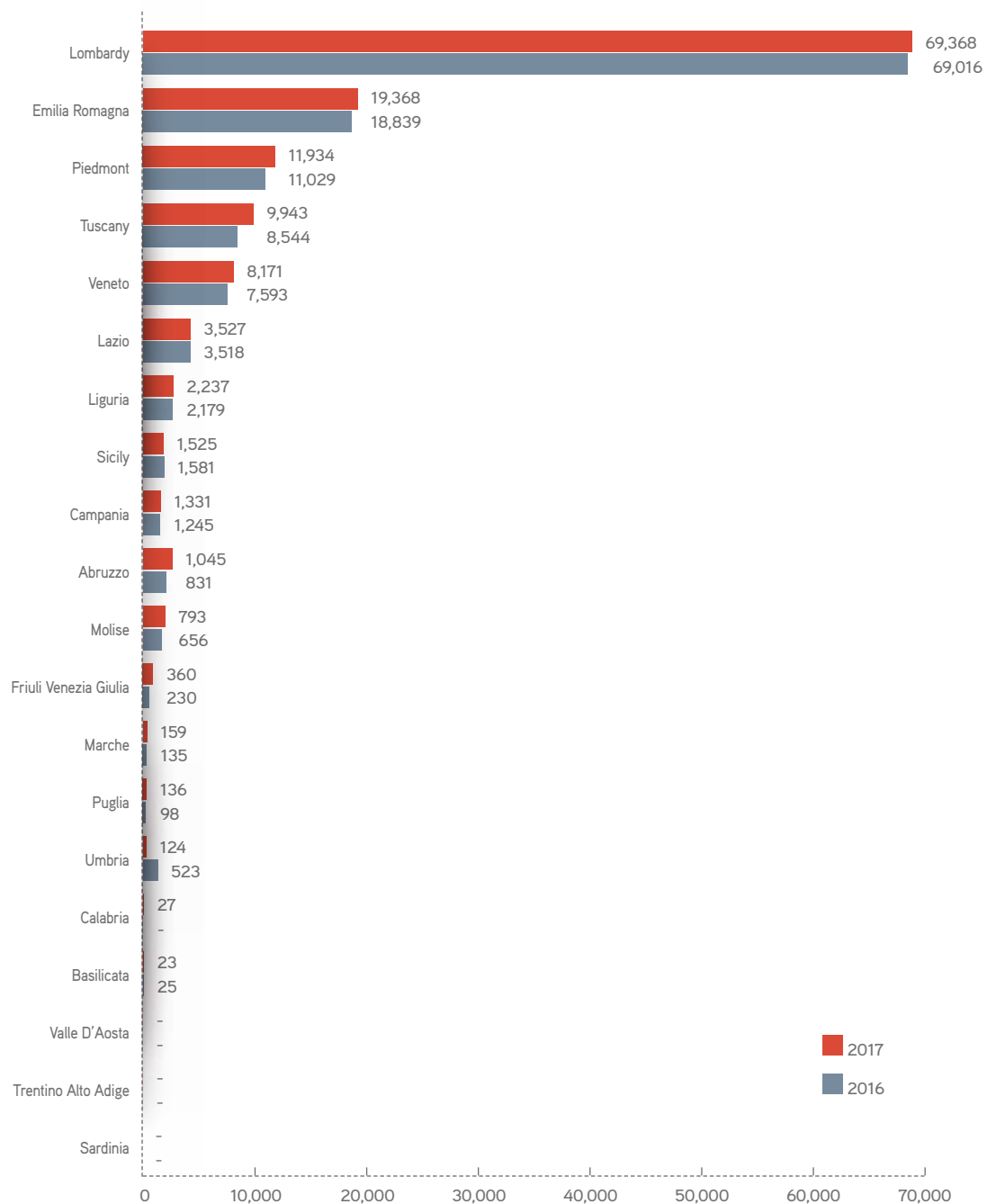
Figure 33 – EVOLUTION OF CALIBRATION CERTIFICATES 2010-2017





With a total of almost 10,000 calibration certificates, Tuscany is in fourth position for verifications of instruments after Lombardy (over 69,000), Emilia Romagna (over 19,000) and Piedmont (about 12,000), a rise of an average of 600 certificates over 2016. Umbria and Sicily are the only regions in which the trend was negative.

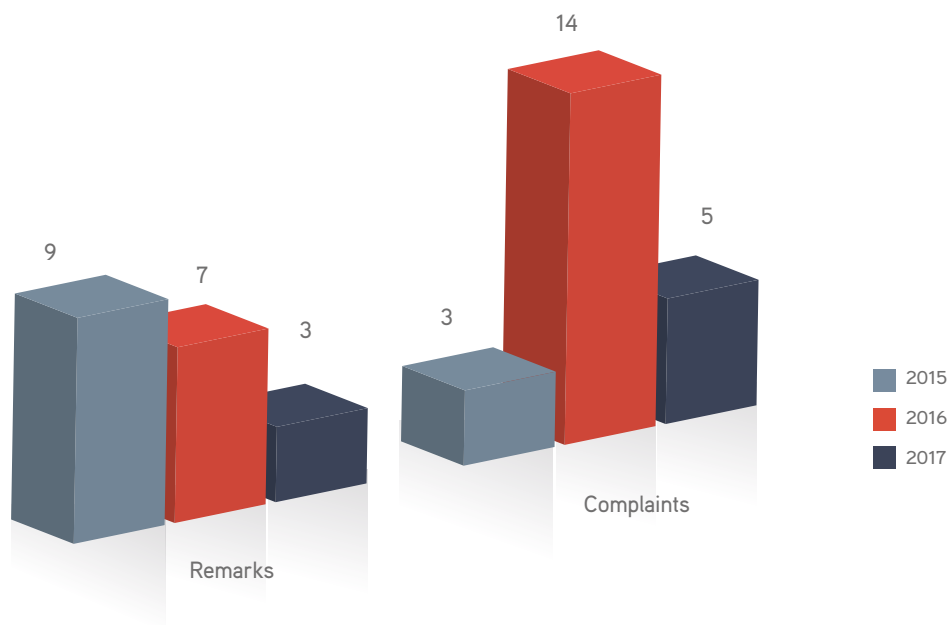
Figure 34 – CALIBRATION CERTIFICATES PER REGION 2016-2017



COMPLAINTS

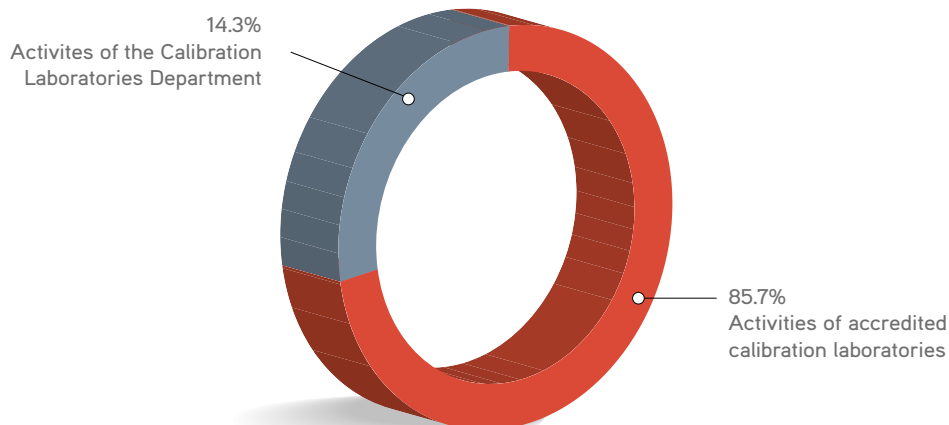
In 2017 there was a sharp decrease in the number of complaints and remarks received by the Calibration Laboratories Department, a counter-tendency with respect to the growing number of certificates issued by accredited laboratories (figure 35). The market trusts calibrated instruments and equipment and is also aware of the limits and the effectiveness of the calibration system provided by Accredia. There were only 5 complaints and 3 remarks raised, 9 fewer than 2016.

Figure 35 – REMARKS AND COMPLAINTS MANAGED 2015–2017



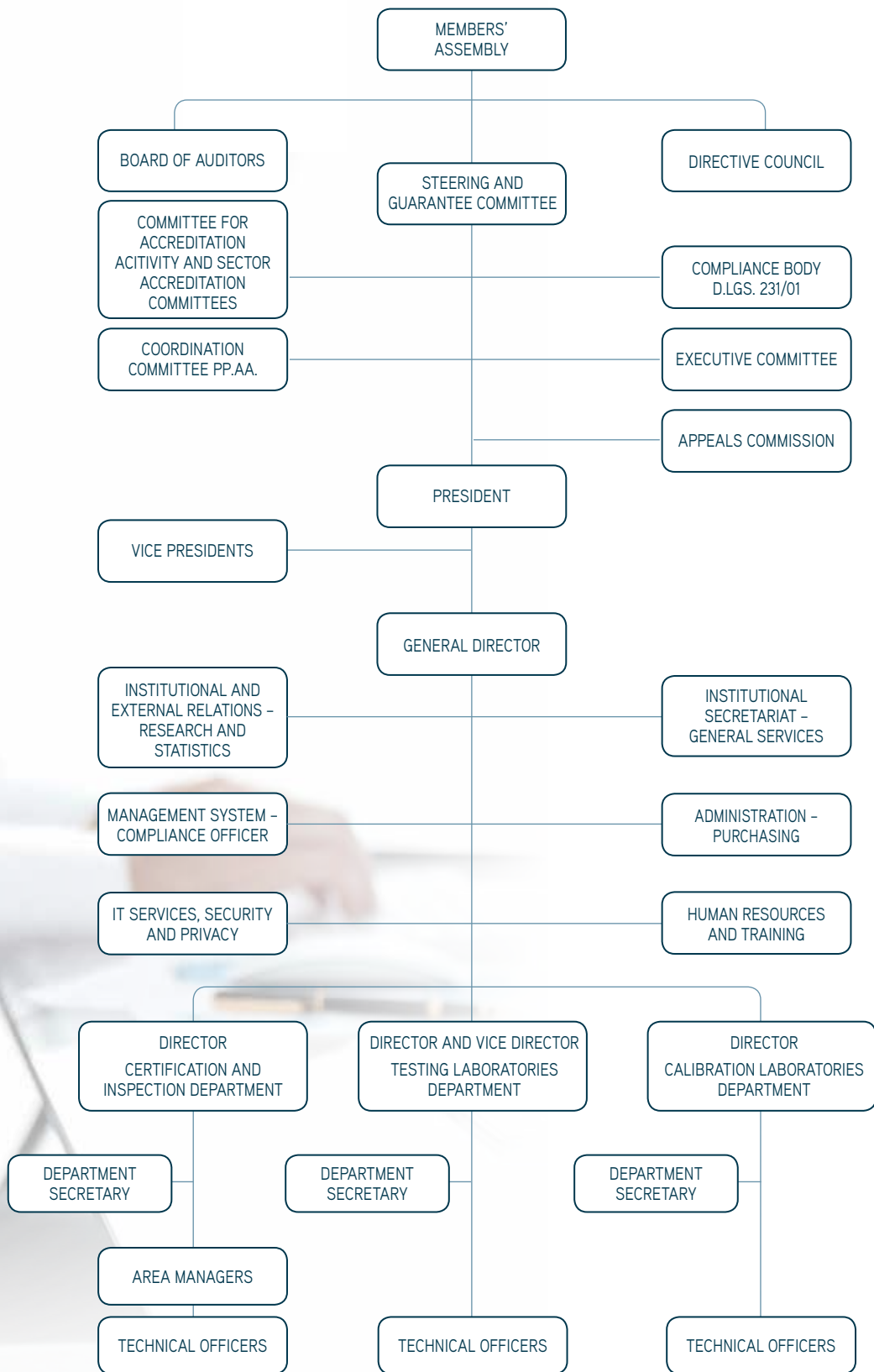
86% of the complaints regarded the operations of the calibration laboratories, whilst the Department received just one complaint (fig. 36).

Figure 36 – SUBJECT OF REMARKS AND COMPLAINTS 2017





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² Vacant post due to the decease of Arch. Giuseppina Varone occurred on 26 02 2018.

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 COLDIRETTI - Ermanno Coppola
 CONFAGRICOLTURA - Alessandro Pantano
 CONFAPI - Luciano Cavedoni
 CONFARTIGIANATO IMPRESE - Maria Teresa Del Zoppo
 CONFCOMMERCIO - Silvia Trivini
 CONFCOOPERATIVE - Antonio Amato
 CONFESERCENTI - Alessandro Tatafiore
 CONFINDUSTRIA - Giulio Molinaro
 CONFINDUSTRIA SIT - Simona Quinzi
 FEDERBIO - Marco Comboni
 FEDERCHIMICA - Giovanni Postorino
 FINCO - Anna Danzi
 LEGACOOOP - Dino Bogazzi
 OICE - Patrizia Vianello
 SCI - Giorgio Cevasco
 ANIA
 ASSOCALZATURIFICI ITALIANI

Associations of accredited bodies

AIOICI - Vincenzo Patti
 AIZS - Silvano Severini
 ALA - Raffaella Raffaelli
 ALPI - Roberto Cusolito
 ASCOTECO - Tommaso Paoluzi Vincenti Mareri
 CONFORMA - Paolo Salza
 FEDERAZIONE CISQ - Claudio Provetti
 UNOA - Renato Rossi
 UNION - Vincenzo Iacuzio - *Observer*

National standardisation bodies, consumer associations for protection from risks and protection of the environment; suppliers of public utility services and other interested subjects

ACU - Emilio Senesi
AIAS - Claudio Munforti
AICQ - Claudio Rosso
ANGQ - Gaetano Montebelli
APCO - Cesara Pasini
ASSOCONSULT - Filippo Pennati Salvadori
ASSORECA - Francesco Andretta
CEI - Cristina Timò
FERROVIE dello STATO ITALIANE S.p.A. - Gian Fabrizio Ghiglia
Gruppo ENEL - Sara Patriarca
UNI - Alberto Galeotto

AIAD - Maurizio Madiari - *Observer*

Coordination Committee With Public Administrations Which Are Accredia Members

Paolo Vigo - *President* - MIUR
Giuseppe Rossi - *President Accredia*
Vito Claudio Fernicola - *Vice President Accredia* - INRIM
Massimo Guasconi - *Vice President Accredia* - UNIONCAMERE
Bruno Panieri - *Vice President Accredia* - CONFARTIGIANATO IMPRESE
Roberto Cusolito - *President Steering and Guarantee Committee Accredia* - ALPI
Antonella d'Alessandro - *President Committee for Accreditation Activity Accredia* - MISE
Romolo De Camillis - Ministry of Labor and Social Policies
Pierluigi Gemmiti - Ministry of Economic Development
Tolomeo Litterio - Ministry of Internal Affairs
Giuseppe Oliva - ENEA
Claudia Radicchi - Ministry of Agriculture, Food and Forestry
Walter Ricciardi - ISS
Ester Rotoli - INAIL
Giuseppe Ruocco - Ministry of Health

Massimo Sessa - Ministry of Infrastructures and Transport
Piero Torretta - UNI
Giuseppe Tranne - Ministry for the Environment and Land and Maritime Protection
Giuseppina Varone³ - CNR
Armando Zambrano - CNI
Armando Zingales - CNC

Stefano Bertonicini - AIOICI - *Permanent invited*
Lorenzo Orsenigo - CONFORMA - *Permanent invited*
Angelo Trapanà - UNOA - *Permanent invited*

Appeals Commission

Massimo Maria Lanza - *President*
Dino Bogazzi
Giorgio Cevasco
Luigi Gaspare Giuseppe Gaggeri
Gian Fabrizio Ghiglia
Michela Segà
Antonio Terracina
Cristina Timò

Board of Arbitrators

Federico Grazioli - *President*
Edoardo d'Avossa - *Standing*
Antonio Gucciardino - *Standing*
Maria Grazia Cappugi - *Substitute*
Francesco Morabito - *Substitute*

Compliance Body (D. Lgs. 231/01)

Emanuele Montemarano - *President*
Gianni Cavinato
Marino Gabellini
Emanuele Riva - *Compliance Officer*

³ Vacant post due to the decease of Arch. Giuseppina Varone occurred on 26 02 2018.
Data at 15 03 2018.

Accredia's Members

PARTNER MEMBERS

Ministry of Economic Development
Ministry for the Environment and Land and Maritime
Protection
Ministry of Defense
Ministry of Infrastructures and Transport
Ministry of Internal Affairs
Ministry of Education, Universities and Research
Ministry of Labor and Social Policies
Ministry of Agriculture, Food and Forestry
Ministry of Health

SPONSOR MEMBERS

National public entities

CNR
ENEA
INAIL
INRIM
ISPRA
ISS
UNIONCAMERE

Business Organizations

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

Standardization Bodies

CEI
UNI

Major Clients

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
CNC
CNI
CNPI
CoLAP
CONAF
CONFINDUSTRIA SIT
CONFORMA
FEDERAZIONE CISQ
FEDERBIO
FEDERCHIMICA
FINCO
FNOVI
OICE
SCI
UNOA

At 15 03 2018.



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The complete list of
bodies and laboratories
accredited by Accredia
and the certified bodies is
published on our website
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in the Databanks section

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