

Quality and Accreditation Institute

Centre for International Accreditation



Change Adapt Improve

INFORMATION BROCHURE FOR INSPECTION BODIES

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1. Inspection Body (IB) Accreditation

The inspection body accreditation program is designed with the objective to promote confidence in inspection by assuring the quality of inspection bodies and the inspections performed through compliance with ISO/IEC 17020.

Inspection body accreditation is a formal means of demonstrating the technical competence of the inspection body to perform specific types of inspections, thereby providing a credible means for the customers to gain confidence in the quality of inspection services. Inspection aims at demonstrating the safety and functionality of the inspected target (product, service, process). Typical examples of inspected targets include boilers, pressure vessels, transformers, oil and gas sectors, machinery and equipment, food processes etc.

QAI accredits inspection bodies based on three categories Type A, B and C. The type is specified based on the interdependence between the inspection body and the target of the inspection.

Type A: Inspection bodies that are independent and impartial third-party operators.

Type B: Inspection bodies performing inspections only for their own organization or an organization belonging to the same legal entity.

Type C: Inspection bodies performing inspections on both their own organization and external organizations.

2. Benefits of Accreditation

Accredited IB have following advantages:

- Improved efficiency and effectiveness of the inspection processes
- Build confidence and trust of the customers
- Build credibility in the market
- Global recognition
- Provide competitive advantage over non-accredited inspection body

3. About Quality & Accreditation Institute (QAI)

Quality and Accreditation Institute is a private limited company incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of education, training, quality improvement and accreditation. QAI offers accreditation activities in an impartial manner. Different activities have been initiated under different verticals/ divisions/ boards in a manner that they remain independent of each other. QAI aims to operate globally based on national/ international standards/ practices.

Vision

Nurturing the largest global pool of organisations and people through quality and accreditation framework.

Mission

To conceive and deliver education, training, accreditation and related programmes in partnership with stakeholders using an approach of co-design and co-creation.

Values

Listener: Seek continuous feedback from stakeholders to address their concerns

Competitive: Look for viable options to benefit users of our services

Transparency: Clearly defined policies made available in public domain

Innovation: Continuously evolve using co-design and co-creation

QAI has set up following Centres:

- Centre for Education & Training (CET)
- Centre for Accreditation of Health & Social Care (CAHSC)
- Centre for International Accreditation (CIA)
- Centre for Accreditation of Veterinary Facilities (CAVF)

4. QAI's Centre for International Accreditation (CIA)

Accreditation activities for Conformity Assessment Bodies (CABs) are performed under CIA. The organisation structure of QAI's Centre for International Accreditation has been designed to meet the requirements of an effective and efficient accreditation system. The Centre is governed by a Board. The Board frames and approve policies and guidelines and provide direction to QAI's CIA. CEO is the Member Secretary of the Board.

CIA operates its accreditation process through a structured framework of competent staff and pool of empaneled Lead Assessors and Technical Assessors covering all fields and disciplines as specified in the scope of accreditation. All Lead Assessor and Technical Assessors are personnel having considerable experience in related activities. They are trained by CIA as per the relevant international accreditation criteria and subsequently empaneled as assessors/ lead assessors through defined contractual agreements. Membership of various committees is drawn from reputed organisations, experts in the field, experienced assessors, academic institutions, important professional bodies, regulatory agencies/ bodies etc. as far as feasible.

QAI's CIA has been established with the objective of providing Government, Industry Associations and Industry in general with a programme/ scheme of accreditation for CABs including Medical labs, Testing labs, Calibration labs, Proficiency Testing Providers, Inspection Bodies, Reference Material Producers and Biobanks as per below mentioned standards:

- Accreditation of **Testing laboratories** and **Calibration laboratories** as per ISO/ IEC 17025: General Requirements for the Competence of Testing and Calibration Laboratories
- Accreditation of **Medical Laboratories** as per ISO 15189: Medical laboratories - Requirements for Quality and Competence
- **Biobanking** Accreditation as per ISO 20387: General requirements for Biobanking. **(For the First time in India)**

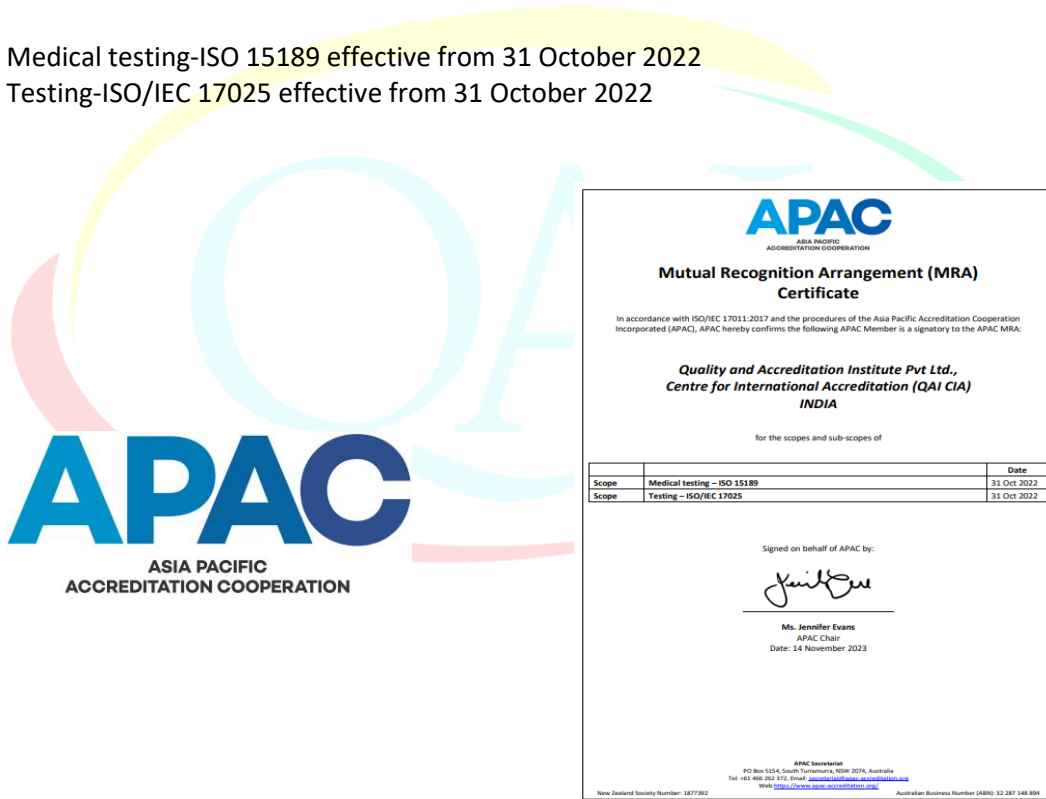
- Accreditation of **Proficiency Testing Providers** as per ISO/IEC 17043: General Requirements for the competence of Proficiency Testing Providers
- Accreditation of **Inspection Bodies** as per ISO/IEC 17020: Conformity Assessment-Requirements for the Operation of Various Types of Bodies Performing Inspection
- Accreditation of **Reference Material Producers** as per ISO 17034: General Requirements for the Competence of Reference Material Producers

We offer accreditation services in a non-discriminatory manner. QAI CIA has established its accreditation system in accordance with the international standard ISO/ IEC 17011 ‘Conformity Assessment – General requirements for accreditation bodies accrediting conformity assessment bodies’. QAI CIA has achieved global recognition through APAC and ILAC MRA for its testing and medical testing programmes.

International Affiliations

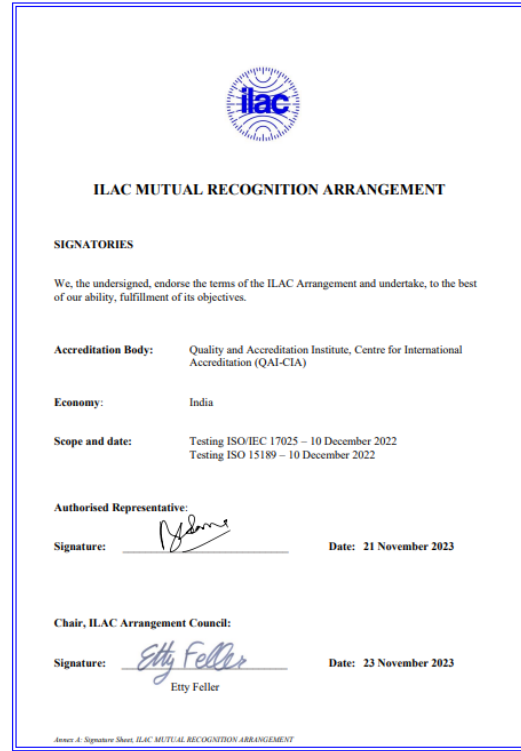
QAI CIA is a Full Member/ MRA Signatory of the Asia Pacific Accreditation Cooperation (APAC) (<https://www.apac-accreditation.org/membership/full-member/>) for the following scopes:

Medical testing-ISO 15189 effective from 31 October 2022
 Testing-ISO/IEC 17025 effective from 31 October 2022



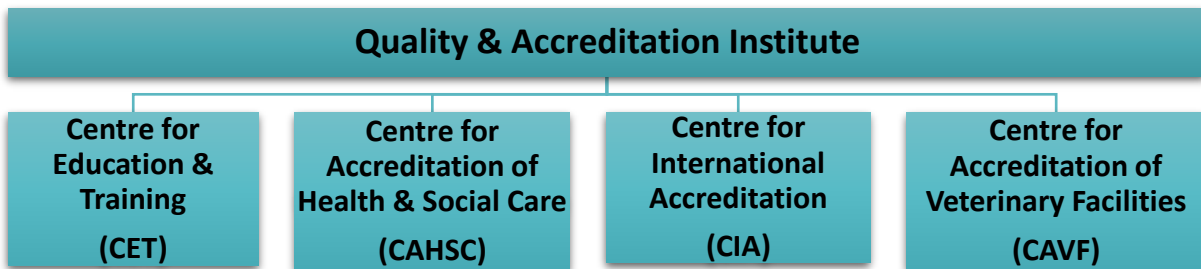
QAI CIA is a Full Member/ MRA Signatory of the International Laboratory Accreditation Cooperation (ILAC) (<https://ilac.org/signatory-detail/?id=210>) for the following scopes:

Testing-ISO 15189 effective from 10 December 2022
 Testing-ISO/IEC 17025 effective from 10 December 2022

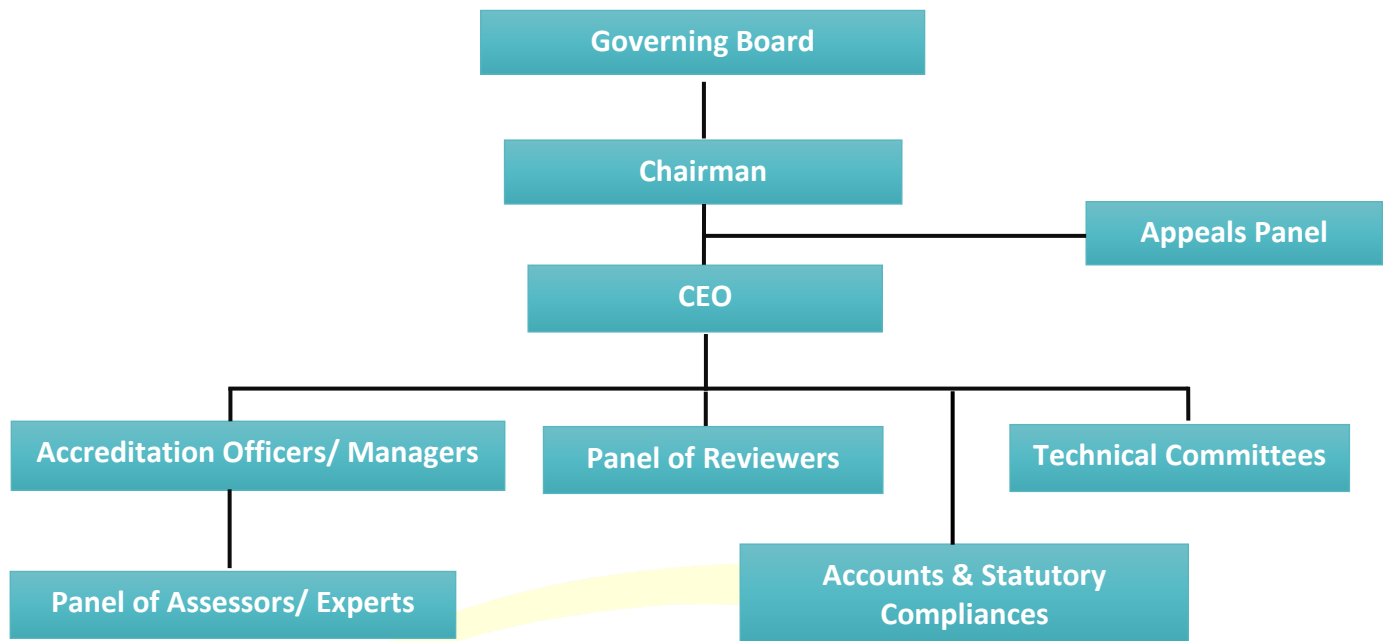


5. Organisation Structure

CIA operates its accreditation process through a structured framework of competent staff and pool of empanelled Lead Assessors and Technical Assessors covering all fields and disciplines as required for the scope of accreditation. Structure is defined in such a manner to operate accreditation activities impartially.



Organogram of CIA



6. Special Features of Inspection Body Accreditation Programme:

- Comprehensive Assessment Management System to allow quick turnaround time for the accreditation process as each step is linked to a defined period.
- Endorsement of quality and competence of a CAB as per the intent of the standard
- Introducing a new concept of self-assessment and document review replacing pre - assessment, and providing opportunity to IB for a thorough review of their documentation and implementation of requirements of ISO/IEC 17020.
- Our process ensures continuous support to our clients in handling their queries as each IB is unique in itself.
- We support quality improvement journey on an ongoing basis.
- Rigorous Assessor Management System including a transparent monitoring and evaluation mechanism for all empaneled assessors/ experts.
- Open to hear the voice of our customers
- Harmonising local, national, regional and global framework.
- Blend of global strategy, experience and leadership.
- Consolidated fee structure reducing number of transactions and cost effective compared to other accreditation bodies.
- Compliance to ISO/IEC 17011.
- Economic yet global model.

7. Scope of Accreditation

The scope of accreditation may fall into any of the following fields (but not limited to). However, the final scope of accreditation would be defined based on the type of activity(ies) as described under item 15 of this document.

| Sl. No. | Fields |
|---------|--|
| 1 | Agriculture & Fishing |
| 2 | Forestry |
| 3 | Mining and Quarrying |
| 4 | Food products, beverages and tobacco |
| 5 | Textiles and textile products |
| 6 | Leather & Leather products |
| 7 | Tanning & Dressing of Leather |
| 8 | Wood and wood products |
| 9 | Pulp, paper |
| 10 | Paper products |
| 11 | Publishing Companies |
| 12 | Printing companies |
| 13 | Manufacture of coke and refined petroleum |
| 14 | Nuclear fuel |
| 15 | Chemicals, chemical products and fibres |
| 16 | Pharmaceuticals |
| 17 | Rubber products |
| 18 | Plastic products |
| 19 | Non-metallic mineral products |
| 20 | Concrete, cement, lime, plaster etc. |
| 21 | Basic Metal |
| 22 | Fabricated metal products |
| 23 | Machinery and equipment |
| 24 | Electrical equipment |
| 25 | Optical and precision equipment |
| 26 | Medical and surgical equipment |
| 27 | Shipbuilding |
| 28 | Aerospace |
| 29 | Other transport equipment |
| 30 | Manufacturing not elsewhere classified |
| 31 | Recycling |
| 32 | Electricity supply |
| 33 | Gas and Petroleum supply |
| 34 | Water supply |
| 35 | Construction |
| 36 | Wholesale & retail trade; |
| 37 | Repair of motor vehicles, motorcycles and personal and household goods |
| 38 | Hotels and Restaurant |
| 39 | Transport, storage and communication |
| 40 | Tele Communication |
| 41 | Financial intermediation |
| 42 | Real estate; renting |
| 43 | Information technology |

| | |
|----|-----------------------------------|
| 44 | Engineering services (like ERDMP) |
| 45 | Other services |
| 46 | Public Administration |
| 47 | Education |
| 48 | Health and social work |
| 49 | Other social services |

8. Inspection Body Accreditation Programme

8.1 Preparing for Accreditation

QAI provides accreditation services to any Inspection Bodies (IB) established as legal entity or identifiable part of larger legal entity that it can be held legally responsible for its inspection services. It could be a government organisation, Public or Private Limited Company, LLP, One Person Company, a Trust or a Society or any other way as per the local government system. Partnership firms and proprietary companies do not provide legal entity status. Any exception regarding legal status would be made only by a specific decision of the Board keeping in view the legal provisions in the economy in which the inspection body is established as a legal entity

Inspection bodies interested to get accredited by the QAI CIA for their inspection system should submit application form and other related documents mentioned in the application form along with application fee to QAI Secretariat.

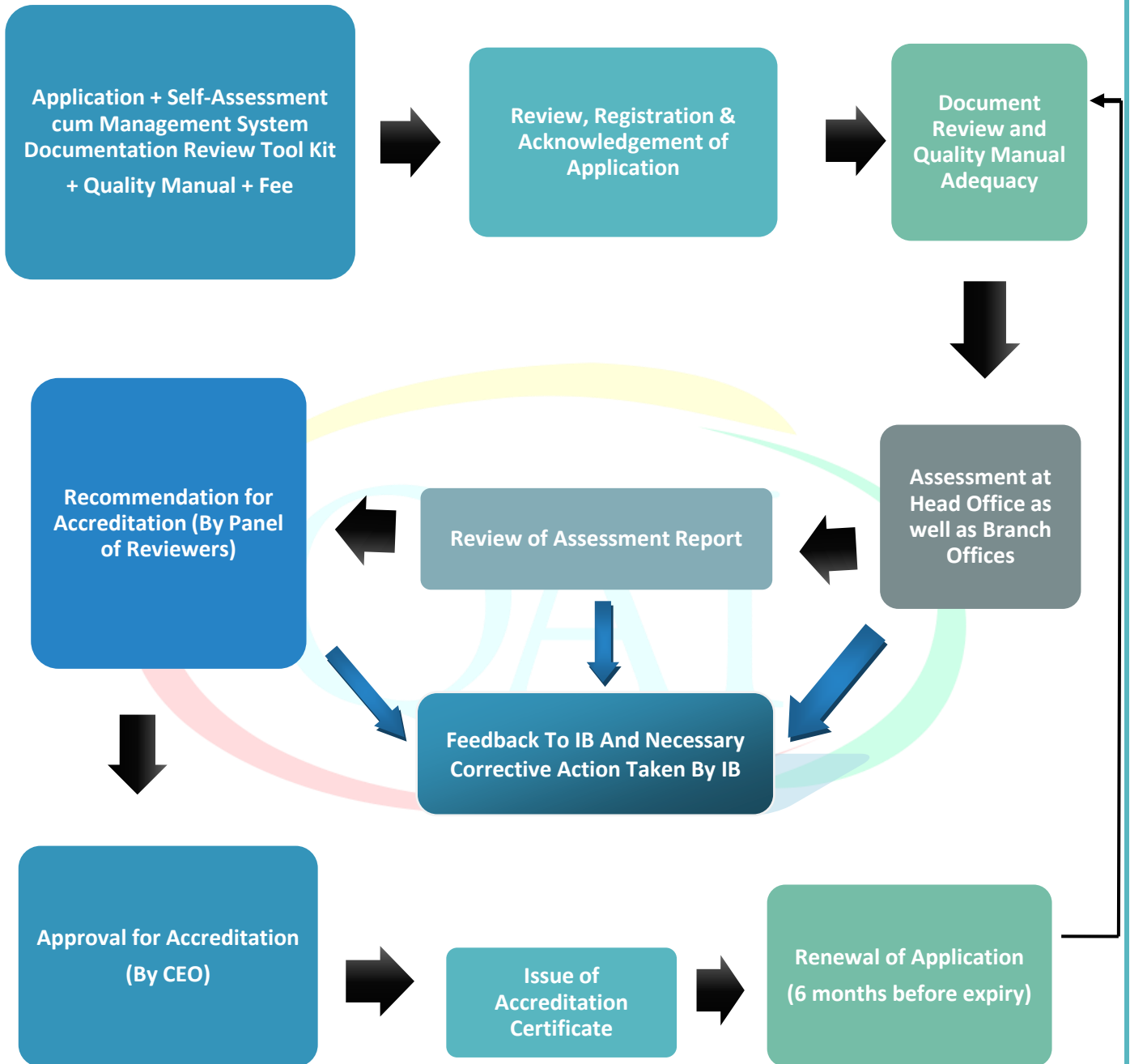
8.2 Eligibility for Accreditation

Before applying for accreditation, the applicant body must have met the following conditions:

- a) carried out minimum one internal audit and one management review covering all requirements of the ISO/IEC 17020 and scope applied for accreditation.
- b) participated in one proficiency testing if testing/ calibration is part of the inspection activity (Pl. refer to ILAC P9 and ILAC G27). In such cases, the requirements of the ISO/IEC 17025 would be applicable.

9. Accreditation Process

Conceptualised an accreditation process which is simple and efficient as shown below:



9.1 Application for Accreditation

Applicant IB is requested to submit the following:

- Soft copy of completed application form (available on website)
- Soft copy of Self-assessment cum management system documentation review tool kit along with referenced documents
- Soft copy of Quality Manual/ Management system documentation
- Prescribed application fees
- Soft copy of signed QAI CIA 002 'Terms and Conditions for Obtaining and Maintaining Accreditation/ Certification'

Self-assessment cum management system documentation review tool kit is based on the requirements of the accreditation standard ISO/IEC 17020:2012. It gives an opportunity to the IB to examine all its documentation and their implementation. It will also give a comprehensive view of its documentation to the assessment team.

9.2 Review, Registration and Acknowledgement of Application

QAI CIA Secretariat on receipt of application form, self-assessment cum management system documentation review tool, referenced documents and the fees reviews the application for its completeness, and a unique ID number is allocated which is used for correspondence with the IB. Secretariat reviews the self-assessment cum management system documentation review tool kit and referenced documents in accordance with the relevant standard and may ask for additional information/ clarification(s) at this stage, if found necessary.

9.3 Assessment

CIA would appoint a lead assessor to review the application and Quality Manual/ Management system documentation. Thereafter, constitutes an assessment team as per the scope applied for the office assessment. The branch offices / any other place of relevance would be included in the assessment programme depending on the nature of activities carried out by them. The assessment team includes the lead and technical assessor(s)/ expert(s) in order to cover various fields within the scope of accreditation sought. CIA may also nominate an observer which is either an assessor-in-training or a Secretariat staff. CIA seeks IB's acceptance for the proposed assessment team and dates for assessment. The IB can refuse any member of the proposed assessment team by giving specific reason(s) for their non-acceptance. Once the team and dates are finalised, lead assessor takes over to initiate the further process. The assessment team keeps the secretariat in loop for any communication with the IB. During on-site/ remote/ hybrid visit, the assessment team reviews the documented management system and verifies its compliance with the requirements of ISO/IEC 17020 and other relevant policies. The documented Management system, SOPs, work instructions, test methods and technical competence etc. are assessed for their implementation. The assessment report contains the evaluation of technical resources, all relevant material examined, inspection(s) witnessed. The nonconformities, if identified are reported in the assessment report. The Lead Assessor also provides a recommendation towards grant of accreditation or otherwise. The report is endorsed by the authorised signatory of the IB. The report prepared by the assessment team is sent to CIA Secretariat. A copy of summary of assessment report and copies of non-conformities, if any, are provided to the IB at the end of the assessment visit.

The branch offices / any other place of relevance would be included in the assessment programme depending on the nature of activities carried out by them. It may be decided based on the risk assessment outcome. In general, branch offices carrying out critical activities like development of inspection methods and procedures, contract review, inspector

qualification / approval, monitoring of inspectors, handling of inspection samples and items, preparation and issue of inspection reports / certificates would be included in the assessment programme. In summary, all such places/ offices which are involved in carrying out any critical activity shall be assessed during an accreditation cycle. Such places/ offices may be sampled in each assessment based on risk review in such a manner that all places/ offices shall be covered in an accreditation cycle.

9.4 Review of Assessment Report

The assessment report is examined by the Secretariat and follow up action as required is initiated. IB has to take necessary corrective action and root cause analysis for non – conformities raised using ‘QAI CIA 015-Corrective Action Summary for Non-Conformity Raised’ and submit the same to the Secretariat within 30 days.

9.5 Decision Making

After satisfactory corrective action submitted by the IB and accepted by the assessment team, Lead Assessor submits its recommendation to the Secretariat after examining the report and comments of the assessment team and may seek clarification from the Lead Assessor/ Assessor/IB concerned.

Based on the recommendations of the assessment team, accreditation decisions are taken by the reviewer panel and approved by the CEO. QAI CIA always ensures that the decisions on accreditation are made by the competent persons. All decisions taken by QAI CIA regarding grant of accreditation are open to appeal by the IB as per laid down appeal process.

9.6 Issue of Accreditation Certificate

QAI-CIA issues an accreditation certificate which has details of the IB, a unique number, type of IB, field/ sub-field, category, range, stage, inspection requirement or criteria, date of validity etc., as applicable.

Accreditation Mark

Accredited IB is authorised to use following accreditation mark subject to requirements specified in QAI CIA-Policy for use of QAI Accreditation/ Certification mark.



ISO/IEC 17020:2012

Certificate No.

Example: QAI/CIA/IB/2020/0000

9.7 Maintaining Accreditation

Conformance to applicable standards and other requirements

The accredited IB at all times shall conform to the requirements of ISO/IEC 17020 as well as any other laid down requirements. The accreditation cycle is of two years.

Terms and Conditions

The accredited IB is required to comply at all times with the terms and conditions given in CIA 002 'Terms & Conditions for Obtaining and Maintaining Accreditation/ Certification'. The IB is required to submit a signed soft copy of the same at the time of application.

Modifications to the Accreditation Criteria

If the accreditation standard/ criteria are modified by ISO/ ILAC/ APAC/ QAI-CIA/ Regulator, the CAB is informed of this giving an appropriate transition period to align its operations in accordance with the modified standard/ criteria.

Adverse decision against the Inspection Bodies

If the IB at any point of time does not conform to the applicable standards and/ or does not maintain the terms and conditions; or is not able to align itself to the modified criteria, CIA may take adverse decision against the IB like abeyance, scope reduction, denial of accreditation, suspension or forced withdrawal as per laid down policy.

Ongoing Monitoring

Accredited IB is required to submit following information/documents/ records every year in the middle of the accreditation cycle. This is to ensure that the accredited IB is continuously complying with the requirements of the applicable standard (ISO/IEC 17020:2012) and any other requirements stipulated from time to time.

A. Internal Audit

- A.1 Internal audit plan
- A.2 Date of last internal audit
- A.3 Summary of findings of last internal audit

B. Management Review

- B.1 Management review plan
- B.2 Date of last management review
- B.3 Minutes of the last review

C. Proficiency Testing/ External Quality Assessment Schemes/ Inter-laboratory comparisons (ILC)/ Any other method (e.g., use of CRMs), if applicable

- C.1 Proficiency testing plan of PTP to cover the accredited scope
- C.2 Details of participation in last one year
- C.3 Details of action taken for any unsatisfactory results

D. Major Changes, if any

Any major changes in last one year (e.g., change in legal status, change in management and senior staff, change in accreditation scope etc.)

E. Declaration by the Management (on the letter head)

A statement "This is to declare that that the IB has been complying to the requirements of ISO/IEC 17020:2012 and any other requirements prescribed by the QAI CIA since last on-site assessment"

9.8 Reassessment

Accredited IB is required to apply for renewal of accreditation six months prior to expiry of the accreditation certificate. The reassessment is carried out in accordance with the clause 9.1 to clause 9.6 for the purpose of renewing the accreditation for two years.

The renewal application is submitted in the prescribed form (QAI CIA 602). The IB will have an opportunity of requesting for an extension to the scope of accreditation, which should explicitly be mentioned in the application form. Rest of the process is same as for initial assessment.

10. Complaints and Appeals

Complaints

QAI-CIA is open to receiving complaints for any of the activities performed by its officials, assessors and the accredited Inspection Bodies. The details are provided in 'CIA 023:Policy and Procedure for Dealing with Complaints and Appeals'.

Appeals

QAI-CIA is open to appeals from the applicant/ accredited Inspection bodies against its decisions. The decisions against which appeals are entertained relate to adverse decisions like accepting application, denial of accreditation, reduction of scope of accreditation or abeyance/ suspension/ forced withdrawal of accreditation. The details are provided in a separate document 'CIA 023-Policy and Procedure for Dealing with Complaints and Appeals'.

11. Rights and Obligations of IBs

Rights of IBs

Inspection Bodies are entitled to receive information related to Inspection Body accreditation. They can access our website www.qai.org.in which gives information necessary for accreditation. QAI-CIA is obliged to make available information on scope of accreditation, validity dates for its accreditation certificate(s) and contact details to users of the IB. The IB has the right to object to appointment of specific member(s) of assessment team by giving valid reasons. QAI-CIA accredited IB has the right to use 'QAI Accreditation Mark' on the Inspection reports issued by it as long as the accredited scope is included as per laid down policy. Detailed requirements governing use of 'QAI Accreditation Mark' have been stated in a separate document.

Obligations of the Inspection Bodies

An accredited Inspection Body is obliged to fulfil requirements of relevant standard and any other requirements set by QAI-CIA at all times. The IB is expected to provide access to all premises/ locations where key activities are performed and allow access to all relevant information, documents, records, personnel and equipment necessary to assess compliance to the relevant requirements. An accredited IB can claim accreditation only for the scope for which it has been granted accreditation and shall not claim accreditation in a manner which can bring disrepute to QAI or misrepresent the facts. The IB is required to notify QAI of any change that may affect accreditation status, within 15 days. The IB is required to pay necessary fees as determined by QAI from time to time.

12. Rights and Responsibilities of QAI-CIA**Rights**

- QAI-CIA requires that all Inspection bodies will conform to ISO/IEC 17020:2012 and any other requirement specified by QAI-CIA from time to time to maintain accreditation.
- QAI-CIA requires that all accredited IBs abide by 'Terms and conditions for obtaining and maintaining accreditation/certification'.
- QAI-CIA has the right to:
 - effect changes in standards on which IB accreditation is based in accordance with international norms
 - decide on policies related to accreditation in consultation with stakeholders
 - appoint assessment teams in consultation with IB and the assessors
 - take appropriate action including adverse decisions against a IB giving valid reasons for the same

Duties

- QAI-CIA is obliged to make available relevant information to its applicant and accredited IB. This information is provided on our web site www.qai.org.in.
- QAI-CIA will communicate changes to the requirements of accreditation such as ISO/IEC 17020 through website.

13. Finance and Fee Structure**Finance**

QAI derives its funds from the revenue generated through accreditation and training activities.

Fee Structure

A uniform fee structure is maintained for all Inspection bodies and the charges are maintained at a reasonable level so that Inspection Bodies are not denied participation in the accreditation process because of unreasonable financial conditions. The fee structure is kept simple and economical to facilitate maximum number of participations, less invoices and bank transactions. The information about the fee structure for various field(s)/ discipline(s) is given on the website.

14. QAI-CIA Publications

All relevant publications (policy/ procedure/ document) are available on our website www.qai.org.in

15. Important Points to be considered while mentioning the scope of IB applying for the accreditation of Inspection

Please refer to ILAC_G28 for guidance. Information from this document is given below.

Inspection Category:

Inspection category Inspection category refers to the nature of the item inspected, as listed in the definition of inspection in ISO/IEC 17020:2012 i.e. product, process, service, or installation.

Inspection Field:

A broad area of activity in which inspection is used. Inspection fields may be divided into sub-fields where appropriate.

Range of Inspection:

Limits on inspection work within an inspection field or sub-field delimited by appropriate textual or numeric parameters. If an inspection body has demonstrated competence, to inspect all items included in the fields and subfields listed, there is no need for a range to be quoted.

Note: The range of inspection is used to place limits on the items inspected within those represented by an inspection field or sub-field. The range is generally the most detailed parameter defining the items that may be inspected under a specific accreditation scope item.

Stage of inspection The point in the life cycle of a product, process, service or installation at which inspection takes place. (See table 1 for examples) Note: Stages of inspection are relevant when different inspection competencies (knowledge, skills and experience) are required for inspections of the same inspected item at different times. Stages of inspection should be used only when relevant. Inspection requirements Criteria against which conformity is assessed by inspection. (See table 1 for examples) Note: Inspection requirements are most commonly expressed in published standards, regulations, inspection scheme rules, inspection methods or contractual requirements but may also be general requirements such as safety or fitness for purpose, based on professional judgement.

Typical parameters for describing the scope of accreditation for inspection

| Parameter | Comment/explanation |
|--|--|
| a) Type (A, B, or C) (as defined in ISO/IEC 17020:2012 Annex A) | Each accredited inspection activity must meet the requirements of ISO/IEC 17020:2012: Annex A. It is possible for different inspection activities performed by the same inspection body to have different A, B or C types. |
| b) Inspection category i.e. product, process, service, or installation (as listed in the ISO/IEC 17020:2012 definition of inspection) | To be accredited to ISO/IEC 17020:2012 inspection activities must be attributable to one of these categories. See Notes on inspection categories and terminology following this table |
| c) Inspection field e.g. Engineering, agriculture, cargo, commodities, manufactured products etc. Example subdivisions of the field of engineering: Mechanical Structural Electrical Chemical Example of subdivisions of Mechanical Engineering Pressure equipment Cranes and lifting gear Rotating machinery | The 'inspection field' is a broad area of inspection work and is required by ISO/IEC 17011:2017 clause 7.8.3(b). Accreditation bodies may choose to use as many levels of subdivision of fields as they consider appropriate for the areas of accreditation they offer. Accreditation bodies should be aware of the dangers of granting simple scopes of accreditation that cover wide fields of inspection. The implication is that the accreditation body has done sufficient assessment to justify their decision that the inspection body is competent to perform all inspections that could be covered by the inspection field descriptions in the published scope. |
| d) Range of inspection The range is generally the most detailed parameter defining the items that may be inspected under a specific accreditation scope item. Example of a range of inspection within the sub-field of Cranes and sub-field Gantry Cranes < 100T SWL | The 'range of inspection' defines limits of competence within a field or sub-field. Where no range is stated this implies that the inspection body is competent to inspect all objects of inspection that fall within the field or sub-field description. |

| | |
|---|--|
| <p>e) Stage of the product at which inspection takes place. e.g. design stage, type examination, initial inspection, fabrication, installation, in-service inspection, repair or alteration, surveillance during manufacture, planting, harvest, storage, shipping (including container filling) etc.</p> | <p>Terms for stages at which inspection takes place may vary from industry to industry. In some cases there may be no stages. Stages are needed when different inspector competencies are required at different stages of a product.</p> |
| <p>f) Inspection requirements or criteria. Unambiguous reference to standards, specifications (including client or in-house specifications and, where necessary, to inspection methods), regulations, inspection schemes or other documents that contain requirements against which inspection is performed. Where there are no published standards or specific criteria against which compliance is judged the term “general requirements” may be used. Examples of general requirements include statements of safety or compliance with good engineering practice which are reliant purely on professional judgement rather than comparison with any published criteria</p> | <p>Inclusion of inspection criteria is required by ISO/IEC 17011:2017: clause 7.8.3(b) Where necessary, to avoid ambiguity, scopes of accreditation should include the date, revision numbers or other unique identifiers of standards, parts of standards, regulations, contractual requirements, scheme rules etc. Where there are large numbers of similar standards or specifications that require the same competence, these may be grouped using appropriate summary text.</p> |



