



ANSI-ASQ National Accreditation Board

ISO/IEC 17020 Accreditation Requirements

Document 4

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1.0 PURPOSE

This purpose of this document is to establish policies for and provide a general description of the ACLASS ISO/IEC 17020 inspection body accreditation process to the customer. This document is available to the general public and any interested party, and is written specifically to communicate the ACLASS ISO/IEC 17020 accreditation process to its customer. This document defines all requirements for inspection body accreditation and is mandatory for all ACLASS applicant and accredited customers. Inspection body accreditation follows a similar course of action as accreditation to ISO/IEC 17025 for testing and calibration laboratories.¹

The term “customer” as used in this document refers to an organization seeking inspection body accreditation from ACLASS. An ACLASS customer shall maintain impartiality and integrity.

2.0 INTRODUCTION

ACLASS is committed to superior accreditation services including those for inspection bodies / inspection agencies following ISO/IEC 17020. Our processes for such accreditation offer applicant bodies the opportunity to assure their customers of their compliance with international standards and international recognition of good practices.

The areas encompassed in the inspection arena may entail numerous processes including engineering, electrical and other utility work, mechanical and chemical verifications etc. It may involve multiple sets of authorities and requirements, from legal and regulatory to industry and customer-specific requirements. Much of the value for inspection services, however, relate to international trade assurances, risks of product failure, and more indirect risks to environmental and human health.

Similar to our other accreditation services, including ISO/IEC 17025 (for testing and calibration laboratories) and reference material producer accreditation, inspection body accreditation involves assurance of technical competence and practices in addition to good quality management practices. Our management and technical staff assure high-quality service, integrity, independence, impartiality, confidentiality, highly-trained experts and assessors, and unmatched customer service.

ACLASS uses ISO/IEC 17020 (or future versions thereof), *General Criteria for the operation of various types of bodies performing inspection* and IAF/ILAC-A4 (for future versions thereof), *Guidance on the Application of ISO/IEC 17020*, for the accreditation of inspection bodies.

ACLASS will maintain impartiality as required by ISO/IEC TR 17010 (see also Responsibilities and Obligations of the Customer, Appendix A of the ACLASS application for inspection body accreditation).

¹ Throughout this entire document, additional information about the ACLASS accreditation process can also be found in ACLASS Document 3, ISO/IEC 17025 Accreditation Requirements. This document is available on the ACLASS web site at www.aiclasscorp.com.

3.0 ACCREDITATION PROCESS

3.1 Quotation and Charges

A customer can request and obtain a quotation. Any authorized ACLASS personnel can provide a quotation. Information on the numbers of days and rates for ACLASS services are readily available. ACLASS will charge the customer for the accreditation services on the basis of the time spent and the number of the types of inspections as stated in ACLASS' then current fee schedule, which is publicly available upon request. More information related to quotation and charges, including cancellation fees, corrective action review, assessor travel time, and other related matters can be found in ACLASS Document 3, located on the ACLASS web site at www.aiclasscorp.com.

3.2 Application

ACLASS will provide accreditation services to any customer who applies provided ACLASS has or can reasonably obtain the proper credentials and resources.²

Some inspection areas for which accreditation may be applied include but are not limited to:

- Agricultural Products
- Bulk Cargoes (e.g. petroleum, coal)
- Cargoes in Containers & Packages
- Cast Products
- Chemical
- Construction Materials, Products and Processes (e.g. wood, roofing material, composite material)
- Cranes
- Electrical and Electronics Products, Systems, Components
- Foods
- Forged Products
- Gas
- Mechanical / Machinery
- Pipelines
- Protective Coatings
- Rolled Products
- Structures (Fabrication Shop, Pre-shipments & In-situ inspections, Steel, Concrete)
- Textiles
- Welding

² Excerpt from IAF/ILAC-A4:2004, *Guidance on the Application of ISO/IEC 17020*, "Testing performed by an inspection body may fall into one of two categories namely functional and analytical. Functional testing, for example load testing of a crane, forms a normal part of the activities for an inspection body and is therefore within the scope of ISO/IEC 17020. Analytical testing, which must be performed inside a laboratory under well-controlled environmental conditions and using more sophisticated equipment or testing procedures) is a laboratory activity and therefore does not come within the scope of ISO/IEC 17020. Inspection bodies wishing to undertake such laboratory type analytical testing as part of an inspection will need to do so in accordance with the relevant requirements in ISO/IEC 17025.

- Other

An application form is provided with each quotation. Every customer seeking accreditation must submit an application packet. This packet should be submitted in electronic format, when possible, and must include the following:

- A completed application form (including all relevant locations to be covered by the accreditation)
- Quality Manual
- Standard operating procedures and work instructions
- Inspection Methods and Procedures for each category of Inspection
- Organizational structure
- List of proficiency testing activities, if applicable.
- Completed draft scope of accreditation for inspection bodies
- A list of all equipment used for inspection services (the inspection services that you wish to have accredited) and note the equipment calibrated in-house and the equipment calibrated externally by a commercial calibration laboratory. If the equipment is calibrated externally please provide all available information on the calibrating organization.
- A matrix showing names of Inspection Staff, date of employment, initial date of acquiring a particular technical competency, and renewal/ongoing revalidation, if any

ACLASS accreditation activities shall be confined to the attached scope provided with the application.

Upon receipt of the completed application packet (signed by the customer's Authorized Representative) and fee, ACLASS will review the application to make sure it has all the information needed, as well as to make sure ACLASS has the proper accreditation credentials and resources. During the review of the application packet, ACLASS will assign a lead assessor. The customer will be informed of the assigned assessor(s). The customer has the right to appeal (object) the assigned assessor(s) and/or expert(s) (see also this document, Section 3.2.1).

After final review of the completed application form, ACLASS will acknowledge to the customer receipt of the application and ensure that all customer expectations can be met, particularly the customer's desired scheduling. The customer and ACLASS shall work in coordination with each other to determine assessment dates.

3.2.1 Notification and Objections

ACLASS will provide the customer in advance of performance of any service the names of all assessors and/or experts assigned to its accreditation process. The customer may decline (object) to the Accreditation Manager and/or the Director of Accreditation to have any particular assessor(s) and/or expert(s) participate in their accreditation process. This is especially true and expected if the customer knows of any existing or potential conflicts of interest. The Accreditation Managers and/or the Director of Accreditation will inquire as to the reason for such objection.

If the customer objects to the appointment of any particular assessor and/or expert they shall:

- Submit their objection in writing to the Accreditation Manager or Director of Accreditation
- Identify the particular assessor(s) and/or expert(s) in question
- Identify the reason(s) behind the objection including known conflict of interests
- Sign the letter of objection by a duly authorized representative of the organization

Upon receipt of the signed letter of objection, the Accreditation Managers and/or the Director of Accreditation shall:

- Determine whether objection is valid
- Investigate the cause for the objection, including taking any necessary corrective and/or preventive actions
- Appoint new assessor(s) and/or expert(s)
- Notify the customer in writing of the names of the new member(s) of the assessment team

3.3 Introductory Visits / Practice Assessments

Both introductory visits and practice assessments are available to applicant customers. The purpose of an introductory visit is to convey the ACLASS accreditation process and requirements to the customer. ACLASS will not give any advice nor consult in any manner.

The practice assessment consists of an assessment in the same manner as an actual accreditation assessment and will document compliance and non-conformances on the same forms as in an actual assessment. The practice assessment has no influence on the actual accreditation assessment and assessor(s) assigned to perform the practice assessment normally will not perform the accreditation assessment.³

3.4 Document Review

Upon receipt of the application packet containing the required documentation under section 3.2 above, ACLASS will conduct a document review. ACLASS will perform an evaluation to begin the determination of conformance of the customer's inspection body management system to the requirements. The customer must have a documented inspection body management system which conforms to the requirements. ACLASS may ask the customer for additional documentation and information during the document review process.

ACLASS will deliver to the customer a document review report indicating which requirements are adequately addressed and a summary of any issues. If significant issues arise from the document review, ACLASS may recommend to the customer the option of a planning visit to ensure readiness for the accreditation assessment.

³ For more information see also ACLASS Document 3, ISO/IEC 17025 Accreditation Requirements

3.5 Planning Visit

A planning visit may be requested by the customer at any time. An assessor will normally perform a one day visit to the customer to review resolution of any issues from the document review, and to verify that other documentation exists supporting the customer's inspection body management system. The assessor will also perform sample assessment questioning. This allows the assessor to judge if the customer is ready for the accreditation assessment. Also, this visit and review enables the assessor to prepare the plan and schedule for the assessment.

3.6 Accreditation Assessment

The purpose of the accreditation assessment is to sample the customer's quality and technical management system in the area(s) of inspection and determine through the use of interviews, reviewing procedures, data, witnessing, and records that the customer's system is effectively implemented and meets the applicable requirement(s). The assessment team uses the accreditation assessment to judge if the customer is ready to be accredited.

The accreditation assessment shall consist of:

- a thorough review of the customer's compliance to the requirements of ISO/IEC 17020
- an opening meeting with the customer's management
- daily assessor meetings and customer debriefings
- a review of any open issues from the document review and planning visit, if applicable
- a review of any results from proficiency testing, if applicable
- on-site assessment, including field locations as applicable, to determine compliance and to evaluate expertise in the inspection area(s) applied for (may include simulations)
- a final assessment team meeting to discuss findings
- a recommendation from the lead assessor in consultation with the assessment team to accredit, not to accredit, or hold accreditation pending non-conformance resolution
- a closing meeting

It should be noted that, during the initial assessment or reassessment, the number of methods to be assessed must be sufficiently large so that the key or principal methods in each field of activity listed on the scope can be drawn upon and adequately assessed. In each field of activity, at least one key or principal method must be assessed and at least 25 % of the inspection personnel associated with the proposed accreditation areas must be witnessed. This guideline applies to inspection bodies regardless of the number of geographic areas of inspection services offered and the number of inspection personnel associated with the proposed accreditation areas.

The customer will receive a detailed Accreditation Assessment Report. This report contains information about the customer, details about the accreditation and scope, identification of the assessors, a summary of the assessment results, and copies of each finding. The report will also include copies of the assessors' Accreditation Checklist and notes. Each of the report-related files will be accessible by the customer via secure access to the ACLASS database EQM.

3.6.1 Non-Conformances

The assessment team shall record findings on the ACLASS Non-Conformance Record referenced to the Accreditation Checklist. Team members will classify each finding as a major non-conformance or a minor non-conformance and note each one on the respective location in the checklist.

A Major Non-conformance is the absence of, or the failure to implement and maintain one or more of the Accreditation Checklist requirements, or a situation which would, on the basis of available objective evidence raise significant doubt as to the inspection activities conducted by the accreditation customer. The assessment team may judge numerous minor non-conformances against a single requirement to be a significant breakdown of the inspection body management system and thus a major non-conformance.

A Minor Non-conformance is any other non-conformance which is an isolated occurrence and is normally easily corrected and verified.

An Opportunity is neither a major nor a minor non-conformance. It is used to document items that may help a customer improve.⁴

If during the initial accreditation assessment a significant number of non-conformances are identified and these non-conformances affect considerably the completion of the assessment, the lead assessor may, in coordination with ACLASS, recommend to the customer that the initial accreditation assessment be considered a practice assessment. In such a case, the initial accreditation assessment will then be re-scheduled.

3.6.2 Customer Corrective Actions

During the accreditation process, surveillance and reassessment, ACLASS assessors will identify issues and non-conformances. The customer and ACLASS will agree upon the deadline (normally 30 days) for corrective actions.⁵ ACLASS reserves the right to verify whether the customer has taken and effectively implemented adequate corrective action.

ACLASS requires the customer to take prompt actions on any issues or problems identified by the customer during internal audits or reviews. Responses shall be sent through direct uploads to the ACLASS EQM database by the customer. These corrective actions will be managed as appropriate in the EQM system until resolved.

Based on the recommendation of the assessment team, results of the assessment and extensive corrective actions may result in a possible follow-up visit. The amount of time to perform this service will depend on the severity and extent of issues that were documented . The charge for

⁴ ILAC-G20:2002 Guidelines on Grading of Non-conformities is used as guidance for classification of non-conformances

⁵ For surveillance and reassessments, ACLASS requires corrective action responses within 30 days from the date of the assessment.

this service will be at the current ACLASS rate. The timing for this part of the assessment process will be coordinated among ACLASS, the lead assessor, and the customer.

3.6.3 Decision on Accreditation

The lead assessor will present the recommendation and assessment report to the Accreditation Manager (or designee) and/or the Director of Accreditation. The content and format of the assessment report will be in accordance with ACLASS procedures. There will be a one time charge for the processing of the accreditation decision and assessment report.

Upon receipt of the accreditation report and resolution of non-conformances, the Accreditation Manager shall establish the Accreditation Review Panel. The purpose of the panel is to review the customer's accreditation reports for compliance to the ACLASS requirements for ISO/IEC 17020 accreditation.⁶

If the accreditation decision is favorable and all payments have been received, ACLASS will grant accreditation and will issue a certificate and scope of accreditation. A description of the accreditation and a reference to the scope of accreditation will be shown on the certificate.

The date upon when the accreditation decision was made shall be the valid date of accreditation for each customer. The accreditation decision date shall determine the annual surveillance and reassessment cycle.

If an accreditation decision is unfavorable or if a customer has withdrawn its application, ACLASS will consider any new application only after the customer has demonstrated that adequate corrective actions have been taken on those points on which the earlier accreditation had been denied, or that the reasons for the withdrawal no longer apply.

3.7 Surveillance Assessment

ACLASS accreditation is for two years. After the initial year of accreditation, each inspection body shall undergo, at a minimum, a one-day surveillance assessment. The purpose of the surveillance is to ensure that the customer's organizational management system is maintained and remains effective.

At a minimum, complaints, internal audits, management reviews, and any changes to key personnel or facilities are elements of the customer's inspection body management system which ACLASS will review during each surveillance visit.

ACLASS may conduct surveillance assessments on a more frequent occurrence should ACLASS determine surveillance is warranted.

Any resulting non-conformance from a surveillance visit shall be responded to by the customer within 30 days. ACLASS shall monitor this time limit, and take any appropriate action. Such

⁶ For more information on the Accreditation Review Panel see ACLASS Document 3 available at www.aiclasscorp.com

appropriate action may include suspension or withdrawal of accreditation in accordance with ACLASS procedures and the application for accreditation.

If the results of the surveillance visit yield excessive non-conformances or if major modifications occur, ACLASS may require a follow-up visit and/or additional assessment time.

3.8 Reassessment

ACLASS will conduct a full on-site reassessment of accredited customers at least once every two years for verification of continued compliance with ACLASS accreditation requirements. The reassessment process is similar to the accreditation assessment (see also section 3.6).

Any resulting non-conformance from a reassessment visit shall be responded to by the customer within 30 days. ACLASS shall monitor this time limit, and take any appropriate action. Such appropriate action may include suspension or withdrawal of accreditation in accordance with ACLASS procedures and the application for accreditation.

If the results of the reassessment visit yield excessive non-conformances or if major modifications occur, ACLASS may require a follow-up visit and/or additional assessment time.

3.9 Scope Extension

ACLASS will accept to review any scope extension for any additional category of inspection with following inputs submitted. Unless discussed specifically with ACLASS in advance assessors on-site will not entertain any scope extension request. The scope extension request must be made in writing with additional submission of relevant inspection procedures, availability of appropriate resources (manpower, monitoring and measuring devices and other appropriate infrastructural needs), and draft scope of accreditation.

4.0 APPEALS

The ACLASS appeal process is the system for customers to file a disagreement with the severity of any finding or final recommendation from an assessment visit. It has two levels of appeal: Level 1 appeals are heard by a panel of ACLASS staff and/or assessors; level 2 by a panel of the Accreditation Council.

Level 1 appeals are heard by a panel of three consisting of staff and/or accreditation assessors not involved in the assessment. This is normally the level applied to any appeal of an assessment non-conformance.

Level 2 appeals are made to the Accreditation Council and heard by a panel of three members of the Council. This is the first level for any appeal of an accreditation decision or any other decision of the Accreditation Council. It is also the second level of appeal if either party (the appellant or ACLASS) is not satisfied with the decision made by the level 1 appeal panel.

An appeal shall be lodged in writing no later than 30 days after notification to the customer of the decision or action, or whenever the appropriate appeal panel may reasonably assume the decision or measure in question to be known to the appellant.

Appeals shall be lodged using the appeals form (Form 18) and will include appropriate substantiation for the appellant's position.⁷

A panel of three members is appointed, with one of the three members appointed chair. For level 1 appeals, the panel members are appointed by the ACLASS Vice President and/or Director of Accreditation. For level 2 appeals, the panel members are appointed by the chair of the Accreditation Council. The appellant and ACLASS shall be informed of the members of the panel and have an opportunity to object to the selections.

Appeals are not legal proceedings. Therefore, ACLASS shall be notified at least 10 days in advance if an appellant intends to have legal counsel present to ensure ACLASS has sufficient advance notice so that it can also have legal counsel present.

The appeal shall be heard within 60 days unless otherwise agreed by all parties.

Unless otherwise agreed in advance, the level 2 appeals hearing shall be conducted as follows:

- Introductions.
- Presentation by the appellant, limited to 30 minutes.
- Presentation by ACLASS, limited to 30 minutes.
- Rebuttals, limited to 10 minutes for each party.
- Questions by the panel.
- Closing of the hearing. The chair shall:
 - Make a formal projection regarding the expected time frame for communicating the documented final decision (normally not to exceed two weeks).
 - Inform all parties that the appeal may be escalated to the next level of appeal within 30 days of receipt of the panel decision.
 - Dismiss the parties.

Following the hearing, the panel members will deliberate without any involvement by the appellant or ACLASS.

The chair shall document the panel's decision and send it concurrently to the designated representatives of the appellant and ACLASS.

The appeal panel's decision will be documented. However, any notes made by panel members in preparing for the appeal, during the hearing, or during the subsequent deliberations will not be maintained.

⁷ An appeals form is available on the ACLASS web site at www.aiclasscorp.com

If a level 2 decision by an appeals panel of the Council is unfavorable to the appellant, the appellant may lodge a final appeal in writing to ACLASS. ACLASS shall immediately transmit this letter to the designated responsible ANSI staff for timely consideration and action by the ANSI Appeals Board. The process is described in the ANSI Appeals Board Operating Procedures and can be accessed by visiting www.ansi.org.

ANSI shall communicate the decision of the ANSI Appeals Board to the appellant and ACLASS.

5.0 WITHDRAWAL, WITHHOLDING, REDUCING, SUSPENDING ACCREDITATION

Upon the recommendation of the assessor and agreement of the Director of Accreditation, and/or Vice President, ACLASS may withdraw, withhold and/or suspend accreditation if one or more major non-conformances are discovered during a surveillance and/or reassessment visit. In particular, if any major non-conformance causes the assessor to have any material doubt about the performance of the customer, ACLASS upon the recommendation of the assessor may withdraw, withhold, and/or suspend the customer's accreditation until final determination is made by the Director of Accreditation and/or the Vice President.

If the ACLASS symbol is misused in any manner, ACLASS may withdraw, withhold, and/or suspend the customer's accreditation in accordance with this document and the application for accreditation.

ACLASS may withdraw, withhold, and/or suspend the customer's accreditation if payment has not been made for services ACLASS has performed in accordance with the application for accreditation.

ACLASS may withdraw, withhold, and/or suspend the customer's accreditation if an accredited customer persistently fails to meet ACLASS requirements.

An ACLASS accredited customer may ask for a suspension and/or withdrawal of their accreditation in accordance with ACLASS requirements.

ACLASS may reduce a customer's scope of accreditation for those parts of the scope of accreditation where the customer regularly fails to meet ACLASS requirements for accreditation, including competence in accordance with the application for accreditation.

An ACLASS accredited customer may ask for a reduction in their scope of accreditation at any time in accordance ACLASS requirements.

All customers that have their accreditation suspended, reduced, and/or withdrawn, shall discontinue use of the ACLASS symbol upon written notification and in accordance with ACLASS requirements. Suspended and withdrawn customers, upon suspension or withdrawal, must remove any use of the ACLASS symbol and reference to their certificate and scope of accreditation within 30 days of notification.

6.0 MEASUREMENT TRACEABILITY

All equipment used for measurements and/or tests, where the results of such measurements and/or tests have a significant influence on the results of the inspection (i.e. the conclusion about conformance with requirements) shall be traceably calibrated. In such instances, the ACLASS policy on traceability shall apply. See ACLASS Document 3 located on the ACLASS web site at www.aiclasscorp.com for more information.

7.0 PROFICIENCY TESTING

While proficiency testing is an integral part of laboratory accreditations worldwide, it is not necessarily relevant in many circumstances in the inspection body arena.⁸ However, in many cases and where relevant, inspection bodies are expected to participate in proficiency testing.

For those inspection bodies where it is relevant and where available proficiency testing programs exist, annual participation is expected. In addition, for those affected bodies where multiple major sub-areas (see Inspection Body Major Areas of Accreditation listing in the ACLASS ISO/IEC 17020 Application Form) are accredited, proficiency testing participation is required in each major sub-area at least once every four years. If governmental or industry-specific requirements dictate that other testing comparisons or other frequency of comparisons be performed, affected inspection bodies will be held to those requirements as well. Such participation may replace the annual and four-year requirements previously noted.

During the accreditation process, surveillance and reassessments, ACLASS assessors will review all related proficiency testing activities and non-conformances or corrective actions that may arise from these activities. The customer will need to provide ACLASS with reports, data and evidence of their related activities at each ACLASS visit. ACLASS requires the customer to take prompt actions on any issues or problems identified related to proficiency testing comparisons.

For proficiency testing programs that report results in the form of number of standard deviations from the mean of all results, in most cases, three or more standard deviations is considered an outlier and requiring corrective action. Also, for inspection bodies that participate in proficiency testing and a failure or outlier result, they are expected in most cases to repeat participation in such testing in a reasonable time frame. If the repeat -participation results in unsatisfactory reporting a second time, this may result in removal of that inspection area from the scope of accreditation. Subsequent satisfactory results may then initiate a process to reinstate an area on the scope of accreditation.

8.0 USE OF ACLASS SYMBOL

ACLASS controls the certificate, scope of accreditation, and the use of the ACLASS accreditation symbol with ACLASS procedures and as provided for in the application for accreditation.

⁸ For laboratories, proficiency testing is a means of assuring competent laboratory testing operations and performance, and is typically done by means of inter-laboratory testing data comparison.

ACLASS maintains a logo used only by ACLASS. The ACLASS symbol, which is issued by ACLASS to accredited customers to indicate their accredited status, shall be used by accredited customers only.⁹

9.0 CONFIDENTIALITY AND CONFLICT OF INTEREST

The information included in the application for accreditation, an assessment or other information associated with a customer's assessment process is considered confidential. Such information shall not be released unless the customer provides permission to ACLASS, in writing, to release such information.

All reports and information which ACLASS acquires during the accreditation process will be treated as confidential by all ACLASS employees, assessors, experts and associates. Each ACLASS assessor and expert will sign a confidentiality statement for each customer for whom accreditation services are provided by that ACLASS assessor and expert.

ACLASS assessment team members will have no current consulting ties with the customer being assessed. Additionally, no ACLASS assessor shall have provided any inspection body consulting service to a customer that assessor is appointed to assess for 24 months before the date of the assessment activity. Following the assessment activity, the ACLASS assessor shall provide no accreditation service other than from ACLASS or any consulting to an ACLASS customer for 12 months after the date of the last appointed accreditation service.

10.0 DELAYS WITH ASSESSMENTS

During the course of most ACLASS assessment visits, there are findings (i.e. non-conformances) written. These highlight either minor or major deficiencies found in the system being assessed. At the closing meeting of each visit, these findings are reviewed, and the anticipated time frame of closure of the findings is discussed. Whenever findings are written related to an assessment visit, the affected organization is notified of the expectation for them to reply to ACLASS within 30 days of the closing meeting specifically to each finding. At a minimum, this response should outline the steps to be taken to close out the finding. If possible, the response may also include sufficient evidence of corrective actions and documents or records that will allow this closure. If the objective evidence submitted is not enough for closure, it should at least outline the plan and time frame for closure.

There are times, however, when organizations are delayed in their corrective action responses. Such delays could have a negative affect on the relevant organization's accreditation process.

If an applicant customer, during initial accreditation, fails to respond meaningfully to all non-conformances in writing within six months after the date of the closing meeting (i.e. last day of the initial accreditation assessment), ACLASS may require the customer to submit a new application, subject to new fees, and undergo a full reassessment.

⁹ See also ACLASS Guidance on Symbol Usage and/or ACLASS Document 3 available at www.aiclasscorp.com

If an applicant customer responds formally to the non-conformances within 6 months, but fails to have all relevant non-conformances closed by ACLASS as a result of their reasonable and appropriate corrective actions within one year, they may be required to undergo a full reassessment. ACLASS reserves the right to require a reassessment of an organization before an initial accreditation decision is made based on timeliness of corrective actions, the seriousness of the non-conformances written, and appropriateness of the corrective actions.

Organizations undergoing surveillance or reassessments are required to respond to all non-conformances in writing within 30 days after the date of the closing meeting. Failure to resolve all non-conformances within 60 days (unless another time frame has been agreed to by ACLASS) from the date of the closing meeting may result in the suspension and/or withdrawal of accreditation for that organization.

11.0 GUIDANCE ON THE APPLICATION OF ISO/IEC 17020


IAF/ILAC-A4:2004, *Guidance on the Application of ISO/IEC 17020* (or future versions thereof) provides guidance to inspection bodies on the requirements of ISO/IEC 17020. This document is mandatory for all ACLASS applicant and accredited customers.

The guidance and interpretations found within this document form the basis of mutual recognition arrangements between accreditation bodies, and is considered necessary for the consistent application of ISO/IEC 17020.

The term “shall” is used throughout this document to indicate those provisions which, reflecting the requirements of ISO/IEC 17020, are mandatory. The term “should” is used to indicate those provisions which, although not mandatory, are provided by ILAC/IAF as a recognized means of meeting the requirements.

IAF/ILAC-A4 is available for free under the guidance document section of the ACLASS web site at www.aiclasscorp.com or by visiting the ILAC web site at www.ilac.org.

Approval:



ks/
Vice President

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Example ACLASS Inspection Body Scope of Accreditation

SCOPE OF ACCREDITATION TO ISO/IEC 17020

Inspection body name

Street address, City, State zip

Contact person name Phone: phone number

INSPECTION

Valid to: Certificate Number: AI – xxxx

I. Type A (Third-Party) Body

FIELD OF INSPECTION	TYPE AND RANGE OF INSPECTION	METHODS AND PROCEDURES ¹⁰	KEY EQUIPMENT USED
e.g. Product Design	1. E.g., Boilers and Pressure Vessels 2.	e.g. API 510, additional jurisdictional requirements and referenced industry standards and specifications	

Notes:

1. This scope is part of and must be included with the Certificate of Accreditation No. AI- xxxx

¹⁰ Wherever Normative documents, Consensus standards are not used , specific documented Internal Procedure should be cross referred

REVISION HISTORY

<u>Date</u>	<u>Description/Author</u>
January 1, 2008	First issue – K. Greenaway, B. Hirt
March 13, 2009	Updated and Reviewed – K. Greenaway, B. Hirt
March 30, 2009	Final review – K. Greenaway
July 20, 2010	Revised job titles and made minor editing changes throughout. – T. Burgess
March 31, 2011	Revised and updated for current practices, including EQM – B. Hirt/M.Reiter

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