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[Company]

[Company Address]

ISO/ IEC 17011:2017

ACCREDITATION MANAGEMENT SYSTEM

(MANUAL)

Prepared By (Name & Sign)	Approved By (Name & Sign)	Date
	[Manager]	
Document No.: M/01	Revision No. 00	Update Date: 01/01/2020

ISO 17011 is property of [Company]. No corrections / amendments are to be made except by the person authorized. The holder to return the document when s/he leaves the [Company] or when s/he has no further use for it.

1.2 AUTHORIZATION STATEMENT

[Company] is committed to the establish and maintain the Conformity Assessment Requirements for the operation of accreditation operations detailed in this manual and implemented by [Company]'s personnel to meet the requirements of ISO/IEC 17011:2017.

[Company]'s personnel shall strictly adhere to the policies, quality procedures, standard operating procedures, and certification documents as supported by the policies outlined in this manual.

______________ has been appointed as Quality Manager & MR of [Company]. The Management Representative is responsible for ensuring compliance with the management system requirements stipulated in this manual. Management Representative is authorized to ensure that the ISO/IEC 17011:2017 system is established, implemented, and maintained by [Company] personnel. The CEO, Scheme Manager & Staff shall give full support and cooperation to the Quality Manager. _______________ has been appointed as Deputy Quality Manager and shall assume the responsibilities of Quality Manager in his absence.

As per the organization chart Quality Manager will be responsible for the Management Representation at all times for catering the Schemes of ___________________. Final Approvals for the Accreditation process shall be awarded by _______________________ after reviews and involvement of Accreditation Committee, where applicable.

[Company] and its personnel are not engaged in any activities that may conflict with their independence of judgment and integrity in relation to their scope of activities, this shall be ensured time to time by different mechanisms stipulated in this manual.

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ISO/ IEC 17011:2017

ACCREDITATION MANAGEMENT SYSTEM

ASSESSMENT PLANNING, CONDUCTING AND REPORTING

(PROCEDURE)

Prepared By	**Approved By**	**Date**
Document No.: P/13	Revision No. 00	Update Date: 01/01/2020

Contents

1. PURPOSE

The purpose of this procedure is to describe a procedure for assessment planning, conducting the assessments at CAB premises, preparation of reports and submitting the reports.

2. SCOPE

This procedure is applicable to plan and execute all assessments for which [Company] provides accreditations.

3. TERMS AND DEFINITIONS

All applicable as defined in clause 3 of manual.

4. PROCEDURE

4.1 GENERAL

The purposes of the assessment activities are to provide reasonable assurance that the CAB's system conforms to the requirements of scheme applied, as stated in the Accreditation Agreement, and to verify that the system has been implemented.

Quality Manager or his designee is responsible for selection of the assessment team, using assessor qualification summary. Unless required for technical reasons and logistics, care shall be taken to ensure that same assessor does not visit the CAB more than three consecutive visits. This shall ensure "no bias". All assessors/ subcontractors are responsible for identifying any conflict of interest with the specified CAB and report to Q.M. Quality Manager/ Scheme Manager shall review the same and take necessary decision which may include replacing the person with some other assessor.

The team leader leads the assessment in accordance with the referenced instructions. A set of updated documents pertaining to assessment prior visits as applicable are provided to every assessment team. Activities include the opening meeting with the CAB, team briefings, assessment interviews, CAB briefings, and the closing meeting with the CAB. The team leader issues an assessment report reflecting the recommendation concerning registration based on the team findings. The outcome of the assessment is provided, as report, to the conformity assessment body without undue delay and within a defined timeframe. This assessment report contains comments on competence as determined through conformity, the scope assessed and identifies nonconformities, if any, to be resolved in order to conform to all of the requirements for accreditation. Comments on competence as determined through conformity included in the assessment report are ensured as adequate to support the conclusions arising from the assessment. The team's observations on areas for possible improvement are also be presented to the conformity assessment body but never recommends specific solutions.

If nonconformance is found, the recommendation will be on hold until suitable corrective action has been taken and evidenced.

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ISO/ IEC 17011:2017

ACCREDITATION MANAGEMENT SYSTEM

GRANTING, MAINTAINING, EXTENDING OR REDUCING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING ACCREDITATION

(PROCEDURE)

Prepared By	Approved By	Date
Document No.: P/04	Revision No. 00	Update Date: 01/01/2020

Contents

Assessment Requirement/ Assessment Review/ Decision Sheet for Accreditation Committee

COMPANY:			**COUNTRY:**			
	DATE RECEIVED:		**ADMIN' INITIALS:**			
Scope:						
Scope Criticality	Low		Medium		High	
Team competencies	L/A		T/E		A(s)	
Man-days						
Enquiry Form			**Employees**	05	**Sites**	01

DATE PRESENTED:		**DATE REVIEWED:**		**JOB NO.**	

Documentation Review			**REPORT** Check the following against ATJF	**Technical Ass./Sur/Re-Audit/Scope Ext/ETC** (Initial audit)		
Date received	**Admin**	**Tech**		**Admin**	**Tech**	**Date received**
			Add here list of documents as per rows			
Date presented						**Date presented**
Date reviewed						**Date reviewed**
From report – Development points and observations						**Observations in report**
Administrators Initials						**Administrators Initials**
Decision:						**Cert Sent Date:**

Competence Matrix	**Reviewed By**		F/15
	Reviewed On		Rev No.00

Sr. No.	Designation	Qualification Required	Experience Required	Skill Required	Type of Training Required														
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	Quality Manager	Graduation	5 Years	Standards Knowledge	☑	▯	••												

Training Status	•• →à Training Is required	▯ →à Training Is Given	☑→à Training Is Effective	Empty →à Training Not Required.

Type Of Training Given

Sr. No.	Topic No.	Sr. No.	Topic No.	Sr. No.	Topic No.
1.	Induction Training	6.		11.	
2.	Roles and Responsibilities	7.		12.	
3.	ISO 17021-1	8.		13.	
4.		9.		14.	
5.		10.		15.	

Reviewed By

Authorised Person

I ______________ hereby agree that I shall not at any time during the continuance of my engagement or at any time thereafter directly or indirectly use, record or disclose any confidential information (as hereinafter defined) except as may be necessary for the proper performance of my duties or as may be specifically authorised in writing to me.

I agree to take good care of any documents which may from time to time be within my custody or control during the course of my duties, and not to show or disclose or communicate the construction or contents thereof to anyone other than authorised representatives of [Company] owning the documents.

In the event that I am legally obliged to divulge information in a court of law then I will forward to a copy of any statement of information divulged.

Upon termination of my engagement (for whatever reason) and at any other time at your request I shall, without retaining any copies or records thereof, immediately return all such documents to [Company] and shall deliver up all copies of such documents or extracts of such documents and all other notes, memorandum, photographs, drawings, records or other material made or procured to be made by me or issued to me during my engagement relating to the business of [Company] or any of its CABs.

For the purpose of this agreement I acknowledge that confidential information means all technical and business information of [Company] and its CABs that is of a confidential, trade secret and/or proprietary nature.

I declare that the Assessment decisions I shall make will be based upon objective evidence of conformity (or non-conformity) and that these decisions will not be influenced by other interests or by other parties.

I declare that I will not accept any assignments offered which relate to companies or individuals with whom I have a financial or business interest or to whom I, or my company, have provided consultancy services within a period of two years prior to the assignment.

I declare that I will not undertake consultancy activities with the CAB in the 2 years following an assignment.

I declare that I will not accept any gifts or inducements from CAB.

I declare that the decisions relating to certification that I shall make will be based upon sound judgement, to avoid any self-interest threats to impartiality, e.g. any possible financial self-interest

I declare that I will report any intimidation threats, either openly or secretively encountered, during the course of my Assessment duties

I reserve the right to undertake any additional assignments during the contract period providing that: -

- ✓ Consultancy and accredited certification are never marketed together. Nothing is said in any marketing material, written or oral, to give the impression that the two activities are linked.
- ✓ Nothing should be said or indicated by me that would suggest that certification would be simpler, easier or less expensive if my services were used.

Evaluator / technical expert name (please print):…………………………………………………………………

Evaluator / technical expert signature:…………………………………………………………………………..

Date: ....