


**THE REVISED SANAS POLICY MANUAL**  
**PM 01-02**

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**SANAS POLICY MANUAL**



- ❖ Applicable to all our staff, members of the SANAS Board of Directors, our committees, contracted personnel (assessors and technical experts), stakeholders and accredited facilities
- ❖ All are to familiarize themselves with the policies and relevant procedures set out in this manual and that it is implemented and maintained at all times.
- ❖ Electronically available on our website ([www.sanas.co.za](http://www.sanas.co.za))



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- ❖ Outlines **top level policies** in accordance with:
  - ❖ ISO/IEC 17011
  - ❖ The Accreditation Act
  - ❖ Guidance and mandatory documents from:
    - ❖ the International Accreditation Forum (IAF),
    - ❖ International Laboratory Accreditation Co-operation (ILAC),
    - ❖ European Accreditation (EA),
    - ❖ Organisation for Economic Co-operation and Development (OECD)
- ❖ SANAS has reviewed Values - based on the principles of **Integrity, Excellence, Partnership and Pioneering**.



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**Mission Statement**

*Our mission is to create an impartial and transparent mechanism for organisations to independently demonstrate their competence and facilitate the beneficial exchange of goods, services and knowledge and provide a service that is recognised as equitable to best international practice while reflecting the demographics of South Africa in all that we do.*

**SANAS' Objectives**

Internal objectives are defined in the SANAS Strategic and Business Plans, reviewed annually.



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**SANAS' Mandate**

We are mandated through the Accreditation Act to provide an internationally recognised and effective accreditation and monitoring system for South Africa to:

- **Accredit**, or monitor for GLP compliance purposes, organizations falling within its scope of activity;
- **Promote accreditation** as a means of facilitating international trade and enhancing the Republic's economic performance and transformation;
- **Promote the competence and equivalence** of accredited bodies; and of GLP compliant facilities.



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**Related Bodies**

*National Related Bodies*

We are related to the following institutions/bodies through either common ownership and/or through providing services in support of their regulatory mandate:

Department of Trade and Industry (**the dti**);  
Council of Trade and Industry Institutions (COTTI);  
South African Technical Infrastructure (NMISA, SANS, NRCS);  
Department of Labour (DoL);  
Department of Agriculture (DoA).

The Policy Manual identifies the types of related bodies, the types of risk and how we mitigate any risk exposure.



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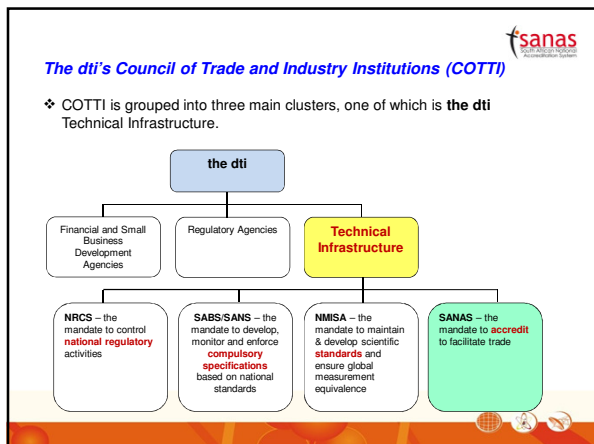
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- ❖ The Minister of Trade and Industry is the Executive Authority of all the above institutions.
- ❖ Each one of the institutions is a separate legal entity, with a separate Board of Directors as their Accounting Authority.
- ❖ Fire walls are put into place to ensure that no conflict of interest exists in our relationships with these related bodies.
- ❖ Related bodies shall not perform any of the activities for which SANAS has been mandated to perform; however they may have facilities accredited by SANAS.

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*Regional Related Bodies*

SANAS:

- ❖ Represents South Africa in accreditation matters within the Southern African Development Community (SADC).
- ❖ provide the Secretariat and Regional Coordinator for the SADC Cooperation in Accreditation (SADCA).
- ❖ maintain a twinning arrangement with the South African Community Accreditation Service (SADCAS) to assist them in obtaining international recognition through ILAC and IAF.

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**Impartiality and Non-discrimination in Accreditation**

Committees shall:

- ❖ Have a **balance of interests**
- ❖ Be **impartial** in terms of their affiliations
- ❖ Have **no conflicts of interest**
- ❖ Have the relevant **competencies** required
- ❖ **Declare** any actual or perceived commercial, financial, political or other pressures that could affect the accreditation process
- ❖ Assessors may be involved in committees such as the AAC and STC

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**Impartiality and Non-discrimination in Accreditation**

SANAS Staff and Assessors shall:

- ❖ Have a **nondiscriminatory attitude** towards facilities in the assessment process
- ❖ **Treat all facilities fairly** regardless of size, or number of organisations already accredited, or their membership of any association
- ❖ **Not provide any consultancy** nor suggest the use of consultants
- ❖ **Declare** any actual or perceived commercial, financial, political or other pressures that could affect the accreditation process
- ❖ **Maintain a high level on confidentiality** in our operations

SANAS will sanction any person who do not comply with these policies

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**SANAS Scopes of Accreditation Activity and Accreditation Criteria**

The Policy Manual lists the :

- ❖ Type of facilities that SANAS currently offers accreditation for;
- ❖ The accreditation standards used for the different types of facilities;
- ❖ Whether the type of facility falls in the voluntary or regulatory domain;
- ❖ Whether the accreditation falls within the ILAC / IAF MLA, OECD or National Programme
- ❖ The validity period of the certificate of accreditation; and
- ❖ A brief outline of what accreditation is granted for, for each type of facility

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**SANAS Management System**

Policies and procedures are available for all aspects of the management system, such as:

1. Document Control:

- ❖ The QM will ensure that only current valid versions of documents are available on the website
- ❖ **It's the responsibility of all staff, assessors and facilities to ensure that they use only the current versions of documents, and destroy all superseded documents**
- ❖ The same applies for the use of international standards and guides and the associated IAF/ILAC guidance and mandatory documents

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**SANAS Management System**

Other policies and procedures of the management system include:

- ❖ The handling of NC's, corrective and preventative actions
- ❖ Internal Audits
- ❖ Management Reviews
- ❖ Complaints and Appeals – **applicable to ALL**
  - ❖ The Policy Manual categorizes the different types of complaints.

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**Requirements of Assessment Personnel**

- ❖ Assessors are selected on the basis of our need for assessors, personal attributes, qualifications, experience and competence in the relevant field of expertise.
- ❖ Permanent Lead Assessors are employed and external SANAS registered Lead Assessors also used
- ❖ Technical assessors and experts needs to maintain their competence within a given field, therefore not employed full time
- ❖ QM refers to procedures for the training, mentoring, monitoring and qualifying of assessors, and procedures for the selection of assessment personnel.
- ❖ Assessors required to submit records (CV every 3 years, contract, proof of qualifications, F18 and F20).

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**Responsibilities of the Assessment Team**

- ❖ Responsibilities and duties of the assessment team are defined in programme specific procedures
- ❖ Lead Assessor: Has the overall responsibility for the assessment;  
Prepares the assessment plan;  
Makes decisions relating to the conduct of the assessment;  
Represents the assessment team;  
Conducts assessment of the Management Requirements;  
Coordinates and submits the final assessment pack.

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**Responsibilities of the Assessment Team**

- ❖ Responsibilities and duties of the assessment team are defined in programme specific procedures
- ❖ Technical Assessor: Reports to the Lead Assessor.  
Conducts the assessment of the Technical Requirements and scope of activity by various methods such as witnessing, performing vertical assessments etc.  
Assesses competence of the technical personnel for approval as Technical Signatories.
- ❖ Technical Expert: A team member who conduct assessments of the technical competence the CAB during an assessment but is not qualified as an assessor and must always be accompanied by a qualified assessor.

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**Assessor Performance**

Assessor's conduct, depth of expertise and consistent interpretation and application of the relevant Standard/Guides used, is regularly monitored by:

- ❖ On-site monitoring of performance of an assessment;
- ❖ Review of assessment data and reports; and
- ❖ Independent customer satisfaction surveys.

❖ Feedback arising out of any such monitoring is recorded and actioned and where necessary included in the agenda of assessor conclaves.

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**Proficiency Testing**

- ❖ SANAS may be required to provide proficiency testing programmes where there are no easily accessible schemes available in the region
- ❖ All PT schemes supported by SANAS shall be managed independently and we shall not provide PT schemes directly.
- ❖ A list of all SANAS accredited PT schemes and other schemes available nationally, regionally and internationally, are provided on the website
- ❖ Policy Manual also includes policies on Traceability, Reference Materials

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**Traceability**

SANAS accepts the following as having appropriate traceability and calibration and measurement capabilities (CMC's):

- ❖ NMISA,
- ❖ SANAS accredited laboratories,
- ❖ Laboratories from our CIPM
- ❖ ILAC MRA partners
- ❖ National Measuring Institutes (NMI) of other countries that belong to the CIPM and are signatories to its MRA

The Policy Manual includes a policy on Calibration certificates issued by non-accredited facilities

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**Reference Materials**

Accredited testing laboratories shall have a programme and procedure in place for the calibration of its reference standards. Reference standards shall be calibrated by a body that can provide traceability.

**Professional Judgment / Opinions**

- ❖ Test reports and calibration certificates can include a section that provides their professional judgment, opinion or interpretation based on the measurement results.
- ❖ These professional judgments, opinions or interpretations, although contained in the report certificate, fall outside the facilities scope of accreditation, and must be indicated as such

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**Use of the SANAS Accreditation Symbol**

Assessors to familiarise themselves with the requirements of:

- ❖ R04 "Conditions for the Use of Accreditation Symbol or Reference to Accreditation by Accredited Organisations"; and
- ❖ R 77 "Use of Combined Marks", for the use of the combined IAF/ILAC and SANAS Logo

The accreditation symbol and the SANAS ILAC / IAF combined marks confirms an organisation's competence, thereby providing a level of confidence to the market.

Legal action will be taken where there is misuse, misrepresentation or abuse of the marks and symbols or where reference to accreditation is not in accordance with SANAS policy.

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**Electronic Signatures**

- ❖ SANAS will only accept the usage of electronic signatures from accredited facilities, if the signatures meet the requirements as specified in the Electronic Communication and Transactions Act, Act 25 of 2002.
- ❖ SANAS accredited facility outside of South Africa will be required to demonstrate that the use of electronic signature complies with their national legislation.

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**SANAS Communication Tools**

SANAS Website: [www.sanas.co.za](http://www.sanas.co.za)

- ❖ Links to ILAC, IAF and EA
- ❖ Proficiency testing scheme providers
- ❖ Producers of certified reference materials
- ❖ Information Brochures
- ❖ Training Course Calendar
- ❖ SANAS policies and procedures

Reports: Communique and monthly reports

Conclave, Workshops, Communications meetings:  
Annually - to discuss and highlight issues of concern that need to be addressed, to improve consistency in the assessment process, communicate changes, notifications, resolutions...etc

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**Questions**

**Thank You**



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