

A large, light orange graphic of a globe's grid, showing latitude and longitude lines, positioned on the left side of the slide.

Conduct of Lead and Technical Assessors

By

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Assessor Conduct

SANAS must consistently strive to provide all accredited facilities, with professional, knowledgeable, constructive and effective assessments.



Assessor Conduct

We should always remember that we represent SANAS and where we seek clarification on SANAS policy or procedures, we should do so via the relevant Field Manager.

- Assessors must always display an appropriate level of professionalism, integrity and respect towards the facilities personnel and its management during assessments.
- Assessors must conduct themselves professionally, with truth, accuracy, fairness and responsibility such as not to discredit SANAS.
- Be professional and friendly when communicating with lab personnel even under pressure.
- Remain open minded at all times to both questions and listen carefully.
- Present your findings in a calm, factual and tactful manner.

Conflict at the assessment

- Assessors must inform SANAS of any conflict, or potential conflicts of interest arising out of the his/her assigned task.
- Assessors shall keep confidential all information obtained during the assessment.

Beware of Consultancy!!

- Remember that while general non prescriptive evidence may be given to the facility, such advise must not cross the line into consultancy.
- In the event of a dispute, endeavour to resolve the issue in a calm courteous manner at the visit and always provide factual evidence to support your position.
- Should satisfactory resolution not be achieved, document your findings and explain SANAS' appeals procedure (SANAS P12).



Assessment plan

- Pay attention to the times shown on the assessment plan and to time management by ensuring that you focus at all times on the work at hand, and that time wasting techniques are not used.
- If it is discovered during the visit that an additional time is required to complete the work then the lead assessor may contact the relevant field manager to discuss the situation.
- Remember that the purpose of the visit is to assess the competence of the facility to carry out specific tests as per their scope of accreditation.
- The visit should not be used to demonstrate to the organization the assessment team's own knowledge.
- Mobile phones should be switched off during visits (messages can always be checked during lunch or after the close out meeting).

Use of mobile phones during assessments

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Assessment findings or non conformances

- Some organizations are highly sensitive to negative findings and therefore some management may seek to assign blame.
- Emphasis that the assessment is not about individuals but the system should be done, preferably at the opening meeting.

SMILE and the organization will SMILE back at you, ENJOY your assessment and PUT THEM AT EASE!!!!!!



Thank You
Any questions?