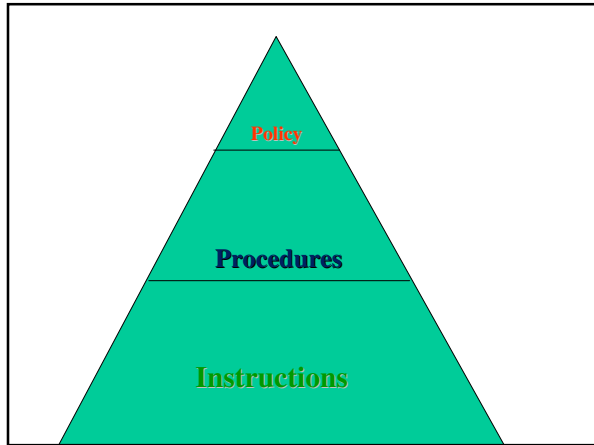
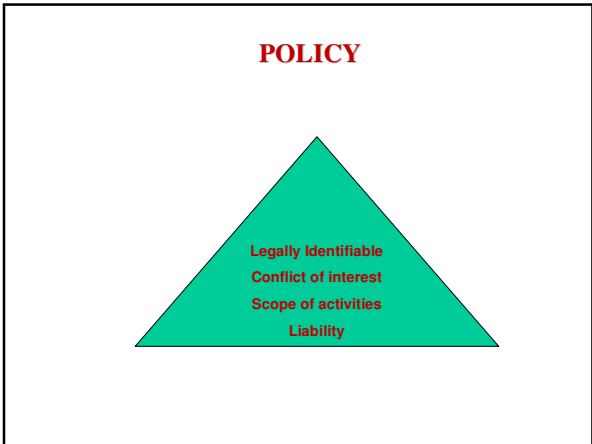


ISO/IEC 17020



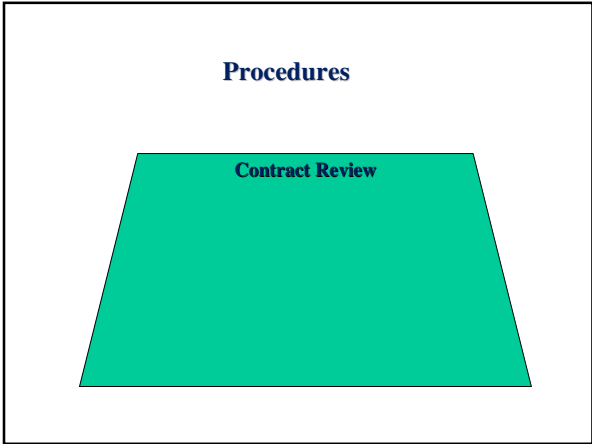
(3) Administrative Requirements

- Legally Identifiable
- Conflict of interest
- Scope of activities
- Liability




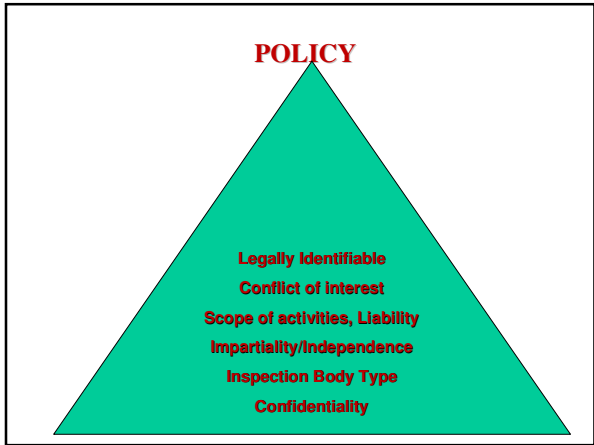
Contract Review

- 1st part of 3.3 indicates the scope of inspections for which the body is competent.
- 2nd part of 3.3 refers to "the scope of inspection being determined by the individual contract or work order."
- 3.4 indicates the inspection body SHALL have adequate liability insurance. (3.4a)
- 3.5 indicates the body SHALL have documentation (procedures) describing the conditions on which it does business (contractual conditions)
- Above would be considered as contract review. [InspConRev.docx](#)



(5) Confidentiality
Who does this concern?






(6) Organisation & Management

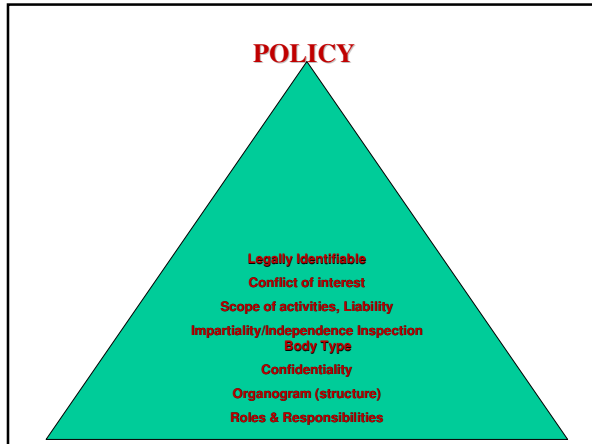
Organised to maintain technical functionality
(personnel with the technical capabilities and necessary supervision and support)

Responsibilities and reporting structure (Organigrams refer 3.2 also)

Permanent Technical Manager
(however named – Project Manager)

Deputies, Effective Supervision, Job descriptions,





6.4 Effective Supervision

- **Examples:**
 - Checking reports, (**detail**)
 - Observations,
 - Audits
 - (Personnel approval by the Accreditation Body).

7 Quality System???

- An effective quality (**Management**) system is one which monitors and controls the work to deliver technically valid and consistently reliable outputs
- (Information from the system)



(7) **Quality System???**
(Management System)

Policy, Objectives & Commitment
Documented System
Person with Authority and responsibility for QA

Policy Statement I&S Inspection Services

I as the Technical Manager of I&S Inspection Services commit myself and my staff to the implementation of ISO 17020 and the SANAS accreditation requirements. The implementation of the requirements will be the basis for attaining the goals and objectives set by management.

The main goals of I&S are to meet customer requirements in the provision of timeous and competent inspections and meeting the business objectives of the company.

This will be done by performing our work in the most effective, efficient and profitable way which will be reflected in the procedures and instructions covering the various activities within our inspection organization.

I therefore require all personnel to read, understand and implement the policy of this organization so that all our efforts can be directed towards achieving our goals. This will enable us to service our clients in a professional and efficient manner whilst remaining competitive.

Signed

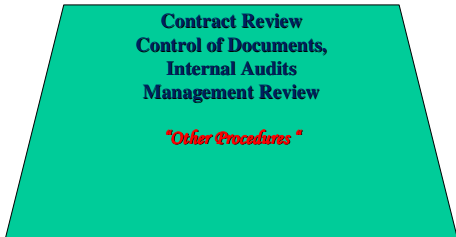
Technical Manager

System Documentation (3 Tier system)

- Main Policy statement
- Areas of activity
- Organigrams
- Job Descriptions
- Policies for the required procedures
- Procedures for control of documents, audits, corrective action, management reviews
- Other Procedures, Instructions, References
- Distribution list for Quality Manual



Procedures



*Clause 7.3 of
ISO 17020 states it must be
a documented system.
"Other Procedures"*



Feedback and Corrective Action

- Description of the issue
- Investigation of the cause
- Description of the immediate action
- Description of the action to prevent recurrence
- Identification responsible for the corrective action
- Target date for completion of corrective action
- Monitoring of progress of corrective action
- Sign off of completed corrective action

ACCREDITATION

ACCREDITATION ISO 17020
TECHNOLOGY ORIENTATED

The basic requirements for a system where the facility has all the necessary self-regulating procedures, organisation and controls on all factors to demonstrate their competence to carry out inspections to specified requirements (and provide evidence of this). So that it is possible to guarantee (give confidence) that competent inspections are carried out consistently.

COMPETENCE BASED

• **Specific Clauses for attention**


- Confidentiality
 - Personnel
- Equipment & Facilities
- Inspection Methods & Procedures
- Handling Inspection Samples & Items
 - Sub contracting
 - Records
- Inspection Reports & Certificates

"Other Procedures"


(5) **Confidentiality**
Who does this concern?



(8) **Personnel**
Personnel with necessary expertise
Qualifications
Training
Evidence of competence (6.4d)



(8) **Personnel**
Personnel with necessary expertise
*Definition of Inspection overlaps with
Testing & Product Certification.*
*An important difference is that many types of inspection
involve professional judgement.*
*Thus the inspection body will have to demonstrate that it has
the necessary competence to perform the task.*
HOW? (2.1c)



(9) Facilities and Equipment

Are facilities and equipment suitable for the type of inspections undertaken

Use of equipment specified

(trained personnel)

Equipment identified, maintained, calibrated. Procedure for dealing with defective equipment.

Reference standards for traceability of measurement

Interim checks proceduralised

Purchasing

Validation of software, integrity of data



(10) Inspection Methods and Procedures

Documented instructions

Planning of inspections

Contract review to establish client requirements and capability of meeting the requirements




Contract Review

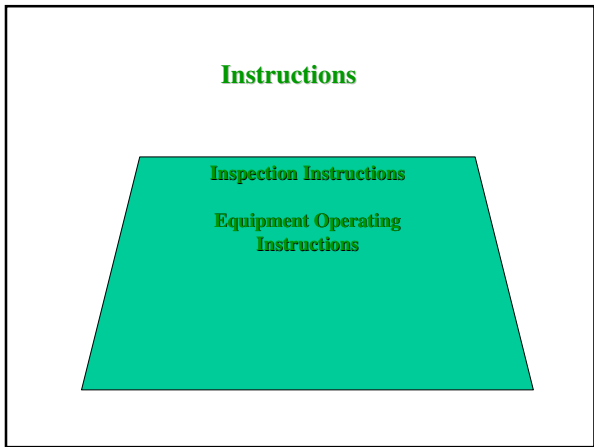
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- *Above would be considered as contract review.*



(10) **Inspection Methods & Procedures**


Documented instructions
 The Performance of Inspections.
 Non – conformance / corrective action - *Inspections*





Feedback and Corrective Action - Inspection

- Description of the issue *Inspection Body*
- Investigation of the cause *Client*
- Description of the immediate action *Client*
- Description of the action to prevent recurrence *Client*
- Identification of responsibility for the corrective action *Client*
- Target date for completion of corrective action *Client*
- Monitoring of progress of corrective action *Client/Inspection Body*
- Sign off of completed corrective action *Inspection Body*



Feedback and Corrective Action - System

- Description of the issue *Inspection Body*
- Investigation of the cause *Inspection Body*
- Description of the immediate action *Inspection Body*
- Description of the action to prevent recurrence *Inspection Body*
- Identification of responsibility for the corrective action *Inspection Body*
- Target date for completion of corrective action *Inspection Body*
- Monitoring of progress of corrective action *Inspection Body*
- Sign off of completed corrective action *Inspection Body*

(11) **Handling of Inspection Items**

Procedures (on-site?)

Identification

Storage

(12) **Records**

Suitable system for the inspection Body.

Sufficient information available for audit trail to reconstruct past inspections

Safe storage

Readily retrievable


**(13) Inspection Reports
&
Certificates**

Include all necessary results of inspections
Signed by authorised personnel.
Detail client requires?




(14) Subcontracting

Competency of subcontractors
Register of suitable subcontractors
Who would these be?
Independent evaluation of results where necessary (14.4)



(15) Complaints and Appeals

Procedures
Concerning recording of complaints/appeals and how resolved.



(16) Co-operation

