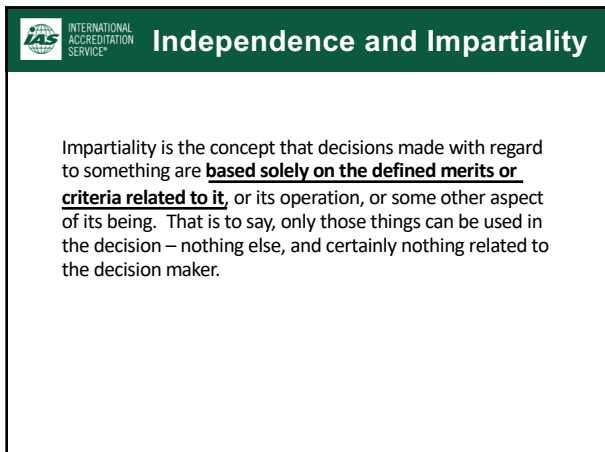


- Introduction
- Chapter 1 – Background
- **Chapter 2 – Integrity Requirements**
- Chapter 3 – Organizational Requirements
- Chapter 4 – Infrastructure Requirements
-
- Chapter 5 – Inspection Process Requirements
- Chapter 6 – Management System Requirements



Impartiality is the concept that decisions made with regard to something are **based solely on the defined merits or criteria related to it**, or its operation, or some other aspect of its being. That is to say, only those things can be used in the decision – nothing else, and certainly nothing related to the decision maker.



Independence and Impartiality

Conflict of interest is the concept that something other than those defined merits or criteria are influencing the decisions related to that thing. People or organizations are deemed to be in conflict of interest when they are associated with any condition or organization that might have an interest in influencing the outcome of the decisions.



Independence and Impartiality

Simple conflict interest can be deemed to exist whenever more than one relationship connects two parties. When this occurs, it is not possible to ensure that one relationship is not being influence by the dynamics of the other.



ISO/IEC 17020 Integrity Issues

1. There are 8 questions.
2. Participants have 20 seconds to read each question.
3. When asked, they must select and record their own answers.
4. The whole group is balloted for the correct response.
5. [Clapping indicates a correctly answered question.](#) [Buzzer indicates an incorrectly answered question.](#)
6. The quiz then advances to the next question.
7. When the quiz is complete, participants score their own answers (percentage) and compare with the self evaluation.

Press **Continue**

Introduction:

- ISO/IEC 17020 covers the functions of bodies whose work may include matters of safety and continued safety compliance of installations or systems in operation.

- A. [True](#)
B. [False](#)

4.1 Independence and Impartiality (General):

Procedures shall be implemented so as to not allow commercial, financial, or other pressures to ...

- A. [Dispute the inspection findings](#)
B. [Appeal findings to the accreditation body](#)
C. [Compromise the results of inspections](#)

4.1 Independence:

The IB shall meet the minimum criteria stipulated in one of the following sub-clauses...

- A. [4.1.6 a\) and 4.1.6 c\) only](#)
B. [4.1.6 a\) only](#)
C. [4.1.6 a\) or 4.1.6 b\) or 4.1.6 c\)](#)



ISO/IEC 17020 Integrity Requirements

4.1.6:

The inspection body must be an independent organization in order to be meet the requirements of ISO/IEC 17020.

- A. [True](#)
- B. [False](#)



ISO/IEC 17020 Integrity Requirements

4.1.6:

Any inspection body can provide third party inspections, regardless of their corporate structure or affiliations with related bodies.

- A. [True](#)
- B. [False](#)



ISO/IEC 17020 Integrity Requirements

4.1.6:

Any Type B inspection body can provide first and second party inspections to a related organization.

- A. [True](#)
- B. [False](#)

4.1.6:

Any Type C inspection body can provide first and second party inspections to their own organization.

- A. [True](#)
- B. [False](#)

4.2 Confidentiality:

The inspection body shall regard all information as (_____), except that made public... INSERT MISSING WORD

- A. [confidential](#)
- B. [public](#)
- C. [proprietary](#)

6.1.13 Confidentiality:

A lawyer requesting any information regarding the work of an inspection or inspection result is entitled to receive this without any delay.

- A. [True](#)
- B. [False](#)



Well Done!!

We have now finished this chapter of the handbook and it is time to break into our groups and answer the Discussion Questions.

Continue
