




INTERNATIONAL ACCREDITATION SERVICE®


IAF MD 10: 2013 – for Assessment of Certification Body Management of Competence in Accordance with ISO/IEC 17021:2011

Requirements



- Harmonized approach to how AB assess a CB's management of competence.
- AB to verify the CB demonstration of competence for its certification personnel.
- AB to verify that CB has defined certification process and the intended results for each certification function.
- **The AB's evaluation of the CB's competence shall be based on:**
 - (a) the CB's documented process for determining competence criteria.
 - (b) the outcomes of the process for determining competence criteria.
 - (c) the CB's evaluations of its personnel.
 - (d) taking account of the intended results of each certification function and whether, or not, these have been achieved.


Requirements



AB shall verify the competence for following :


- (a) Application review .
- (b) Establishing the audit program.
- (c) Scheduling of audits.
- (d) Allocation of audit teams.
- (e) Auditing and reporting.
- (f) Report reviews and certification decisions.
- (g) Maintenance of certification.

Requirements




- The AB shall verify that the CB has determined competence criteria for:
 - (a) Management overseeing the certification process;
 - (b) Members of its committee for safeguarding impartiality;
 - (c) Personnel performing internal audits; and
 - (d) Personnel responsible for evaluating and monitoring the competence and performance of personnel performing certification functions.
- The AB shall regard objective evidence of achieving intended results as an indication of the effectiveness of its processes .
- The AB shall regard objective evidence of failing to achieve intended results as an indication that the processes for determining and evaluating competence may be ineffective.

Requirements




- The AB shall assess the process and procedures of the CB followed to determine competence criteria, evaluation of competence and the person evaluated consistently achieve the intended results.
- The AB shall verify that the CB has appropriate records of the implementation of its processes for competence evaluation and can demonstrate its evaluation methods are effective and achieve intended results consistently

Requirements



TECHNICAL AREAS :


- The AB shall verify that the CB has defined the technical areas.
- CB to determine the technical areas in which it operates, based on commonality of processes, environmental impacts and aspects, risk, etc.
- Technical areas do not necessarily need to be defined using scopes of accreditation.
- It is possible that a single scope of accreditation may comprise more than one technical area

Requirements 

The AB shall verify whether the documented technical area competence criteria of the CB:


- (a) have been formulated in terms of competence.
- (b) cover all the relevant aspects of that technical area; i.e. has all relevant knowledge (for example, legal requirements, processes, products, control techniques).

- The AB shall seek evidence that the CB is able to demonstrate competence in all certification functions across the whole of a technical area
- The AB shall seek evidence that the CB has processes in place to ensure it can do so consistently.

Requirements 

DETERMINATION OF COMPETENCE CRITERIA :

- CB has documented the expertise needed for each technical area. This expertise may be provided by an external resource.
- CB's process for determining competence criteria identifies the knowledge and skills necessary for personnel performing all certification functions in each of its technical areas and for each management system standard or specification.
- CB's process in case competence may be embedded in the design of the process. For example, the CB's IT system for evaluating the competence.
- It is not necessary for personnel involved in other certification functions to have the same depth of competence as auditors.

Requirements 

- Individuals assigned to perform certification functions need not necessarily have all the required competencies, but CB can demonstrate that it has the collective competence to perform those functions.
- The competence required in an audit team may differ depending on the scope of the audit.
- The AB shall verify that the CB has a process which ensures audit teams have the collective competence necessary to audit for particular visits.

Requirements

EVALUATION PROCESSES :

- CB has documented processes for initial evaluation and ongoing competence.
- Objective evidence that the CB has evaluated personnel in accordance with its own documented processes.
- Annex B of ISO/IEC 17021, provides some general guideline but are not mandatory. CB's can use other methods as well.
- The CB may take into account, but not solely rely on, a history of proven ability of personnel achieving intended results for the tasks they have been assigned.
- The AB shall verify that this proven ability is based on the CB performing an evaluation of the outputs from the appropriate certification function

Requirements

- While evaluation new personnel who may have been evaluated by other accredited CB, it may consider the records of earlier evaluation but not solely rely on it and perform its own evaluation
- Certification in a personnel certification scheme, accredited to ISO/IEC 17024 may be used as demonstrating the competence of personnel, to the extent covered by the scope of the scheme.
- Where a personnel certification scheme is not accredited it may be used only as an indication that personnel have certain knowledge and skills.
- The AB shall verify the CB is able to identify where an individual ceasing to be available to the CB has an impact on the overall competence of the CB. Under such circumstances the AB shall seek evidence that the CB has identified the limitations to its overall competence and the effect on existing certifications.

Thank you!
