




INTERNATIONAL ACCREDITATION SERVICE®

IAF MD 15: 2014 - mandatory document for the collection of data to provide indicators of management system certification bodies' performance


Introduction



This MD is aimed at providing input to Accreditation Bodies for managing the corresponding surveillance activities as foreseen in ISO/IEC 17011, clause 7.11.2, which requires Accreditation Bodies to:

"establish procedures and plans for carrying out periodic surveillance on-site assessments, other surveillance activities and reassessments at sufficiently close intervals to monitor the continued fulfilment by the accredited CAB of the requirements for accreditation".

Requirements



- Some AB's have developed "other surveillance activities" based on the collection of performance indicators.
- It is also recognized that CB's have their own indicators to evaluate their own performance, as well as the performance of their auditors and other employees.
- Some of these indicators could provide an insight into the effectiveness of the CB's processes in ensuring that the intended purpose of certification is achieved.
- This MD specifies a set of indicators that shall be collected and reviewed periodically by an AB to supplement onsite assessments.
- It is expected that the analysis of these indicators may lead to adjustments in surveillance activities.

Requirements

INDICATORS TO BE COLLECTED AND REVIEWED :

- AB shall collect the indicators from CB on an annual basis.
- The indicators shall be reported by country and by certification standard under the accreditation of each AB.

Number of accredited certificates valid at the end of December :


- Analysis of this data indicates any change in number of certificates in a given time period.
- AB would be able to gain a fair understanding of any significant change in the CB's operations.

Number of auditors :

This would give an indication if the CB has resources for managing the certification programs.

Number of transfers accepted

- This data refers to the number of transfers accepted by the CB since the preceding reporting period.
- Any sudden increase in the number of transfers could provide an AB with input for further review during onsite assessment.



Requirements

Number of overdue audits :


- This information would provide an AB with input on how well a Certification Body is managing its audit program.
- Overdue audits would be those that were not carried out in the time period as stated in the CB's procedures.

Number of auditor-days delivered :

- This information would provide an AB with an indication of resources used by the CB and should be compared with the other indicators.

IMPLEMENTATION :

- AB shall provide guidance to CB on how the data on indicators should be provided.
- AB should also consider the extent of multi-site certifications issued by a CB and consequently decide on the usefulness of collecting information about multi-site certifications.
- AB's should also consider if any contractual agreement with a Certification Body should specifically address the requirement of providing these indicators periodically, at least once per year.



Thank you!





