



Pre-Course Questionnaire

Name: _____

Place: _____

Date: _____

ISO/IEC 17065 Pre-Course Questionnaire

Introduction

This pre-course questionnaire is to help participants focus their review on ISO/IEC 17065 before participating in the Understanding ISO/IEC 17065 Course being delivered onsite. Copies of ISO/IEC 17065 and ISO/IEC 17067 should be available to all participants taking this course and will be useful in completing this pre-course questionnaire.

Participants are requested to use ISO/IEC 17065 as the source reference for their responses below and complete this questionnaire before attending the Understanding ISO/IEC 17065 Course.

These questions will be discussed during the training.

Part 1: Rationale for Certification

- 1.1 Who are some of the stakeholders involved in product, process and service certification? ISO/IEC 17065 also uses the term "interested parties" to describe the same group.

- 1.2 What are the types of certification schemes that you may be most familiar with?

Part 2: Certification Processes

- 2.1 What are the major steps in the process of certification of products, processes and services? See Clause 7.

- 2.2 What types of requirements are contained in 17065 that may not be present in the other standards used in the Evaluation process?

Part 3: Impartiality

3.1 How many clauses and sub-clauses in 17065 deal with the subject of impartiality?

3.2 How can a CB ensure that the decision to certify a product, process or service is taken impartially?

3.3 What are the minimum set of processes a CB must have to ensure real and perceived impartiality in its processes?

Part 4: Evaluation Processes

4.1 Are there requirements for evaluation that go beyond simple testing and inspection? What are they?

4.2 What are the types of considerations that must be contained in an agreement between a CB and an Applicant?

4.3 What are the options in 17065 for an organization to ensure it is covering its liabilities?

Part 5: Competence in Certification

5.1 Do the competence requirements for CB staff differ from those of subcontracted organizations? Why?

5.2 What are the types of competence required by 17065?

5.3 Does 17065 require the use of binding, enforceable employment contracts for its staff?

5.4 Where does 17065 specify that a certification scheme must meet the requirements of 17065 itself? This may involve examining the competence of those writing the schemes.

5.5 How can traceability of measurement influence the safety of a certified product, process or service? Provide three examples.

Part 6: Certification Decisions

6.1 Does 17065 differential differences in evaluation requirements if a product is being resubmitted for certification following an initial failure to meet the requirements of the certification scheme? What are they?

6.2 What mechanisms does the standard mention to allow a CB to suspend or withdraw a certification?

- 6.3 What types of changes can affect the certification of a product, process, or service? Who implements them and how are these changes implemented?

- 6.4 Does 17065 require the protection of the marks of certification? Which organisation is responsible for enforcing them?

- 6.5 Who decides on the necessity for product, process or service surveillance? What are the major components of continued surveillance?

Part 7: Certification Body Management System

- 7.1 Why are CBs required to deal with appeals when laboratories do not have such a requirement?

- 7.2 Are the continual improvement requirements in 17065 much different than 17025?

- 7.3 How can a CB, that is itself certified to ISO 9001, demonstrate conformance to the requirements of ISO/IEC 17065?

- 7.4 If a CB that is itself certified to ISO 9001 has their 9001 certificate suspended, will that automatically affect their accreditation as a CB? Does suspension of the accreditation automatically affect their certification?
