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### Course Syllabus



- Introduction Welcome and objectives
- Chapter 1 Background and Principles of Certification
- Chapter 2 Certification process Overview
- Chapter 3 Safeguarding Integrity of Certification
- Chapter 4 Certification body Organisation
- Chapter 5 Certification body Resources
- Chapter 6 Certification Processes
- Chapter 7 Management System Requirements

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# Principles to Establish Trust



Annex A list and clauses affected in 17065

- Impartiality 4.2, 4.4, 5.2, 7.6
- Competence 6.1, 6.2, 7.1.3, 7.4.2
- · Confidentiality and openness
  - Confidentiality 4.5
  - Openness 4.4
  - Access to information 4.6, 5.2.2, 7.8
- Responsiveness to complaints and appeal 7.13
- Responsibility 4.1, 5.1, 6.1.2, 6.2.2.4, 7.4.5, 7.6, 7.7.2, 8.1, 8.2.3, 8.2.5

# **Integrity Discussion**



- Examine the standard and be prepared to go through it to determine the correct responses to the following questions.
- 2. We will ballot by group and either establish consensus or use the majority to select the group answer.
- 3. Clapping indicates a correctly answered question.
- 4. The Buzzer indicates an incorrect answer.
- 5. Answering correctly advances you to the next question.
- 6. A buzzer indicates an incorrectly answered question.



Press Continue to start the group quiz.

### ISO/IEC 17065 Quiz



#### 17065, Clause 4.2

Impartiality is about decisions being made based solely on the criteria related to the certification/conformance issues under consideration.

- <u>True</u> A.
- **False**

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# ISO/IEC 17065 Quiz



#### 17065, Clause 4.2

Having more than one relationship exist between two persons/organisations is cause to examine both of these relationships for conflict of interest.

- True
- **False** B.

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#### 17065, Clause 4.2

A CB is **not required** to identify risks to impartiality on an ongoing basis, including its related bodies and any relationships of its staff.

- A. <u>True</u>
- B. **False**

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### ISO/IEC 17065 Quiz



#### 17065, Clause 4.2

#### A CB may

- 1. be involved in the design of the product object of certification
- 2. provide consultancy to its clients
- provide consultancy to its clients provide management system consultancy to any client whose certification requirements include the evaluation of their management system.

  A. 1 and 2 only

  - 3 only None of the above

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# ISO/IEC 17065 Quiz



#### 17065, Clause 4.1

Certification bodies shall not practice any form of discrimination such as hidden discrimination by speeding up or delaying the processing of applications.

- A. True
- B. False

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#### 17065, Clause 4.4

The CB <u>shall</u> confine its requirements, evaluation, review, decision and surveillance (if any) to those matters specifically related to the scope of certification.

- A. True
- B. False

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### ISO/IEC 17065 Quiz



#### 17065, Clause 5.2

The CB shall have a mechanism for safeguarding its impartiality and the mechanism shall provide input on the policies, but not the principles relating to the impartiality of its certification activities;

- A. True
- B. False

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# ISO/IEC 17065 Quiz



#### 17065, Clause 5.2

The safeguarding mechanism (committee) shall be formally documented to ensure access to all the information necessary to enable it to fulfil all its functions.

- A. <u>True</u>
- B. False

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#### 17065, Clause 5.2

If top management of the CB does not follow the input of this mechanism, the mechanism shall have the right to take independent action (e.g. informing authorities, accreditation bodies, **and the press**).

- A. True
- B. False

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# ISO/IEC 17065 Quiz



### 17065, Clause 7.5 & 7.6

Each certification decision must be made by a person or persons independent of the evaluation.

- A. <u>True</u>
- B. False