

Letter from the President

From the President's Desk



Since the last newsletter, the world of IAS continues to turn towards more face-to-face interaction with our staff as well as the world outside. The IAS office opened for us to move back and work together in person rather than through the "electronic box."

It's been wonderful to see colleagues in person and share a cup of coffee with them. Meanwhile, we have participated in various forums and industry shows in the United States (U.S.). Sandi McCracken, Walter Mershon and David Musselwhite attended Metalcon 2021 in Tampa, Florida. Sandi presented a technical paper with Dr. Lee Shoemaker from Metal Building Manufacturer's Association (MBMA). Helga Alexander, Harry Makam, and Greg West were at the National Conference of Standards Laboratories International (NCSLI) conference in Orlando, Florida. Duncan Millar, Harry Makam, and I attended the Cannabis Science Conference East 2021 in Baltimore, Maryland. Dr. George Anastasopoulos and I also met with the executives of several U.S. accreditation bodies in Washington DC to discuss conformity assessment activities. Arunan Kattilaparambil attended the Big 5 trade show in Dubai this year as well. As you can see, the IAS team has been quite active globally.

I am sure many of you are receiving frequent eblasts to your inbox from our training team led by the very-able Ned Gravel. Since Ned joined IAS, our training program has grown from a few dozen classes to over 100 courses and webinars being offered globally. Ned has brought his considerable conformity assessment knowledge and skills, and with able assistance from Joulana Tchiloyans, has kept the operational process running smoothly. Pierre Cloutier has also assisted in transferring the online training material to the teachable environment. Laura Uraine and Greg West from our customer success team, manage the social media and eblasts. Please encourage your staff to partake in both the paid and free offerings on the [IAS training page](#).

Many of our customers have much interaction with our administration and accounting/financial team. Amy Gensicke, business process and administration manager, leads a dynamic team to ensure our service and internal process are customer focused. I am sure many of you may have noted emails from Carrie Bivens and Monique Moody on accounting matters. In addition, the accounting and financial

support team from the Chicago office including Gosia Furman, Marisa Clemons, Charity Postell, and others who assist us in innumerable ways. I encourage you to reach out to Amy and her team if you have any questions or comments.

I also want to send a shout-out to the technical certificate processing team which consists of Nancy Libby, Anna Carson, and Emily Pao, who are involved in the 'last mile' of processing and sending out the certificates. It is one of the most time-intensive activities that we undertake at IAS as our customers are anxious to get their certificates and they need to ensure that "all the i's are dotted, and t's are crossed." I have noted many a time when Nancy, Anna, and the team would be working late evenings or weekends to rush the certificate out. Keep up the good work!

Our Customer Success Group led by Greg West has been on a roller-coaster ride for the past few months now. You may have noticed a series of webinars to support the California ELAP program and Dr. Tony Francis' presentations. There is also a series of US Food and Drug Administration / Accreditation Scheme for Conformity Assessment (FDA/ASCA) webinars being conducted online with the assistance of the US Dept of Commerce (a big thank you to Jasmine Braswell, U.S Department of Commerce, International Trade Administration). These webinars have been given to assist in the FDA's approval program for medical device manufacturers and the laboratory accreditation scheme. Greg West and Laura Uraine, assisted by the technical leadership of Dimitrios Katsieris, have done a splendid job of coordinating these events in Germany and Japan. The level of participation by some of the largest conformity assessment bodies around the world is inspiring. IAS continues to actively stay connected with the FDA on a number of areas under the direction of Dimitrios Katsieris.

Under the leadership of Alberto Herrera, the IAS team has also been able to actively assist our customers in the Spanish-speaking countries of the Americas. The continued need for services in all these regions as the global conformity assessment customers serve markets around the world has necessitated us to step-up our commitment too. Further, as our marketplace in United States also expands to Hispanic communities, Alberto and his Spanish-speaking colleagues' expertise is being utilized effectively.

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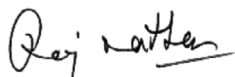
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Finally, our internal quality team led by Mohan Sabaratnam, vice president, global accreditation and quality, and assisted very ably by David Musselwhite, deputy quality manager as well as Karthik Easwar, head, quality/regulatory affairs, are extremely busy with the forthcoming Asia Pacific Accreditation Cooperation (APAC) evaluation in the first quarter of 2022. This is a quadrennial event for us with a capable and large team of APAC evaluators conducting the evaluation. In my next newsletter, I may be able to update you on the post-evaluation details. Stay tuned.

Meanwhile, as the Year 2021 draws to a close and some of us here in the US and other economies are meaningfully completing the year, and other nations and economies continue to struggle to vaccinate their citizens and reach a level of herd immunity, let's hope and pray for a healthier 2022 and safe future for all.

Regards,



Raj Nathan



IAS Gains Recognition by GS Scheme

IAS is pleased to announce that it has been granted recognition by QS Scheme (<https://www.q-s.de>), a private Food Safety Scheme that is the leading standard for food safety in Germany and stands for quality assurance from farm to shop. Following our commitment to provide a safer world for consumers and end users through accreditation, this new recognition is a natural fit.

IAS will be accepting applications for this accreditation scheme through its portal, under the Product Certification Agency (PCA) Accreditation Program.

IAS Board Director Rocco Davis receives ICC Meritorious Service Award

By Laura Uraire

On October 19th, Rocco Davis was presented with a Meritorious Service Award by Sara Yerkes, senior vice president of government relations for the International Code Council (ICC). The ICC Meritorious Service Award is granted to an individual who has given unselfishly of time and talent in furthering the development of ICC codes and standards. Rocco Davis is vice president and special assistant to the general president of the Laborers' International Union of North America (LIUNA), and president of the IAS Board of Directors.



The first Korean Certificate of 'Compliance Management System' in the Virtual Asset Industry is obtained by Bithumb

On the July 13th, Bithumb became Korea's first compliance organization designated as an ISO 37301 certification body by the U.S.-based International Accreditation Service (IAS).

Obtaining the certificate of compliance management system indicates that an organization has a system to prevent factors causing risk by checking possible compliance risks during work and managing them in advance through monitoring.

ISO 37301 is the international standard for compliance management enacted by the International Organization for Standardization (ISO). It provides requirements and guidelines for establishing, developing, implementing, evaluating, maintaining, and improving an effective compliance management system for an organization.

"ISO 37301 certificate helps to prove an organization's will to carry out ESG management. We expect that the value of ISO 37301 will increase as the demand for responsible investment and transparent information disclosure reflecting non-financial factors (environmental, social, governance) expands," stated a Korea Compliance Initiative representative.

Bithumb introduced a compliance monitoring system at the end of 2017 and established a company-wide compliance system. The company has recently strengthened internal control, such as prohibiting investment purpose trades using employees' own accounts



IAS Family Loses Dear Colleague and Technical Leader - Arunan Kattilaparambil

Just as this issue was going to the press, the IAS family received the shocking news of the sudden passing of one of its key global family members, Arunan, who served as the manager, gulf region and team leader / technical assessor, on November 29th, 2021, in Dubai, United Arab Emirates.

Arunan exemplified the IAS global spirit and was a 'go to' colleague for all matters relating to conformity assessment in the gulf region and beyond. He started working as a technical assessor for IAS in 2012 when he met current IAS President Raj Nathan during an assessment visit when he was working as a chief chemist at an IAS accredited laboratory in Doha, State of Qatar.

"My immediate impression of Arunan when I met him in 2012 was his professional demeanor, easy personality and responsiveness. His indefatigable spirit and commitment to IAS' growth, especially in the gulf region, will be remembered by all of us. His friendship and engaging personality will be sorely missed," said Raj Nathan.

Since the news of his passing reached the IAS family, there has been an outpouring of messages from his IAS colleagues. A few excerpts are noted below.

"I had the fortune of working closely with him in a very good number of assignments, spending joyful evenings with him, travels with him... there aren't too many Arunans in this world," said fellow IAS Assessor.

"We depended on him for so many things and he was ALWAYS willing to help out, never pushed back and was so happy to help. His smile will never be forgotten, it was one quality of a single person you simply cannot forget. I'm sorry we never got the chance to let him know how much we truly appreciated him," said the IAS accounting team.

"That is a shocking news. Such a gifted and kindhearted person taken away from us way too soon," noted an IAS customer.

Arunan spent 36 years working in testing laboratories in Qatar in both the government and private sector. He served as an international representative of the Royal Society of Chemistry (RSC), UK in Qatar for four years and was Awarded Fellow of The Royal Society of Chemistry (FRSC), UK. Arunan also held a Chartered Status (CChem) from RSC, UK.

In addition to his professional work, Arunan was involved in many social and charitable organizations. He was on the Board of Directors of Bhavan's Public School a distinguished schools in Doha, Qatar. Arunan is survived by his wife, two daughters and two grandsons.

IAS is compiling condolence notes to send to his family. If you would like to send a note, please email it to Laura at luraine@iasonline.org





Publication of ISO Survey Results for 2020

The ISO Survey of Certifications is a survey of the number of valid certificates to ISO management system standards done annually worldwide. Data is provided by certification bodies accredited by the IAF MLA Members.

Results:

Below is a table that illustrates the total number of valid certificates and the total number of sites for each standard covered by the survey. Detailed results for each standard are available on the [ISO website](#).

The overall results show an increase, from 2019, of 18% of the total number of valid certificates for the 12 management system standards covered in the survey. The significant increase is due in part to the important growth in the certification to ISO 45001 which was published in 2018 and had a limited number of certifications in the previous edition of the survey.

	*Total valid certificates	*Total number of sites
ISO 9001	916842	1 298 666
ISO 14001	34 8218	568 518
ISO/IEC 27001	44 486	84 166
ISO 22000	33 735	39 981
ISO 45001	190 429	251 136
ISO 13485	25 656	35 253
ISO 50001	19 721	45 082
ISO 22301	2 205	4 662
ISO/IEC 20000-1	7 846	9 927
ISO 28000	520	968
ISO 37001	2 065	5 946
ISO 39001	936	2 305

*Note: A "site" is a permanent location where an organization carries out work or provides a service and a certificate is the document issued by a certification body once the client has demonstrated conformity to the standard.

Using Existing Tools Differently

by Walter Mershon

When you think about all the changes that have occurred in the metal building industry in the last 30 years or so, most of the things that come to mind are based on an invention or improving existing products. Just some of the things that come to mind are; insulated panels, robotic welding, energy efficient paints, or more energy efficient insulations. The other day I came across a company that put an existing product to a new use.

I am referring to Dunn Building Company located in Alabama which was in the process of becoming IAS accredited in the AC478 program providing accreditation for inspection practices of metal building assemblers. This program is focused on including safety and training to provide a quality finished product to the customer. A part of this program is to ensure that personnel performing tasks in the field are qualified to perform the task at hand through proper training.

Mr. Seth Collins, Quality Director, provided their approach to ensuring that a specific employee is qualified to perform what they are doing in the field with proper documentation. Mr. Collins showed how they have made use of a product many of us see every day at restaurants (in lieu of menus) and stores (to enhance contact-free payment) in these days with COVID and other infectious viruses spreading. These small squares with lines that look much like mazes are referred to as QR (quick response) codes. Dunn uses these squares that can attach like a sticker to each employee's hard hat and allow a quick scan by a cell phone to attain a webpage of the individual's training records. The employees do not have to carry pocket cards or rely on memory of what training they have completed and if it is still valid. The majority of the training is assigned, completed, documented, and tracked live on Dunn's internal LMS (learning management system). The field supervisors do not have to keep paper records, carry laptops, or even lug around tablets to verify the employee is meeting the requirements to perform the task.

During the assessment process, it was easy to know if a worker was trained (or certified) to do the task they were performing. Should a building official visit the job site, they can easily verify what they need to know as well.



New Free Training Page

All self-paced IAS Training Courses are now free!

Visit the [new IAS Free Training Page](#) for a list of recorded IAS training webinar content that is now available to you at no cost! These courses use the same materials as IAS live webinars and in-class courses. You can watch all these videos from IAS Training Webinars for free! If you receive a passing score on select quizzes, IAS will send you a Certificate of Achievement



January 2022 IAS Online Training Classes

2022 Dates	Course Name	Time Zone for Audience	Webinar Duration	Link
Jan. 11-12	Understanding ISO/IEC 17025 for Testing and Calibration Labs	Middle East and South Asia	2-day	Register
Jan. 18-19	Introduction and refresher to ISO/IEC 17020 for Inspection Agencies	North and South America	2-day	Register
Jan. 25-26	Understanding ISO/IEC 17065 for Product Certification Bodies	Middle East and South Asia	2-day	Register



Accreditation of Certification Bodies Providing Certification for Business Continuity Management Systems Webinar Training Course

In September 2021, IAS Management Systems Certification Body Accreditation Program Manager, Patrick McCullen, delivered an Asia Pacific Accreditation Cooperation (APAC) sponsored webinar with co-facilitator Dr. Wolfgang Mahr on the accreditation of certification bodies (CBs) providing certification for Business Continuity Management Systems (BCMS) (ISO 22301:2019). ISO 22301:2019 is one of the many standards currently being offered free of charge from the International Organization of Standardization (ISO) in response to the global impact of the COVID-19 pandemic.

The ISO 22301 standard details the requirements for an organization to "implement, maintain and improve a management system to protect against, reduce the likelihood of the occurrence of, prepare for, respond to, and recover from disruptions when they arise" (ISO.org, 2021). As we have seen over the past two years, many organizations were completely unprepared for the workforce, supply chain, and governmental disruptions arising from the impacts of the pandemic. ISO 22301 aims to give organizations the framework for ensuring they are prepared for disruptive events in the future. This ensures sustainability of the business, protection of the supply chain, and ultimately, continuation of the services that we all rely on in our everyday lives.

As a member of the International Code Council (ICC) Family of Solutions, Patrick felt that it was critical for IAS to get involved with the global promotion of a standard that so well aligns with the overall mission of ICC and IAS which is to ensure safe, affordable, and sustainable communities and buildings worldwide.

The course was delivered over three days in three-hour sessions and included both an overview of the ISO 22301 standard and expected outcomes, as well as what accreditation bodies should be considering when providing accreditation for BCMS CBs. Other topics included information on what to look for when assessing the competence of BCMS auditors and other CB personnel, strategies for monitoring both certified organizations and the CBs that are providing the certification, and best practices for Accreditation Bodies (Abs) when accrediting BCMS CBs. The course was very well attended with over 70 attendees from more than 15 countries and consisted of both lecture and discussion time. APAC intends to place the recorded course on the [APAC website](#) in the coming weeks free of charge for all members to view.

IAS currently offers accreditation for CBs that wish to provide this certification. Please contact Patrick McCullen (pjmccullen@iasonline.org) if you wish to receive any additional information on this standard, or any others currently offered by IAS.

US FDA ASCA Pilot Program and Webinars

by Laura Uraine


The U.S. Food and Drug Administration (FDA) has recognized IAS under the [Accreditation Scheme for Conformity Assessment \(ASCA\)](#) pilot program to accredit testing laboratories that perform premarket testing for medical device companies. In this program, IAS accredits testing laboratories using the standard ISO/IEC 17025 and the ASCA program specifications.

Relying upon international conformity assessment standards and a set of FDA-identified ASCA program specifications, the pilot is intended to increase consistency and predictability in the FDA's approach to assessing conformance with FDA-recognized consensus standards and test methods eligible for inclusion in the ASCA Pilot in medical device premarket reviews. Ultimately, the ASCA Pilot is intended to help the FDA ensure patients have timely and continued access to safe, effective, and high-quality medical devices.





IAS has held two webinars on this topic with the help of the US Embassies in Japan and Germany.

Here is a breakdown and recap of the stats from each webinar:

JAPAN

 2-hour Webinar  May 20th  70 attendees





4 speakers:

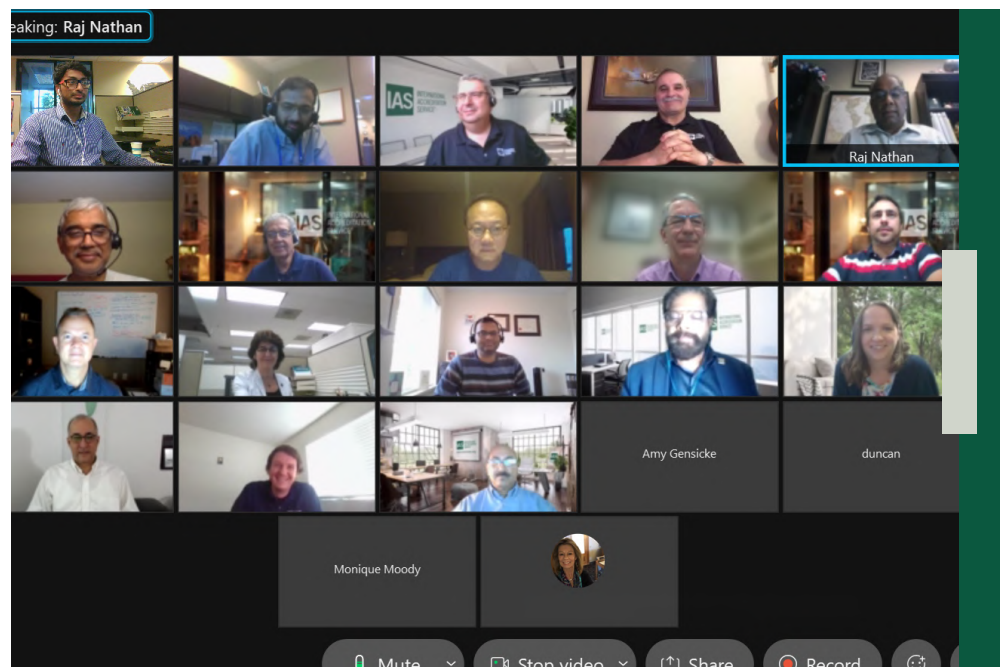
-  Steve Knode – Deputy Senior Commercial Officer – U.S. Embassy in Japan - Gave the Opening remarks
-  Stacy Cho – Senior Policy Analyst, Standards and Conformity Assessment Program at the U.S. Food and Drug Administration (FDA) – gave presentation on the Accreditation Scheme for Conformity Assessment Pilot Program and it's benefits.
-  Dimitrios Katsieris –Senior Global Manager – Testing Laboratories and Food Accreditation Programs - IAS – gave a presentation on the IAS Accreditation Process for the FDA ASCA Program
-  Pamela Gwynn - Principal Engineer ASCA Program Manager - UL gave a presentation on the experience of becoming accredited by IAS to the FDA ASCA Pilot Program.

GERMANY

 90-minute Webinar  September 2nd  79 attendees

4 speakers:

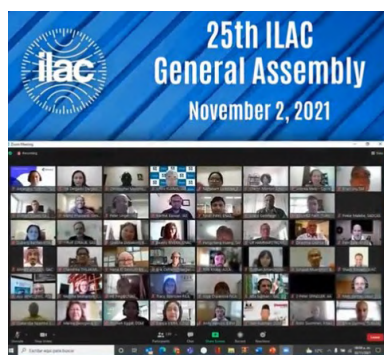
-  Brittany Banta – Commercial Attaché - U.S. Embassy in Berlin – Gave the Opening remarks
-  Eric Franca – Biomedical Engineer and Senior Policy Advisor – US Food and Drug Administration – gave a presentation on The Accreditation Scheme for Conformity Assessment (ASCA) Pilot: Streamlining Conformity Assessment in Device Submissions
-  Dimitrios Katsieris –Senior Global Manager – Testing Laboratories and Food Accreditation Programs - IAS – gave a presentation on the IAS Accreditation Process for the FDA ASCA Program
-  Pamela Gwynn - Principal Engineer ASCA Program Manager - UL gave a presentation on the experience of becoming accredited by IAS to the FDA ASCA Pilot Program.



Senior Management Meeting – September 30, 2021

by Laura Uraine

The IAS team gathered at the home office in Brea, California and virtually online to discuss the progress of all IAS accreditation programs and discuss future direction emphasizing on growth opportunities. Each program manager presented a 15-minute PowerPoint on their program(s). Each presentation included an update on the program and opportunities for growth and improvement. This very productive meeting consisted of four sessions and over 20 presentations. The IAS team looks forward to sharing the outcomes of the discussion with our customers and colleagues in the coming months!



IAS Participates in International Meetings

by Karthik Easwar, P.E., P.Eng

IAS staff participated in various International Laboratory Accreditation Cooperation (ILAC), International Accreditation Forum (IAF), Asia Pacific Accreditation Cooperation and Inter-American Accreditation Cooperation (IAAC) meetings over the 2021 September to November months. Most of these meetings were held during the early hours of the morning and attended by a multitude of IAS staff. IAS contributed and participated in many of these discussions on multiple technically sensitive documents during these meetings. These technical documents have immense impact on IAS and our accredited conformity assessment bodies (CABs). IAS's early intervention, comments, votes and inputs on these documents ensured that these documents are published in a manner that promotes a level playing field for not only IAS and our CABs but to harmonize practices at the global front.

Most of the ILAC/IAF/APAC/IAAC Tasks Force, Work Groups and General Assembly meetings had varied attendances from 40 to more than 200 participants. Below are screen shots of joining representatives of international accreditation bodies and stakeholders worldwide. During these meetings, many representatives of industry associations, scheme owners, accreditation bodies and other stakeholders shared their experiences on post COVID assessments, evaluation of conformity assessment schemes, cross frontier issues, fraudulent behavior, accreditation body (AB) scoping, communication strategies on engaging regulators, and the World Accreditation Day 2022 theme. Other technically scientific practices and documents were also discussed. Given the current threshold of the post pandemic period and the need to return to normalcy, discussions on CAB assessment and AB evaluation models took top precedence.

The next 2022 meeting for ILAC and IAF is scheduled to be an in-person meeting in Montreal, Canada.



IAS at the Cannabis Science Conference East

IAS had a booth at the 2021 Cannabis Science Conference (CSC) East at the Baltimore Convention Center in Baltimore, Maryland, September 13-15. The event was attended by IAS President, Raj Nathan, IAS Customer Success Representative Duncan Millar, and Technical Officer – Accreditation Support, Harry Makam.

"On the first day we were very busy talking to people almost non-stop. A lot of the people that spoke to us were interested in accreditation. Not all of them were from the conformity assessment world, but a lot of people were very interested in learning about IAS and the role IAS has in the cannabis industry. It was a great success!" noted Harry Makam.

NCSLI Workshop and Symposium

After the pandemic prevented the annual National Conference of Standards Laboratories (NCSL) International Workshop and Symposium from taking place as an in-person meeting in 2020, IAS was ready and eager to participate in this important annual meeting of metrology professionals in 2021. The annual meeting took place in Orlando August 22-26. While attendance was much lower than other years, it provided IAS staff members Helga Alexander, Greg West and Harry Makam with ample opportunity to talk to prospective clients at the IAS booth.

Helga Alexander, Manager of the Calibration Laboratory Accreditation Program for IAS, delivered a tutorial on Internal Auditing for 17025 Accredited Calibration Laboratories, gave a presentation on the importance of metrology knowledge for testing laboratories, and attended several committee meetings on accreditation, metrology resources, and testing laboratories. She also attended an NCSL International Board of Directors' Meeting, where she learned that NCSLI members would have an opportunity to vote for her during the upcoming Board election. Helga is expected to join the NCSL International Board of Directors as VP, Southeast Division, in January 2022.



QEERI achieves ISO accreditation for calibration and testing labs

Qatar Environment and Energy Research Institute (QEERI), part of Hamad Bin Khalifa University (HBKU), located in Doha, Qatar has received accreditation to ISO/IEC 17025:2017 on selected methods for its Corrosion, Energy, and Environment and Sustainability Centers from the International Accreditation Services (IAS).

Dr. Muhammed Akmal Rana, Quality Management Director at QEERI stated. "We are very proud of each team's hard work that resulted in this advanced accreditation. With existing government-mandated laboratory regulations, QEERI upholds the highest standards of testing and plays a pivotal role in contributing to research and development toward national energy, water security, and climate change."

ISO/IEC 17025 is the highest globally recognized quality standard for calibration and testing laboratories. With the accreditation, QEERI proves that they produce precise and accurate results from their research laboratories and can operate competently in supporting the cutting-edge interdisciplinary research undertaken at QEERI's centers.

This most recent ISO/IEC 17025 accreditation follows QEERI's certification in 2020 for its Integrated Management System (IMS) under the ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards.

"We look forward to serving Qatar in tackling the grand challenges related to energy, water, and environment. We will continue to provide world-class technology and supporting services to our partners and stakeholders," stated Dr. Marc Vermeersch, Executive Director, QEERI.



METALCON

by Greg West

METALCON, a leading global event for the metal design and construction industry, held October 6-8 in Tampa, Florida. was there to share information about accreditation programs for the industry. A presentation was given about the IAS and AC478 accreditation programs by Heimburger, owner of Heimburger Construction and board member of the Metal Building Contractors and Erectors Association (MBCEA), Lee Shoemaker, Director of Research and Engineering for the Metal Building Manufacturers Association (MBMA), and Sandi McCracken, IAS Director of Construction and Industrial Relations. This presentation provided an overview of two accreditation programs that are chosen to improve the quality of work in the metal building industry.

IAS accreditation attests that an organization has been assessed by a third-party accreditation body to rigorous standards to ensure their quality and make it easier for regulators to approve the companies that are designing, fabricating and assembling metal building systems. Representatives from IAS, MBMA and MBCEA presented and answered questions about the Metal Building Systems Inspection Accreditation AC472 and Metal Building Assemblers Inspection Accreditation AC478. Additionally, IAS, MBMA and MBCEA all had display booths in the exhibit hall. In addition to providing information about the AC472 and AC478 programs, IAS also shared about related accreditation programs for fabricators, special inspection agencies, testing laboratories and a new program for fabricators of container-based structures (also known as shipping containers).

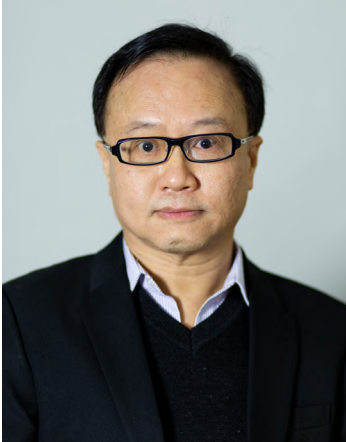


Accreditation, Standardization, and Conformity Assessment Online

California State University Dominguez Hills (CSUDH) and IAS wrapped up a 4-module online certificate program on Accreditation, Standardization, and Conformity Assessment on November 6th. This course was delivered via a cohort format consisting with class meetings taking place on Zoom on five consecutive Saturdays. Students had to attend all sessions and pass a written exam with a score of 70% or better on the final Saturday to receive a certificate.

Module 1, led by IAS staff members Dr. George Anastasopoulos and Prasanth Ramakrishnan, took place on October 2nd and was on the topic of Conformity Assessment Principles and Global Issues in Conformity Assessment. Module 2 led by IAS staff members Dr. George Anastasopoulos and Helga Alexander took place on October 9th and was on the topic of The World of Standardization and Common Elements in Management Systems. Module 3 led by IAS Staff members Helga Alexander and Prasanth Ramakrishnan took place on October 16th and was on the topic of Certification and Accreditation Management Systems and Standards. Module 4 led by CSUDH professor Dr. Emil Hazarian took place on October 23rd and was on the topic of Risk Analysis in Conformity Assessment and Metrology in Conformity Assessment. An Exam and Project Presentation led by Dr. Emil Hazarian and Prasanth Ramakrishnan took place on November 6th.





Assessor Spotlight – Chin Keung “CK” Cheung

Chin Keung “CK” Cheung graduated with a 1st class honors Bachelor of Science (BSc) degree in civil engineering from the Middlesex University in the United Kingdom (UK) and was the recipient of the Institution of Civil Engineers prize for outstanding undergraduate work. He received

the Croucher Foundation Scholarship to study for a Master of Science (MSc) degree at the Imperial College of London. During his master's program, CK focused on geotechnical engineering and conducted research on critical state soil mechanics and cam-clay modelling of soft marine clays.

After graduation from Imperial College and obtaining the Chartered Engineer status in the UK, CK returned to Hong Kong and worked for the government of Hong Kong as an engineer and was then promoted to a senior engineer at the civil engineering development department. During his service with the government, CK also obtained a master's in engineering (MEng) degree at the Hong Kong University for structural and environmental engineering.

CK then took a two-year break to become a geotechnical lecturer at the Polytechnic University of Hong Kong doing research on the properties of tropical residual soils. An unexpected opportunity emerged in 1997, when he was offered a post at the Innovation & Technology Commission (ITC) as a senior officer. Under ITC, the Hong Kong Accreditation Service (HKAS) was established and CK became the founding officer. He remained a senior accreditation officer for 15 years until 2011. During his time with ITC, CK managed the assessment of the various laboratories, inter alia, Construction Materials Testing (CMT), environmental and calibration laboratories.

CK helped to develop the accreditation schemes for inspection bodies, management systems and product certification bodies. He pioneered indoor air quality certification and building and food product certification and the development of gemstone testing standards and certification. CK took the lead with the Gemmological Association of Hong Kong to publish the Hong Kong Standards for Fei Cui (jadeite jade) and diamonds testing. The Hong Kong jewelry industrial leaders considered this as a major contribution for the quality development of the Hong Kong jewelry market.

CK also pioneered the development of building product certifications in Hong Kong due to his critical role in establishing four institutions; Hong Kong Concrete institute, Hong Kong Institute of Steel Construction, Hong Kong Plumbing and Drainage Association, and Hong Kong Fire Association. He then became the founding vice-chairmen and board member of these institutions. On behalf of these organizations, CK took the lead to develop over 20 construction product certification schemes. The Hong Kong construction industry benefited significantly from the implementation of these schemes.

CK also became the founding president of the Hong Kong Institution of Certified Auditors (HKICA) in 2003. Prior to this, in Hong Kong the International Organization for Standardization (ISO) quality auditors were not achieving the professional status in the technical auditing community. During his term as the president, HKICA grew after

obtaining funding from the government of Hong Kong to become a leading ISO auditor association locally and regionally. HKICA was accredited under ISO 17024 in 2016 by the China National Accreditation Service for Conformity Assessment (CNAS) and the auditor status was accepted by the China government as equivalent to the Chinese government authorized auditors. CK is now the Honorary President of HKICA.

In addition to registered professional engineer, CK is also a gemmologist by qualification and experience. He retired in early 2014 from HKAS and then started an engineering consultancy in Hong Kong, Macau and China. CK has extensive experience in materials testing and engineering application leading to his specialization in the failure analysis of old buildings and bridge structures. In 2015 he joined IAS as a lead assessor. In this role, CK has helped in the growing the conformity assessment market in China, Hong Kong and Macau.

CK has performed many peer evaluations for the Asia Pacific Accreditation Cooperation (APAC) as an evaluator and a lead evaluator. He has done more than 45 peer evaluations primarily in the Asian Pacific region. CK has also participated in the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF) regional peer evaluations in the Middle East and Africa. He has traveled globally to do peer evaluations in China, Korea, Japan, Philippines, Indonesia, Singapore, Malaysia, India, Pakistan, Iran, Kazakhstan, South Africa, USA, Canada, Australia, New Zealand, Thailand, Vietnam, Sri Lanka, Dubai and Mexico, among other countries.

CK loves swimming and swims every day to stay healthy. He also plays guitar and sings old folk songs at gatherings with friends. CK loves doing assessments, enjoys the interaction with different kinds of people of various backgrounds and nationalities. This fascinating interaction with other cultures makes the work that he does feel like a hobby. Here's what CK had to say about doing assessments with IAS.

Q: What is your favorite part of doing assessments?

A: All assessments are personal contacts with human beings of different cultures and nationalities. This is very fulfilling for me because I use my emotional intelligence and my technical knowledge. I look at it as a social science activity and I love to communicate with new people. I have connected with people from Africa, the Middle East and Asia, due to learning different cultures.

Q: How should a customer prepare for an assessment?

A: For laboratory customers, preparation for the test demos is critically important as this is often the most challenging part of the assessment for a laboratory.

Q: What is your advice to a company seeking accreditation?

A: For laboratory customers, remember these five terms; “Personnel”, “Equipment”, “Test Items”, “Test Methods” and “Environment” when they seek accreditation.

Q: What is the value of accreditation in your opinion?

A: Accreditation means to “add credit”. It also means an added confidence process and an added value activity for services, products, test results, and personnel competence. Accreditation helps the safety, health and quality of life domestically and helps boost international trading effectively and efficiently by reducing the obstacles and technical barriers to trade across borders

IAS Customer Spotlight – ACT Lab LLC



John Bogler
President, ACT Lab

ACT Lab LLC, an IAS accredited testing laboratory located in Long Beach, California was founded in 2008. Act Lab conducts consumer product safety and compliance testing. President and Founder John Bogler shares his thoughts on accreditation and business.

Q: Do you recall why you reached out to IAS to seek accreditation?

A: It is my general business practice to work with local businesses, so it was a top priority to find a local accreditation company. After the interview with IAS, the expertise and focus on relationship building made it a no brainer.

Q: Aside from regulatory need, why does your lab need accreditation? In other words, can you tell us what have you learned and gained from accreditation?

A: We need the support through processes that IAS is built on. These processes work to educate our teams globally and inform and assist me in leading a company with integrity, professionalism, and dedication.

Q: What are the more challenging aspects of maintaining quality and accreditation? How do IAS assessments help in this regard?

A: The hardest part of maintaining quality and accreditation is finding the balance between all the working parts. Day to day function, innovation, and progression all effect the quality of your process and product. This all must happen in tandem with catering to customer and company needs, accreditation timing, and the associated costs.

IAS assessments help by providing a process and a deadline. This enables us to maintain a constant focus and the opportunity to continuously improve. If we didn't have that framework, we could innovate and improve all day and never get to the final product, but we all have deadlines and Return on Investment (ROI) that we are trying to achieve.

Q: As an international businessman, can you shine light on any 'best practices' that you have learned in implementing accreditation and quality in various countries?

A: I've found that consistency is key. We make sure all of our labs follow the same systems, processes, and use the same equipment.

Q: Can you describe your business to our audience and your vision to bring good quality in your daily operations and processes?

A: ACT Lab conducts consumer product safety and compliance testing for an active world. Our specialties include the mechanical and chemical testing of bikes and accessories, helmets, e-mobility products, children's products, and additional sporting goods. Our services also extend beyond testing with guidance on product evaluation, research and development, auditing, and quality control.

We have three company values that provide a framework for everything we do at ACT. Action, Character, and Teamwork. Action: we are proactive, not reactive. Character: We are trustworthy, accurate, and honest. Teamwork: We prioritize collaboration with our customers, staff, and global community.

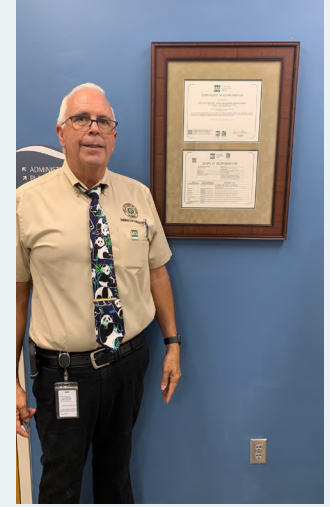
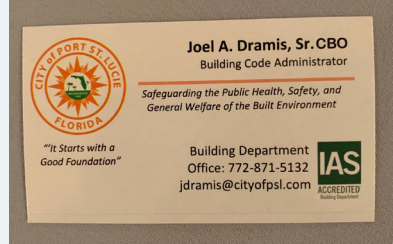
Q: Can you summarize your experience working with IAS in a few words?

A: At the end of the day, working with a company like IAS is always better than working on your own.

Q: Do you have any words of wisdom for other quality professionals from your perspective?

A: Never give up quality. Ever. Quality is intrinsically connected to integrity, and once that's gone, there's no getting it back. There should be no reason for you to give it up to achieve your goals.

**CONSISTENCY
IS THE KEY**



St. Port Lucie – Proudly Displaying IAS Accreditation

The City of St. Port Lucie, Florida Building Department is a real leader when it comes to letting customers know about their IAS Building Department Accreditation. Greg West, IAS Director of Customer Success Group, was recently in Florida and was excited to stop in for a visit with Joel Dramis, Building Official of St. Port Lucie. This article will provide a brief summary of what Greg saw and experienced in regard to the department's use of the IAS Accreditation Mark during his visit at St. Port Lucie, Florida.

The St. Port Lucie Building Department is a great example when it comes to building safety, customer service, and letting the city know about their IAS Accreditation. "I have never seen an IAS Accredited Customer use the accreditation symbol, also known as the mark, in so many different ways," said Greg. As you drive into the parking lot, and before even walking in the front door of the building department, it becomes obvious that the department is accredited from the large IAS Mark on the side of the building. As you get out of your car in the parking lot and walk towards the front door of the building you can also see the Mark on a drop box where customers can leave their building plans for the department.

Upon entering the building, you will see the IAS Mark on multiple signs in the reception area. Then as you walk down the hallway to one of the offices or training rooms, the mark can be seen on the IAS Accreditation Certificate that is hanging on the wall. When you walk into the conference room the mark is also on the wall.

Building department staff can also be seen wearing the IAS Mark on their sleeve or pocket of their shirts. When you meet the staff in the department or out in community, they will give you their business card which includes the IAS Mark. Also, the car used by the building department for inspections in the city has the IAS Mark on the side and back of the vehicle, along with their department mascot.

There is no doubt that the City of St. Port Lucie Building Department is using the IAS Accreditation Mark in more places than I saw during my short visit. IAS Accreditation lets their customers know that the department or company is setting the standard in building safety and customer service. A big "Thanks" to Building Official Joel Dramis for showing Greg around the department. There may be another article in the future that provides details about some of the amazing customer service practices that the St. Port Lucie Building Department provides to customers.

If you are an IAS Accredited Customer and would like to begin using the IAS Accreditation Mark to promote your accreditation, send an email to requestamark@iasonline.org.

Logos, Symbols and Marks

With so many logos, symbols and marks in the marketplace, who knows what can be used and who can use them. Hopefully this article will help answer these and other questions as it relates to accreditation, IAS and accredited conformity assessment bodies (CABs).

Let's first look at the difference between a logo, symbol and mark in the world of accreditation. The governing document for accreditation is ISO/IEC 17011, *Conformity Assessment - Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies*. This document defines the difference between an accreditation body logo and an accreditation symbol.

An accreditation body logo is "used by an accreditation body to identify itself". An accreditation symbol is "issued by an accreditation body to be used by accredited conformity assessment bodies to indicate they are accredited". ISO/IEC 17011 does not indicate what these need to look like, only that there is a difference. In the case of the International Accreditation Service (IAS), the difference is the text on the image. Both the IAS logo and the IAS accreditation symbol have the "green box" with IAS inside. Below, on the left is the IAS logo. Note the text only states "International Accreditation Service". The image below on the right is the accreditation symbol for testing laboratories. The text in this image states "ACCREDITED Testing Laboratory". Each accreditation program will have the name of its program either under or to the right of the "IAS green box."



As indicated above, only IAS can use the IAS logo and only IAS accredited CABs can use the IAS Accreditation Symbol.

The use of the IAS accreditation symbol has limitations. The rules of procedure for each accreditation program define where and when the IAS accreditation symbol can be used. For all IAS accreditation programs, the common rule is the accreditation symbols can only be used on documents that pertain to the CABs' scope of accreditation. If the document has items outside their accreditation, there must be a statement that indicates what in the document is covered by their scope of accreditation.

As an IAS accredited CAB, please reference the rules of procedure for your program(s) to find more information about where the use of the IAS accreditation symbol can be used.

There are two other logos that are used in the field of accreditation. These are from the two governing bodies in accreditation, the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF). These two logos can only be used by these two organizations and members of the two organizations upon written approval.

These two organizations also have marks that can be used by member accreditation bodies (ABs) and accredited CABs. For ILAC, it is the ILAC MRA mark which is different from the ILAC logo. The ILAC logo only has the letters "ILAC" in the image. The ILAC MRA has

the same design but with the letters "ILAC MRA" in the image. "MRA" stands for "mutual recognition arrangement" and is the agreement member ABs are signatory to. For IAF, the IAF MLA mark is different from the IAF logo. The letters "MLA" stand for "multilateral recognition arrangement" and is the agreement the member ABs are signatory to. The IAF logo has the letters "IAF" in the center of the design with the word "International Accreditation Forum" spelled out around the edge of the design. The IAF MLA mark is the same design but replaces the words around the edge with "Member of Multilateral Recognition Arrangement".

The two marks from ILAC and IAF can be used by both the ABs and the CABs, but only after an agreement has been signed. ABs must sign an agreement with ILAC and IAF in order to use the ILAC MRA mark and the IAF MLA mark. In turn, accredited CABs can only use the marks after signing an agreement with their AB. There are many requirements to follow if an accredited CAB wants to use these marks. First and foremost, the ILAC MRA mark and the IAF MLA mark are to be displayed with the ABs accreditation symbol. The marks cannot be displayed without the ABs accreditation symbol.

[Click here](#) to learn more about the combined ILAC MRA mark and the combined IAF MLA mark. Examples of a combined marks are shown below.



There are other logos are often misused in relationship with accredited CABs. The first one is the International Standards Organization (ISO) logo. According to the [ISO website](#), only ISO, ISO members (which has nothing to do with IAS accredited CABs), and ISO technical committees are allowed to use the ISO logo. If a laboratory is accredited to ISO/IEC 17025, they do not automatically have the right to use the ISO logo.

To use the International Code Council's (ICC) logo, please refer to the [ICC Logo License](#) for more information. According to this license agreement, accredited CABs are not allowed to use the ICC logo. If an accredited CAB is an ICC Member, which has nothing to do with their IAS accreditation, they can use the ICC Member logo only if they have an agreement with ICC to use the ICC Member logo.



Connect with Us

IAS on Social Media

If you haven't connected with IAS on social media platforms, then you are missing out on the latest accreditation news.

IAS provides periodic news updates and information on dedicated pages on [Twitter](#), [Facebook](#), [LinkedIn](#) and [YouTube](#). To find us, go to any of these pages and search for International Accreditation Service.

Promote your Accreditation

IAS customers can promote their accreditations with IAS Accreditation Program Symbols. The symbols can be used in advertisements, websites, brochures, exhibit booths, and other places to promote IAS accreditation. For accreditation symbols, send email to requestamark@iasonline.org.

Let us know what you think

IAS strives to continually improve our services and welcomes feedback, positive or negative, which we will use to provide better service to our clients and stakeholders. Visit the [Contact Us](#) page of the IAS website to share your comments.



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3060 Saturn Street, Suite 100
Brea, California 92821-1732 USA -

www.iasonline.org

Our Newsletter Team

Laura Uraine, Customer Success Specialist – IAS – writer/editor
Greg West – Director, Customer Success Group – IAS – writer/editor

Tania Blancas provided graphic and layout support

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