



Accreditation Symbol Procedure

The credibility of third-party accreditation depends in part on the general acceptance of the accreditation symbol of the accreditation body that issued the certificate. As such, it is vital that PJLA's accreditation symbol be used only in the proper manner.

This procedure describes the proper use of PJLA's accreditation symbol, combined PJLA symbol and ILAC MRA mark and outlines the steps of corrective action PJLA will employ when the symbols are used improperly.



Accreditation Symbol Procedure

1.0 SCOPE

- 1.1 This document describes the procedures PJLA follows to control the use of the PJLA Accreditation Symbol, combined PJLA Accreditation Symbol and ILAC MRA Mark and the various types of usages permitted to PJLA Accreditation Certificate holders.

2.0 RESPONSIBILITY

- 2.1 The PJLA Technical Program Manager (s) and/or the President/Operations Manager is responsible for ensuring that Accreditation Certificate Holders receive the appropriate Accreditation Symbol materials, including proper guidelines for use. The President/Operations Manager is responsible for enforcing the appropriate contractual restrictions governing its use.

3.0 REFERENCES

- 3.1 ISO/IEC 17011: 2004
- 3.2 QP-1, Quality Manual
- 3.3 SOP-1, Laboratory Accreditation Procedure
- 3.4 LF-3: Accreditation Agreement
- 3.5 ILAC-P8:07/2006
- 3.6 ILAC-R7:09/2009

4.0 GENERAL

- 4.1 In accordance with the requirements of ISO 17011: 2004, PJLA possesses duly registered Testing and/or Calibration Accreditation Symbols by which holders of PJLA's Accreditation Certificate of Approval may make others aware of their Accreditation by means of various forms of publicity. The uses of the testing and/or calibration accreditation symbols are voluntary. PJLA encourages laboratories to display symbols on reports and certificates when the tests or calibrations come under the scope of accreditation.
- 4.2 Holders of PJLA Accreditation Certificates of Approval are made aware of certain Regulations governing the use of the Accreditation Symbol through documents as itemized above.
- 4.3 It is vital that PJLA implement corrective actions when its Accreditation Symbol or recognition body's symbols are misused in any way, in order to maintain the marketplace's high level of confidence in the validity of the symbol and, by extension, the reputations of PJLA, any memberships or



Accreditation Symbol Procedure

affiliations it may hold, and the individual holders of its Accreditation Certificates of Approval. A laboratory's failure to submit appropriate corrective actions will lead to suspension or withdrawal of accreditation.

5.0 PROCEDURES

- 5.1 The Technical Program Manager and/or President/Operations Manager furnishes certificate holders with camera-ready art work of the Accreditation Symbol with this procedure via UPS, signature requested upon receipt. The Technical Program Manager and/or the President/Operations Manager may interpret PJLA regulations in response to inquiries about valid uses.

Certificate holders are allowed to use the Accreditation Symbol only after PJLA permits them to use the symbol. In principle, PJLA considers furnishing the PJLA Accreditation Symbol to certificate holders as granting them permission for proper use.

- 5.2 PJLA assessors examine certificate holders' use of the Accreditation Symbol as a routine part of surveillance assessments. Assessors will collect objective evidence of the symbol use in their audit package for the executive committee to review. In addition, certificate holders' documented procedures must be found to include procedures for enforcing PJLA's regulations for the proper use and protection of the Accreditation Symbol.



Accreditation Symbol Procedure

- 5.3 Should PJLA find, by means of assessments, field report, or other means, that:
- a) A non-certificate holder has used PJLA's Symbol, or
 - b) A certificate holder has possibly violated PJLA regulations with respect to use,

The President/Operations Manager may request immediate corrective action or may implement suspension, withdrawal or reduction of accreditation proceedings in accordance with SOP-11.

6.0 CORRECTIVE ACTIONS

- 6.1 The President/Operations Manager immediately begins corrective action proceedings upon discovery of a misuse of the PJLA Accreditation Symbol.
- 6.2 Non-certificate holders found to use the PJLA symbol, including former Certificate Holders, receive one written warning, via registered mail return receipt requested, to cease and desist, with a specific deadline for acquiescence. Should the misuse continue, the President/Operations Manager refers the matter to appropriate legal counsel for action. The President/Operations Manager also notifies concerned regulatory authorities of the specifics of the matter.
- 6.3 Certificate holders who violate PJLA regulations with respect to use of the symbol are instructed to implement positive and 100% corrective action in writing, either via nonconformity report, registered letter to the President/Operations Manager, or other means.
- 6.4 The President/Operations Manager follows up on such corrective action requests and obtains written agreement from the Certificate holder to
- a) Discontinue the improper use at once;
 - b) Notify any person or organization that may have been misled in any way of the corrective action and the reasons therefore, copying the President/Operations Manager in writing.
- 6.5 The President/Operations Manager may, at their discretion, follow up on these steps by scheduling a special surveillance of the certificate holder's facility; inquiring of recipients of the certificate holder's corrective action letters, or other means that may be appropriate.



Accreditation Symbol Procedure

- 6.6 In any event, the incidence of misuse is followed up at subsequent Surveillance Visits of the certificate holder.

7.0 ESCALATION

- 7.1 Certificate holders who refuse to discontinue improper use of PJLA's Accreditation Symbol; who persist in violation of PJLA's Regulations with respect to use of the Symbol; who misuse the Symbol repeatedly in different ways, or who fail to promptly and affirmatively implement corrective actions as instructed pursuant to the directives contained in § 6.4 are subject to having their Accreditation suspended or withdrawn.

8.0 USAGE OF NON-RELATED BODY SYMBOLS

At no such time does PJLA have authority to utilize or grant the utilization of any outside recognition or oversight body logos or symbols (i.e. ISO, IAF APLAC, NACLA) to be displayed on certificates, test reports, calibration labels or any other documentation, with the exception of the ILAC MRA Mark. The rules governing the use of this mark are outlined in Appendix B of this document.



Accreditation Symbol Procedure

APPENDIX A: SUMMARY OF REGULATIONS FOR SYMBOL USE

1.0 GENERAL

1.1 The accreditation symbol that may be used by a PJLA-accredited company is provided to the organization upon receiving their actual PJLA Certificate of Accreditation. This symbol is only associated with the testing or calibration services covered in the scope of accreditation, and not with any other activities in which the laboratory or its related organization may be involved. The accreditation symbol or accreditation claim shall not be used in any manner, which gives the impression that, PJLA accepts responsibility for test or calibration results, or for any opinion or interpretation derived from those results, or that PJLA approves a tested or calibrated product or item.

The authorized symbol will be clearly identified as either testing or calibration with the unique accreditation number assigned by PJLA to the accredited laboratory. PJLA prefers laboratories to include the accreditation number as shown below. In the case laboratories wish to include the accreditation number in a different area, they shall ensure that it is placed within close proximity of the accreditation symbol (i.e. on the same page).



Accreditation# XXXXX



Accreditation# XXXXX

2.0 RULES AND RESTRICTIONS

2.1 Accreditation symbols may **not** be used for the following:

- legal documents (e.g., contracts, checks)
- any documentation of sites not accredited by PJLA
- laboratory's subcontractor certificates or documentation
- any applicants of PJLA that are not yet accredited
- on the products or items which a laboratory has tested or calibrated (except on calibration labels)



Accreditation Symbol Procedure

- on reports, certificates or enclosed letters of results for which the laboratory scopes is not accredited by PJLA (Where tests or calibrations outside the scope of accreditation are included, they shall be clearly identified as “This laboratory is not accredited for the tests or calibrations marked”)

2.2 Accreditation symbols may be used on the following:

- Letter Head
- Business Cards (*Note this does not apply to the PJLA/ILAC MRA Mark outlined in Appendix B of this document*)
- Fax Cover Sheets
- Envelopes
- Brochures
- Pop-up banners
- Posters
- PowerPoint Presentations
- Press Releases
- Advertisements
- Websites
- Reports and Certificates
- Emails (template signatures)
- Compliment Slips

*(Note 1) Where such statements of opinion and interpretation are outside the scope of accreditation the laboratory shall include a disclaimer in the report or certificate close to the accreditation symbol such as “the opinions/interpretations expressed in this report are outside the scope of this laboratories accreditation.”

2.3 The symbol shall be reproduced in a size that makes all features clearly distinguishable.

2.4 Accreditation symbols may be reproduced in a single color, black and white or the colors of the PJLA logo as long as the color provides sufficient contrast to make the symbol clearly identifiable. *Please contact PJLA for exact color configurations to in order to utilize the colors found in the PJLA logo*



Accreditation Symbol Procedure

2.5 Accredited laboratories may mention that it operates a laboratory quality management system on its test reports and calibration certificates using the following statement:

“This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2005. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality managements system refer joint ISO-ILAC-IAF Communiqué date 18 June 2005”

2.6 If the accredited laboratory chooses to utilize the above statement on its test or calibration report they should supply, or provide access to (via a website), the Joint-ISO-ILAC-IAF Communiqué as part of the package for its laboratory customer. This can be located at <http://www.ilac.org/resources.html>.

2.7 PJLA will also accept the accredited laboratory to use verbiage such as “ABC Scale is Accredited to ISO/IEC 17025:2005.

3.0 SUBCONTRACTED TESTS OR CALIBRATIONS:

3.1 In the case that a laboratory subcontracts testing or calibration work to another laboratory that is accredited (including branches of its own organization), the laboratory may wish to include the results of the calibration or tests it has subcontracted in its reports or certificates endorsed with the accreditation symbol. The accredited laboratory shall:

- take full responsibility for the subcontracted tests or calibrations, unless it is an accredited branch of the same laboratory, and has informed the customer of the proposed subcontracting and has obtained his/her prior approval
- ensure that an approval has been obtained from the subcontractor to report excerpts from the subcontractor’s report on the certificate
- ensure that the subcontractor is itself accredited for specific tests or calibrations concerned and the results have been included in the subcontractor laboratory’s endorsed report or certificate

4.0 CALIBRATION LABELS ON EQUIPMENT

4.1 Accredited laboratories may reproduce calibration labels with the PJLA accredited symbol, which are attached to the calibrated equipment. The calibration label shall include the following information:



Accreditation Symbol Procedure

- the name of the accredited calibration laboratory or its accreditation number
 - equipment identification

 - date of current calibration

 - cross reference to the calibration certificate issued in respect of the calibration
- 4.2 Accreditation symbols shall only be used on calibration labels that belong to equipment that has been calibrated using calibration methods covered by the scope of accreditation.

Accreditation Symbol Procedure

Appendix B: Regulations for Combined PJLA Symbol and ILAC MRA Mark

1.0 GENERAL

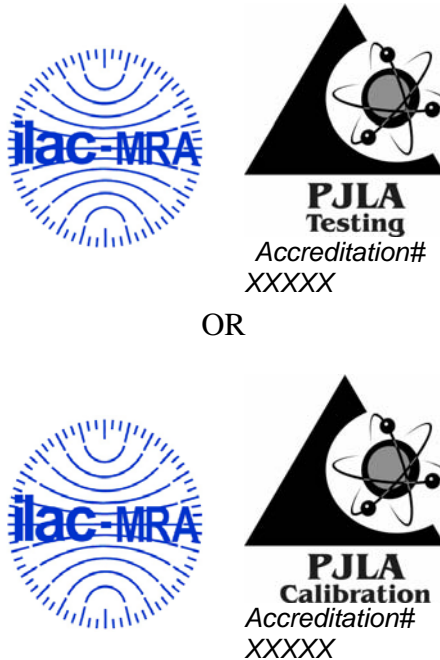
1.1 PJLA allows the use of the ILAC MRA Mark to be used in combination with the PJLA Symbol to promote international recognition of the ILAC MRA and the accredited services covered under the international agreement. The joint ILAC MRA Mark may only be used under the following conditions:

- 1) The ILAC Combined MRA Mark Sub License Agreement has been signed between PJLA and the accredited laboratory
- 2) A draft of the use of this combined mark has been approved by PJLA

Laboratories can obtain a copy of the license agreement and artwork by contacting PJLA directly.

2.0 RULES AND RESTRICTIONS

2.1 The combined mark should be displayed as indicated below:



2.2 The ILAC MRA Mark can be in either black and white or blue



Accreditation Symbol Procedure

(**Black**-Mono color breakdown 100% black **Blue**-process (CMYK) color breakdown or Pantone (PMS) color breakdown or Website (RGB color breakdown R0 G0 B229)

- 2.3 The symbol should be legible and non-distorted
- 2.4 The size of the combined mark/symbols should be no smaller than 20 mm and maintain similar proportions as the PJLA symbol (+ or – approximately 5% of the size of the ILAC MRA Mark)
- 2.5 The combined mark should be placed horizontally
- 2.6 The combined mark should display the words “ILAC MRA” as they are part of the actual mark.
- 2.7 The PJLA symbol and the PJLA mark preferably should be placed as noted above. However, in some conditions PJLA may allow a different format as long as the PJLA symbol and the ILAC MRA Mark are within close proximity.

Note- the colors displayed for the PJLA Symbol should still be followed as listed in this document.

- 2.8 The Combined ILAC MRA Mark may be used on the following:

- Letter Head
- Fax Cover Sheets
- Envelopes
- Brochures
- Pop-up banners
- Posters
- PowerPoint Presentations
- Press Releases
- Advertisements
- Websites
- Reports and Certificates
- Emails (template signatures)
- Compliment Slips

- 2.9 The Combined ILAC MRA Mark may **not** be used on the following:

- Business Cards of the Accredited Laboratory (Please note that this does not refrain laboratories from using the PJLA Accreditation Symbol Only)
- Restrictions as outlined in Appendix A, Section 2.1 of this document



Accreditation Symbol Procedure

- 2.10 Rules and Restrictions outlined in this document shall be applied, unless otherwise specified differently in this Appendix.