



Accreditation Symbol Procedure

National and international end-users of accreditation rely heavily on the usage of accreditation marks, symbols and language as evidence that conformity assessments bodies (CABS) testing, rmp, calibration and inspection reports are endorsed. The use of accreditation body symbol/ marks are a clear indication of traceability and is encouraged to be utilized by all accredited organizations.



Accreditation Symbol Procedure

1.0 SCOPE

1.1 This procedure describes the proper use of PJLA's accreditation symbols, the ILAC MRA mark, and appropriate accreditation language. Additionally, it outlines the necessary actions PJLA will enforce when the utilization of the symbols, marks or language are utilized inappropriately by organizations.

1.2 DEFINITIONS

-CAB-Conformity Assessment Body (i.e. laboratory, reference material producer, inspection body, field sampling organization)-a body that performs conformity assessment services and that can be the object of accreditation

-Endorsed Report or certificates-report and certificates bearing an accreditation body's accreditation symbol or reference to accreditation.

2.0 RESPONSIBILITY

2.1 The President/Operations Manager or designee 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 IPL-1, Quality Manual
- 3.3 SOP-1, Laboratory Accreditation Procedure
- 3.4 LF-3: Accreditation Agreement
- 3.5 ILAC-P8:12
- 3.6 ILAC-R7:05/2015
- 3.7 TNI Policy Use of TNI Logos and Marks-Policy 1-103
- 3.8 PJLA Agreement for TNI NEFAP Dated March 14, 2013

4.0 GENERAL

4.1 In accordance with the requirements of ISO 17011: 2004, PJLA provides accreditation symbols by which holders of PJLA's accreditation certificate may make others aware of their accreditation by means of various forms of publicity. The uses of the accreditation symbol(s) or references to



Accreditation Symbol Procedure

accreditation are voluntary with the exception of issued accredited/endorsed test, calibration rmp or inspection reports.

- 4.2 PJLA certificate holders are made aware of the certain regulations governing the use of the accreditation symbol(s) through documents as itemized above and as outlined in this procedure.
- 4.3 Any misuse of the PJLA accreditation symbol, ILAC MRA Mark or any other governed mark as mentioned in this procedure and language claiming accreditation is treated very seriously and handled through PJLA's corrective action process.

5.0 PROCEDURES

- 5.1 Once accreditation is granted organizations are furnished with the necessary art work of the appropriate accreditation symbol along with this procedure. The Technical Program Manager(s) and/or the President/Operations Manager or designee 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 do so. In principle, PJLA considers furnishing the PJLA Accreditation Symbol to certificate holders as granting them permission for proper use. Note-this is with the exception of the ILAC MRA Mark*.
- 5.2 PJLA assessors examine certificate holders' use of the accreditation symbol and accreditation language as a routine part of assessments. Assessors will collect objective evidence of the symbol use in their assessment 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.
- 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.



Accreditation Symbol Procedure

6.0 CORRECTIVE ACTIONS

- 6.1 The President/Operations Manager immediately begins immediate corrective action proceedings begin upon discovery of a misuse of the PJLA Accreditation Symbol and Claims of Accreditation.
- 6.2 Those found to misuse the PJLA symbol or claims of accreditation, receive a written warning, via registered mail return receipt requested, to cease and desist the misuse, with a specific instructions and deadlines for acquiescence. Should the misuse continue, the President/Operations Manager refers the matter to appropriate legal counsel for action and notifies any concerned regulatory authorities of the specifics of the matter. It is expected that full corrective action and evidence of implementation is received for all cases.
- 6.3 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.
- 6.4 In any event, the incidence of misuse is followed up at subsequent e visits of the certificate holder.

7.0 ESCALATION

- 7.1 Certificate holders who refuse to discontinue improper use of this requirements of this policy; who persist in violation of PJLA's Regulations with respect to use of this policy; who misuse the symbol or accreditation language 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.



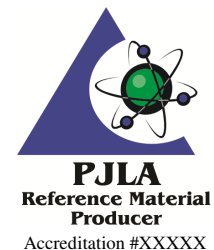
Accreditation Symbol Procedure

APPENDIX A: SUMMARY OF REGULATIONS FOR SYMBOL USE AND ACCREDITATION LANGUAGE

1.0 GENERAL

1.1 The accreditation symbol or reference to accreditation as detailed below shall be included on all reports where an accredited/endorsed report is requested by the customer of the (CAB). (CABs) shall ensure that all customers requesting services are not misled when non-accredited or non-endorsed reports are provided. Symbol or references to accreditation are only associated with the services covered in the scope of accreditation, and not with any other activities in which the (CAB) or its related organization may be involved. The accreditation symbol or accreditation reference shall not be used in any manner, which gives the impression that, PJLA accepts responsibility for results or for any opinion or interpretation derived from those results, or that PJLA approves a product or item.

The authorized symbol or reference to accreditation shall be clearly identified with the unique accreditation number assigned by PJLA to the accredited (CAB). PJLA prefers (CABs) to include the accreditation number as shown below. In the case (CABs) 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).



***Note other accreditation symbols are available for (CABs) depending on the standard and scopes they are accredited for. All relevant symbols will be provided to each (CAB) with the release of their certificate of accreditation. ***

In the case the (CAB) decides not to utilize the accreditation symbol and chooses to only reference their accreditation on calibration, test, rmp or inspection reports they shall ensure the following information is included:

- 1) ISO/IEC 17025:2005 (or relevant standard) Accredited
- 2) PJLA
- 3) Accreditation #XXXXXX
- 4) accreditation field i.e. -Calibration/Testing/Reference Material Producer, Inspection Body]



Accreditation Symbol Procedure

2.0 RULES AND RESTRICTIONS

2.1 Accreditation symbols or statements of accreditation may **not** be used for the following:

- Legal documents (e.g., contracts, checks)
- Any documentation of sites not accredited by PJLA
- subcontractor certificates or documentation
- Any applicants of PJLA that are not yet accredited
- On the products or items which a (CAB) has tested or calibrated (except on calibration labels)
- On reports, certificates or enclosed letters of results for which the organization's scope is not accredited by PJLA. Note-where tests, calibrations, reference material or inspections outside the scope of accreditation are included, they shall be clearly identified as "This laboratory is not accredited for the tests and/or calibrations marked" or "This RMP is not accredited for the materials or procedures identified.")

2.2 Accreditation symbols or language may be used on the following:

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



Accreditation Symbol Procedure

*(Note 1) Where such statements of opinion and interpretation are outside the scope of accreditation the (CAB) 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 (CAB’s) 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*

3.0 SUBCONTRACTED TESTS, CALIBRATIONS OR RMP ACTIVITIES:

3.1 In the case that a (CAB) subcontracts work for which they are accredited to another (CAB) a (including branches of its own organization), the (CAB) may include the results it has subcontracted on its reports or certificates endorsed with the appropriate accreditation symbol or accreditation reference. The accredited (CAB) shall:

- Take full responsibility for the subcontracted activities, unless it is an accredited branch of the same (CAB), 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 by PJLA or by another accreditation body recognized under the ILAC MRA for specific activities concerned and the results have been included in the subcontractor (CAB’s) endorsed report or certificate. In the case the subcontractor is accredited by another organization other than PJLA, the subcontracting (CAB) shall not utilize the accreditation body’s symbol or reference on the final endorsed report.

3.2 When the CAB issues a report that includes a combination of both activities for which they are accredited and activities for which they are not, possibly resulting in the use of a subcontractor, then the CAB may utilize the PJLA accreditation symbol or reference of accreditation on the report. However, any results obtained by means of a subcontractor shall be identified per the requirements outlined in 17025 and these results shall be clearly indicated as non-accredited.



Accreditation Symbol Procedure

- 3.3 When a CAB issues a report for items none of which they are accredited for, resulting in the use of a subcontractor, then they are not authorized to utilize the PJLA accreditation symbol or reference to accreditation in any capacity.

4.0 CALIBRATION LABELS ON EQUIPMENT

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

- The name of the accredited calibration (CAB) 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.

5.0 INSPECTION LABELS ON INSPECTED ITEMS

The use of inspection labels containing the PJLA accreditation symbol is permitted for items listed under the scope of accreditation only. Inspection labels containing the symbol should not give the impression that the PJLA approves or inspected the item. The label shall clearly indicate that the item has been inspected, e.g., “inspected by ..,” or inspected on ...” etc. In addition, the inspection label should contain the following information:

- the name and accreditation number of the accredited inspection body
- equipment identification
- date of the inspection
- cross reference to the inspection report issued in respect of the inspection

6.0 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 those outlined in this procedure.

7.0 REFERENCE TO THE ISO/IEC 17025:2005 STANDARD OR OTHER ACCREDITATION STANDARDS OFFERED FROM PJLA



Accreditation Symbol Procedure

When referring to the an accreditation standard in documents which are part of the (CABS) quality management system or generated by it, (CABS) shall include at a minimum the complete author, name and year of the standard as follows: ISO/IEC 17025:2005.

7.1 CLAIMS OF ACCREDITATION AND IMPLIED CLAIMS OF ACCREDITATION

When intentionally making a claim of accreditation or making a claim of accreditation that is implied by the use of particular words and phrases the (CAB) must identify the standard to which it is claiming accreditation and ensure that it is not associating accreditation status to a particular standard with registration or certification to another standard. The following words or phrases are intended to be examples of acceptable and unacceptable claims of accreditation (both intentional and implied):

Acceptable:

- 1) ABC Laboratory is accredited to the ISO/IEC 17025:2005 standard
- 2) ISO/IEC 17025:2005 Accredited,
- 3) Accredited to ISO/IEC 17025:2005
- 4) Accredited to ISO Guide 34:2009
- 5) Accredited to ISO/IEC 17020:2012

Unacceptable:

- 1) ISO 17025 Accredited
- 2) 17025/9001
- 3) ISO/IEC 17025:2005 Registered

*Note-PJLA recognizes on advertising material (note- this does not include accredited test, calibration, rmp, inspection reports) that the accreditation language as described above may impose space and design issues. In the case the above cannot be accommodated please contact PJLA to evaluate the layout.

APPENDIX B: REGULATIONS FOR THE COMBINED PJLA SYMBOL AND ILAC MRA MARK FOR TESTING AND CALIBRATION FACILITIES. (NOTE-THIS PROCESS WILL BE APPLIED SIMILAR TO RMPS AND INSPECTION BODIES UPON PJLA RECEIVING FULL RECOGNITION THROUGH ILAC).

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:

Accreditation Symbol Procedure

- 1) The ILAC Combined MRA Mark 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
- 3) If the laboratory accredited resides in a country where the ILAC mark is registered. A listing of each registered ILAC company can be found on PJLA's website <http://www.pjlab.com/resources/pjla-documents>

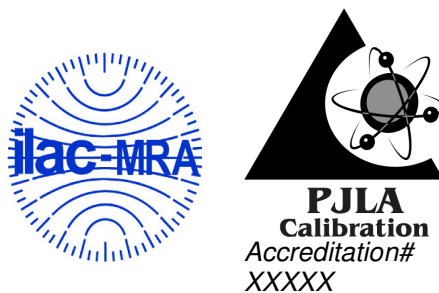
(CABs) can obtain a copy of the agreement and artwork by contacting PJLA directly.

2.0 RULES AND RESTRICTIONS

2.1 The combined mark should be displayed as indicated below:



OR



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



Accreditation Symbol Procedure

- 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
- Business Cards
- Fax Cover Sheets
- Envelopes
- Brochures
- Pop-up banners
- Posters
- PowerPoint Presentations
- Press Releases
- Advertisements
- Websites
- Reports and Certificates
- Emails (template signatures)
- Compliment Slips
- Calibration labels
- Restrictions as outlined in Appendix A, Section 2.1 of this document

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

APPENDIX C: REGULATIONS FOR USE OF THE PJLA COMBINED SYMBOL AND TNI NELAP AND TNI NEFAP MARK

1.0 GENERAL

Through agreements with TNI, PJLA has the authorization to distribute the TNI NEFAP marks and/or TNI NELAC marks upon receiving recognition from TNI for NELAP and/or NELAC. Upon recognition, PJLA allows accredited (CABs) i.e. laboratories or field sampling and measurement organizations to display the appropriate TNI mark in conjunction with the PJLA accreditation symbol for testing. CABs must request permission directly to PJLA for the use of any TNI mark. Where agreements exist between PJLA and state accrediting organizations exist and PJLA



Accreditation Symbol Procedure

has no responsibility for issuing the TNI NELAC certificate including the symbol, PJLA will only assist as required in the assessment of the utilization of the mark. If at any time PJLA no longer obtains recognition from TNI for its offered programs, then all (CABS) will be notified of such and will be required to suspend the use of claims of accreditation including the relevant marks.

2.0 RULES AND RESTRICTIONS

The following rules and restrictions shall be applied once the mark is authorized.

- Marks shall not be used prior to receiving accreditation
- Marks shall be used in conjunction with the PJLA accreditation symbol, as referenced in the body of this document
- Marks shall only be utilized on test/sampling reports for items under the scope of accreditation (disclaimers may be used as described in the body of this document)
- Marks shall not be used in a misleading manner that gives the impression that the (CAB) is accredited or accredited for items not on the scope of accreditation. This includes misleading advertising, websites etc.
- Marks shall not be reproduced on items or material that may give the impression that the accreditation encompasses a product or services outside of the scope of accreditation

3.0 ENFORCEMENT

(CABS) utilizing the TNI Marks in any unauthorized manner will result in PJLA taking immediate action to resolve the noncompliance. PJLA will enforce its corrective action policy as outlined in this document as necessary.