



## ISO/IEC 17020:2012-Inspection Body WORKING DOCUMENT

### **NOTES:**

1. This working document is intended as a checklist for the assessor when conducting conformity assessments to the ISO/IEC 17020 International Standard and ILAC P15.
2. Please note in the Comments column any deficiencies in the laboratory's management system identified during the assessment (see item #3). These observations may be useful when preparing the assessment report and indicate to the reviewer that a thorough assessment was conducted. It is also imperative to note evidence of compliance, making reference to procedures/work instructions, dates, and other specific observations.
3. Do not recommend specific solutions to deficiencies, as this would constitute a conflict of interest.
4. Assess the system only to the relevant standard and to the requested scope of accreditation. Do not be concerned with system requirements stemming from:
  - Company- or facility-imposed policies
  - Regulatory bodies
  - Subcontractors
  - Other sources
5. If additional questions arise during the assessment, indicate them (and the appropriate responses) either in the blank working document pages at the end of this document or in the empty rows included in some of the sections.
6. **Please read the questions carefully, as the "preferred" answer in some cases may be "no" or "not applicable."**
7. **If, at any time, the assessment team requires assistance in the interpretation of the requirements of ISO/IEC 17020: 2012 or ILAC P15:2016, contact the PJLA office immediately.**

Assessment Number: _____	Date(s): _____
Client: _____	
Address: _____	
Contact/Management Rep.: _____	
Lead Assessor: _____	
Assessment Team: _____	



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
<b>GENERAL REQUIREMENTS</b>				
<b>4.1 Impartiality and Independence</b>				
4.1.1	Are inspection activities carried out impartially?			
4.1.2	Does the inspection body bear responsibility for the impartiality of its inspection activities and ensure the absence of commercial, financial, or other pressures which can compromise impartiality?			
4.1.3	Does the inspection body identify risks to its impartiality on an ongoing basis? This shall include those risks that arise from its activities, relationships, and the relationships of its personnel.			
ILAC-P15 4.1.3 n1	“on an ongoing basis” means that the inspection body identifies a risk whenever events occur which might have a bearing on the impartiality of the inspection body.	Note	Note	
ILAC-P15 4.1.3 n2	The inspection body should describe any of its relationships or its personnel's that could affect its impartiality, to the extent relevant, using organizational diagrams or other means.	Note	Note	
ILAC-P15 4.1.3 n3	Annex 1 gives an example of a possible format for impartiality risk analysis.	Note	Note	
4.1.3	NOTE : A relationship that threatens the impartiality of the inspection body can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding), and payment of a sales commission or other inducement for the referral of new clients, etc.	Note	Note	
4.1.4	Does the inspection body demonstrate how it eliminates or minimizes a risk to impartiality if such is identified?			
ILAC-P15 4.1.4 n1	Threats and inducements aimed at inspectors or other inspection body personnel may represent serious risks to	Note	Note	

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	<p>impartiality. Threats and inducements may originate from inside or outside the inspection body and may happen at any time. The inspection body should record perceived and explicit risks to impartiality of inspections. All personnel working on behalf of the inspection body, should be aware of the responsibility to act impartially, be involved accordingly in the inspection body's impartiality measures and have appropriate access to provide records as issues arise. The inspection body's analysis of risks to impartiality should include details of the inspection body's responses to such risks.</p>			
4.1.5	Does the inspection body have commitment from top management to impartiality?			
ILAC-P15 4.1.5a	<p>NOTE: The inspection body should have a documented statement emphasizing its commitment to impartiality in carrying out its inspection activities, managing conflicts of interest and ensuring the objectivity of its inspection activities. Actions emanating from the top management should not contradict this statement.</p>	Note	Note	
ILAC-P15 4.1.5b	<p>NOTE: One way for the top management to emphasize its commitment to impartiality is to make relevant statements and policies publicly available</p>	Note	Note	
4.1.6	<p>Is the inspection body independent to the extent required with regard to the conditions under which it performs its services?</p> <p>Depending on these conditions does it meet the minimum requirements outlined below (stipulated in Annex A)?</p>			
4.1.6	a) Does the inspection body meet the type A requirements of Clause A.1 (applies to third party inspection bodies only)?			

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4.1.6	b) Does the inspection body meet the type B requirements of Clause A.2 <b>(applies only to first party inspections, second party inspections, or both)</b> , which form a separate and identifiable part of an organization involved in the design, manufacture, supply, installation, use or maintenance of the items it inspects, and which supplies inspection services only to its parent organization <b>(in-house inspection body)</b> ?			
4.1.6	c) Does the inspection body meet the type C requirements of Clause A.3 <b>(applies only to first party inspections, second party inspections, or both)</b> , which form an identifiable but not necessarily a separate part of an organization involved in the design, manufacture, supply, installation, use or maintenance of the items it inspects and which supplies inspection services to its parent organization or to other parties, or to both?			
ILAC-P15 4.1.6 n1	An inspection body may have different types of independence (Type A, B or C) for different inspection activities listed on the scope of accreditation. However, it is not possible for an inspection body to offer different independence types for the same inspection activity.	Note	Note	
ILAC-P15 4.1.6 n2	Complying with the Type A independence requirements A.1b and A.1.c is binary (yes or no) meaning that partly complying with Type A independence requirements is not possible. This also means that a risk analysis resulting in control measures to minimize the impartiality risks of a situation where there is no compliance with these Type A requirements is not possible. Hence, only elimination of the situation that is not compliant with these Type A requirements is possible.	Note	Note	



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<b>4.2 Confidentiality</b>				
4.2.1	<p>Is the inspection body responsible for the management of all information obtained or created during the performance of inspection activities, through legally enforceable commitments? Does the inspection body inform the client, in advance of the information it intends to place in the public domain? Except for information that the client makes publicly available, or when agreed between the inspection body and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential.</p>			
4.2.1	NOTE: Legally enforceable commitments can be, for example, contractual agreements.	Note	Note	
4.2.2	Is the client or individual concerned notified by the inspection body when the inspection body is required either by law or authorized by contractual commitments to release confidential information?			
4.2.3	Is information about the client, when obtained from sources other than the client, treated as confidential?			
<b>5 Structural requirements</b>				
5.1	<b>Administrative requirements</b>			
5.1.1	Is the inspection body a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for all its inspection activities?			
5.1.1	NOTE: A governmental inspection body is deemed to be a legal entity on the basis of its governmental status	Note	Note	
5.1.2	Is the inspection body which is part of a legal entity involved in activities other than inspection identifiable within that entity?			

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5.1.3	Does the inspection body have documentation describing the activities for which it is competent?			
ILAC-P15 5.1.3n1	The inspection body should describe its activities by defining the general field and range of inspection (e.g. categories/sub-categories of products, processes, services or installations) and the stage of inspection, (see note to clause 1 of the standard) and, where applicable, the regulations, standards or specifications containing the requirements against which the inspection will be performed. ILAC G28 gives guidance for the Formulation of Scopes of Accreditation for Inspection Bodies	Note	Note	
5.1.4	Does the inspection body have adequate provision (e.g. insurance or reserves) to cover liabilities arising from its operations?			
5.1.4	NOTE: The liability can be assumed by the State in accordance with national laws, or by the organization of which the inspection body forms a part.	Note	Note	
ILAC-P15 5.1.4n1	The level of provisions should be commensurate with the level and nature of liabilities that may arise from the inspection body's activities.	Note	Note	
ILAC-P15 5.1.4n2	An assessment of 'adequacy' may be based on evidence of agreement between the parties to the contract and consideration of any relevant statutory requirements or scheme rules. The inspection body should be able to show what factors have been taken into account when determining what constitutes "adequate provision". It is not the role of an accreditation body to approve the provision held by an inspection body.	Note	Note	
5.1.5	Does the inspection body have documentation describing the contractual conditions under which it provides the inspection, except when it provides inspection services to the legal entity of which it is a part?			



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5.2	<b>Organization and management</b>			
5.2.1	Is the inspection body structured and managed in order to safeguard impartiality?			
5.2.2	Is the inspection body organized and managed in order to maintain the capability to perform its inspection activities?			
5.2.2	NOTE: Inspection schemes can require that the inspection body participates in the exchange of technical experience with other inspection bodies in order to maintain this capability.	Note	Note	
ILAC-P15 5.2.2n1	Is the size, structure, composition and management of the inspection body, taken together, suitable for the competent performance of the activities within the scope for which the inspection body is accredited?			
ILAC-P15 5.2.2n2	To maintain the capability to perform the inspection activities” does inspection body shall take steps to keep it appropriately informed about applicable technical, scheme and/or legislative developments concerning its activities?	Note	Note	
ILAC-P15 5.2.2n3	Does the inspection body maintain their capability and competence to carry out inspection activities performed infrequently (normally with intervals longer than one year)?  <i>An inspection body may demonstrate its capability and competence for inspection activities performed infrequently through ‘dummy inspections’ and/or through inspection activities conducted on similar products.</i>			
5.2.3	Does the inspection body define and document the responsibilities and reporting structure of the organization?			
ILAC-P15 5.2.3n1	Does the inspection body maintain an up-to-date organizational chart or documents clearly indicating the functions and lines of authority for staff within the			

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	inspection body?  <i>The position of the technical manager(s) and the member of management referenced in clause 8.2.3 should be clearly shown in the chart or documents.</i>			
5.2.4	Does the inspection body define the relationship between other activities and inspection activities where the inspection body forms a part of a legal entity performing other activities?			
ILAC-P15 5.2.4n1	It may be relevant to provide information concerning personnel which carry out work tasks for both the inspection body and for other units and departments in order to take into account the involvement and the influence they may have over the inspection activities.	Note	Note	
5.2.5	Does the inspection body have one or more person(s) available as technical manager(s) who have overall responsibility to ensure that the inspection activities are carried out in accordance with this International Standard? Is (Are) the person(s) fulfilling this function technically competent and experienced in the operation of the inspection body? Are specific responsibilities of each manager defined and documented where the inspection body has more than one technical manager?			
5.2.5	NOTE This person fulfilling this function does not always have the title of technical manager.	Note	Note	
ILAC-P15 5.2.5n1	In order to be considered as “available”, is the person either employed or otherwise contracted?			
ILAC-P15 5.2.5n2	In order to ensure that the inspection activities are carried out in accordance with ISO/IEC 17020, does the technical manager(s) and any deputy(ies), have the technical competence necessary to understand all significant issues involved in the performance of inspection activities?			





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5.2.6	Does the inspection body have one or more person(s) who will deputize in the absence of any technical manager responsible for ongoing inspection activities?			
ILAC-P15 5.2.6n1	NOTE: In an organization where the absence of a key person causes the cessation of work, the requirement for having deputies is not applicable.	Note	Note	
5.2.7	Does the inspection body have a job description or other documentation for each position category within its organization involved in inspection activities?			
ILAC-P15 5.2.7a	NOTE: The position categories involved in inspection activities are inspectors and other Positions which could have an effect on the management, performance, recording or reporting of inspections.	Note	Note	
ILAC-P15 5.2.7n2	Does the job description or other documentation detail the duties, responsibilities and authorities for each position category referred to in 5.2.7a.?			
<b>6 Resource requirements</b>				
6.1	<b>Personnel</b>			
6.1.1	Does the inspection body define and document the competence requirements for all personnel involved in inspection activities, including requirements for education, training, technical knowledge, skills and experience			
6.1.1	NOTE The competence requirements can be part of the job description or other documentation mentioned in 5.2.7.	Note	Note	
ILAC-P15 6.1.1n1	Where appropriate does the inspection, does the body define and document competence requirements for each inspection activity, as described in 5.1.3n1?  Some aspects of competence requirements may already be defined by regulators and scheme owners or specified by clients. Where this is the			



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	<p>case, the inspection body should incorporate/reference these requirements into their overall competence definitions. The inspection body remains responsible for the appropriateness of competence definitions and their compliance with the requirements of ISO/IEC 17020.</p>			
LAC- P15 6.1.1n2	NOTE: For “personnel involved in inspection activities”, see 5.2.7n1	Note	Note	
LAC- P15 6.1.1n3	NOTE: Competence requirements should include knowledge of the inspection body’s management system and ability to implement administrative as well as technical procedures applicable to the activities performed.	Note	Note	
ILAC- P15 6.1.1n4	When professional judgment is needed to determine conformity, is this considered when defining competence requirements?			
6.1.2	Does the inspection body employ, or have contracts with a sufficient number of persons with the required competencies, including, where needed, the ability to make professional judgments, to perform the type, range and volume of its inspection activities?			
ILAC- P15 6.1.2n1	In the case the inspection body utilizes contract personnel, are all requirements of ISO/IEC 17020 apply equally for both employed and contracted persons?			
6.1.3	<p>Does the personnel responsible for inspection have appropriate qualifications, training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out?</p> <p>Does the personnel responsible for inspection have relevant knowledge of the technology used for the manufacture of the products inspected, the operation of processes and the delivery of services?</p> <p>Does the personnel responsible for</p>			



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	<p>inspection have relevant knowledge of the way in which products are used, processes are operated and services delivered?</p> <p>Does the personnel responsible for inspection have relevant knowledge of any defects which may occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services?</p> <p>Do they understand the significance of deviations found with regards to the normal use of the products, the operation of the processes and the delivery of services?</p>			
6.1.4	Does the inspection make clear to each person their duties, responsibilities, and authorities?			
6.1.5	Does the inspection body have documented procedures for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection activities?			
ILAC-P15 6.1.5n1	NOTE: The procedure for formally authorizing inspectors should specify that the relevant details are documented, e.g. the authorized inspection activity, the beginning of the authorization, the identity of the person who performed the authorization and, where appropriate, the termination date of the authorization	Note	Note	
6.1.6	<p>Has the inspection body established the necessary stages of training for each of its personnel, which may include:</p> <ul style="list-style-type: none"> <li>a) An induction period?</li> <li>b) A mentored working period with experienced Inspectors?</li> <li>c) Continuation training, throughout employment, to keep pace with developing technology and inspection methods?</li> </ul>			
ILAC-P15 6.1.6n1	NOTE: The "mentored working period" mentioned in 17020 6.1.6 item b normally includes activities where inspections are performed	Note	Note	



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6.1.7	Does the training required depend on the ability, qualifications, and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring (see 6.1.8)?			
ILAC-P15 6.1.7n1	Identification of training needs for each person should take place at regular intervals. The interval should be selected to ensure fulfilment of clause 6.1.6 item c. The results of the review of training, e.g. plans for further training or a statement that no further training is required, should be documented.	Note	Note	
6.1.8	Do personnel familiar with the inspection methods and procedures monitor all inspectors and other personnel involved in inspection activities for satisfactory performance? Are results of monitoring used as a means of identifying training needs (see 6.1.7)?			
6.1.8	NOTE Monitoring can include a combination of techniques, such as on-site observations, report reviews, interviews, simulated inspections & other techniques to assess performance, and will depend on the nature of inspection activities.	Note	Note	
ILAC-P15 6.1.8n1	NOTE: A major aim of the monitoring requirement is to provide the inspection body with a tool to ensure the consistency and reliability of inspection outcomes, including any professional judgments against general criteria. Monitoring may result in the identification of needs for individual training or needs for review of the inspection body's management system.	Note	Note	
ILAC-P15 6.1.8n2	NOTE: For "other personnel involved in inspection activities", see 5.2.7n1	Note	Note	
6.1.9	Is each inspector observed on-site (unless there is sufficient supporting evidence that the inspector is continuing to perform competently)?			

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6.1.9	NOTE: It is expected that on-site observations are performed in a way that minimizes the disturbance of the inspections, especially from the client's viewpoint	Note	Note	
ILAC-P15 6.1.9n1	NOTE: To be considered sufficient, the evidence that the inspector is continuing to perform competently should be substantiated by a combination of information such as <ul style="list-style-type: none"> <li>• satisfactory performance of examinations and determinations,</li> <li>• positive outcome of report reviews, interviews, simulated inspections and other performance assessments (see note to clause 6.1.8),</li> <li>• positive outcome of separate evaluations to confirm the outcome of the inspections (this may be possible and appropriate in the case of e.g. the inspection of construction documentation),</li> <li>• positive outcome of mentoring and training,</li> <li>• absence of legitimate appeals or complaints,</li> <li>• satisfactory results of witnessing by a competent body, e.g. a certification body for persons</li> </ul>	Note	Note	
ILAC-P15 6.1n2	NOTE: An effective program for the on-site observation of inspectors may contribute to fulfil the requirements in clauses 5.2.2 and 6.1.3. The program should be designed considering; <ul style="list-style-type: none"> <li>• the risks and complexities of the inspections,</li> <li>• results of previous monitoring activities,</li> <li>• technical, procedural or legislative developments relevant to the inspections.</li> </ul> The frequency of on-site observations depends on the issues listed above, but should be at least once during the accreditation re-assessment cycle; however, see application note 6.1.9a. If the levels of risks or complexities, or the	Note	Note	

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	<p>results from previous observations, so indicate, or if technical, procedural or legislative changes have occurred, then a higher frequency should be considered. Depending on the fields, types and ranges of inspection covered by the inspector's authorizations, there may be more than one observation per inspector necessary to adequately cover the whole range of required competencies. Also, more frequent on-site observations may be necessary if there is lack of evidence of continuing satisfactory performance</p>			
<p>ILAC-P15 6.1.9n3</p>	<p>This requirement applies even in the case the inspection body has only one technically competent person.</p>	<p>Note</p>	<p>Note</p>	
<p>6.1.10</p>	<p>Does the inspection body maintain records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities?</p>			
<p>ILAC-P15 6.1.10n1</p>	<p>NOTE: Records of authorization should specify the basis on which authorization was granted (e.g. the on-site observation of inspections).</p>	<p>Note</p>	<p>Note</p>	
<p>6.1.11</p>	<p>Is personnel involved in inspection activities not remunerated in a way that influences the results of inspections?</p>			
<p>6.1.12</p>	<p>Do all inspection body personnel, either internal or external, that could influence the inspection activities, act impartially?</p>			
<p>ILAC-P15 6.1.12n1</p>	<p>NOTE: Policies and procedures should assist inspection body personnel in identifying and addressing commercial, financial or other threats or inducements which could affect their impartiality, whether they originate inside or outside the inspection body. Such procedures should address how any conflicts of interests identified by personnel of the inspection body are reported and recorded. Note, however, that while expectations for inspector integrity can be communicated by policies and procedures, the existence of such documents may not signal the</p>	<p>Note</p>	<p>Note</p>	

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	presence of integrity and impartiality required by this clause			
6.1.13	Does all inspection body personnel, including sub-contractors, personnel of external bodies, and individuals acting on the inspection body's behalf, keep confidential all information obtained or created during the performance of the inspection activities, except as required by law?			
<b>6.2</b>	<b>Facilities and equipment</b>			
6.2.1	Are there suitable and adequate facilities and equipment available to permit all activities associated with the inspection services that are carried out in a competent and safe manner?			
6.2.1	NOTE: The inspection body need not be the owner of the facilities or equipment that it uses. Facilities and equipment can be borrowed, rented, hired, leased or provided by another party (e.g. the manufacturer or installer of the equipment). However, the responsibility for the suitability and the inspection status of the equipment used in inspection, whether owned by the inspection body or not, lies solely with the inspection body.	Note	Note	
6.2.2	Do rules exist for access to and the use of specified facilities and equipment used to perform inspections?			
6.2.3	Does the inspection body ensure continued suitability of the facilities and the equipment mentioned in 6.2.1 for their intended use?			
ILAC-P15 6.2.3n1	If controlled environmental conditions are needed, e.g. for the correct performance of the inspection, does inspection body s monitor these and record the results?			
ILAC-P15 6.2.3n2	Continued suitability may be established by visual inspection, functional checks and/or re-calibration. This requirement is particularly relevant for equipment that has left the direct control of the inspection body.	Note	Note	



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6.2.4	Is all such equipment having a significant influence properly defined, and where appropriate uniquely identified?			
ILAC-P15 6.2.4n1	Inspection bodies should document and retain the rationale for decisions on the significance of influence of equipment on the inspection results as these decisions are critical foundations for subsequent decisions on calibration and traceability.	Note	Note	
ILAC-P15 6.2.4n2	In order to enable tracking when items are replaced, the unique identification of an item of equipment may be appropriate even when there is only one item available.	Note	Note	
ILAC-P15 6.2.4n3	When controlled environmental conditions are needed, the equipment used to monitor such conditions should be considered as equipment that significantly influences the result of inspections.	Note	Note	
6.2.5	Is all such equipment (see 6.2.4) properly maintained in accordance with the inspection body's documented procedures and instructions?			
6.2.6	Is measurement equipment having a significant influence on the results of the inspection inspected before being put into service and thereafter according to an established program?			
ILAC-P15 6.2.6n1	IS the justification for not calibrating equipment that has a significant influence on the outcome of inspection (see clause 6.2.4) recorded.			
ILAC-P15 6.2.6n2	Guidelines on how to determine calibration intervals can be found in ILAC G24.	Note	Note	
ILAC-P15 6.2.6n3	If appropriate (normally for the equipment covered by clause 6.2.6), does the definition shall include the required accuracy and measurement range?			
6.2.7	Is the inspection program for equipment designed and operated to ensure that wherever applicable measurements made			



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	<p>by the inspection body are traceable to national and international standards of measurement, where available?</p> <p>Where traceability to national or international standards of measurement is not applicable, the inspection body shall maintain evidence of correlation or accuracy of inspection results.</p>			
ILAC P15 6.2.7n1	According to ILAC P10 it is possible to perform in-house calibration of equipment used for measurements. If applicable, does the accreditation body have a policy to ensure that such in-house calibration services are performed in accordance with the relevant criteria for metrological traceability in ISO/IEC 17025.			
ILAC P15 6.2.7n2	The preferred routes for inspection bodies who seek external services for calibration of their equipment are defined in ILAC P10	Note	Note	
6.2.8	Are reference standards of measurement used by the inspection body used for inspection only and for no other purpose?			
6.2.8	Are reference standards of measurement inspected by a competent body that can provide traceability to a national or international standard of measurement?			
6.2.9	Is equipment subjected to in-service checks between regular re-inspections, where relevant?			
ILAC-P15 6.2.9n1	Is the frequency and acceptance criteria defined where equipment is subjected to in-service checks between regular re-calibrations?			
6.2.10	Are reference materials, where possible, traceable to national or international standard reference materials?			
ILAC-P15 6.2.10n1	The information provided in 6.2.7n1, 6.2.7n2 and 6.2.9.n1 for programs of calibration of equipment is valid also for programs of calibration of reference materials.	Note	Note	



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6.2.11	<p>Where relevant for the outcome of inspection activities, does the inspection body have procedures for the following:</p> <ul style="list-style-type: none"> <li>-selection and approval of suppliers?</li> <li>-verification of incoming goods and services?</li> <li>-ensuring appropriate storage facilities?</li> </ul>			
ILAC -P15 6.2.11n1	<p>When the inspection body engages suppliers to perform activities which do not include the performance of part of the inspection, but which are relevant for the outcome of inspection activities, e.g. order registration, archiving, delivery of auxiliary services during an inspection, the editing of inspection reports or calibration services, such activities are covered by the term “services” used in this clause.</p>	Note	Note	
ILAC-P15 6.2.11n2	<p>The verification procedure should ensure that incoming goods and services are not used until conformance with specification has been verified.</p>	Note	Note	
6.2.12	<p>Is the condition of stored items assessed at appropriate intervals to detect deterioration, where applicable?</p>			
6.2.13	<p>If the inspection body uses computers or automated equipment in connection with inspections, does it shall ensure that:</p> <p>a) computer software is adequate for use?</p>			
6.2.13	<p>NOTE: This can be done by the following:</p> <ul style="list-style-type: none"> <li>• validation of calculations before use</li> <li>• periodic revalidation of related hardware and software;</li> <li>• revalidation whenever changes are made to related hardware or software;</li> </ul>	Note	Note	



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	<ul style="list-style-type: none"> <li>software updates implemented as required.</li> </ul>			
6.2.13	b) procedures are established and implemented for protecting the integrity and security of data?			
6.2.13	c) computer and automated equipment is maintained in order to ensure proper functioning?			
6.2.14	Are there documented procedures for dealing with defective equipment?			
6.2.14	Is defective equipment removed from service by segregation, prominent labeling or marking?			
6.2.14	Does the inspection body examine the effect of defects on previous inspections and, when necessary, take appropriate corrective action?			
6.2.15	Is relevant information on the equipment recorded, which normally includes identification, inspection and maintenance?			
<b>6.3</b>	<b>Subcontracting</b>			
6.3.1	<p>Does the inspection body normally perform the inspections which it contracts to undertake?</p> <p>If the inspection body subcontracts any part of the inspection, does it ensure and is it able to demonstrate that its subcontractor is competent to perform the service in question and where applicable, complies with the relevant criteria stipulated in this international standard or in other relevant conformity assessment standards?</p>			
6.3.1	<p>NOTE: Reasons to subcontract can include the following:</p> <p>a) an unforeseen or abnormal overload;</p> <p>b) key inspection staff members being incapacitated;</p>	Note	Note	



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	<p>c) key facilities or items of equipment being temporarily unfit for use;</p> <p>d) part of the contract from the client involving inspection not covered by the inspection body's scope or being beyond the capability or resources of the inspection body.</p>			
6.3.1	NOTE: The terms "subcontracting" and "outsourcing" are considered to be synonyms	Note	Note	
6.3.1	NOTE: Where the inspection body engages individuals or employees of other organizations to provide additional resources or expertise, these individuals are not considered to be subcontractors provided they are formally contracted to operate under the inspection body's management system (see 6.1.2).	Note	Note	
ILAC-P15 6.3.1n1	. By definition (ISO/IEC 17011, clause 3.1), accreditation is limited to conformity assessment tasks which the inspection body has demonstrated competence to perform itself. Thus, accreditation cannot be granted for activities referred to in the fourth bullet point under note 1, if the inspection body does not have the required competence and/or resources. However, the task of assessing and interpreting the results of such activities for the purpose of determining conformity may be included in the scope of accreditation, provided adequate competence for this has been demonstrated.	Note	Note	
6.3.2	Does the inspection body inform the client of its intention to subcontract any part of the inspection?			
6.3.3	Does the inspection body take the responsibility of determining the subcontractor's conformity with the requirements?			
ILAC-P15 6.3.3n1	In note 2 to the definition of "inspection" in clause 3.1 it is indicated that in some cases inspection may be examination only, without a subsequent determination of conformity. In such cases clause 6.3.3	Note	Note	



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	does not apply since there is no determination of conformity.			
6.3.4	Does the inspection body record and retain details of its investigation of the competence and compliance of its subcontractors?  Does the inspection body maintain a register of all subcontracting?			
ILAC-P15 6.3.4n1	Accreditation is the preferred means to demonstrate the competence of the subcontractor, but in justified situations (on the basis of qualified evaluation/professional judgement) results from non-accredited bodies could be accepted.	Note	Note	
ILAC-P15 6.3.4n2	Does the inspection body ensure that the scope of the subcontractor's accreditation covers the activities to be sub-contracted if the evaluation of the competence of the subcontractor is based partly or in full on its accreditation, the inspection body?			
<b>7</b>	<b>Process requirements</b>			
<b>7.1 Inspection Methods and Procedures</b>				
7.1.1	Does the inspection body use the methods and procedures used for inspection, which are defined in the requirements, against which conformity is to be determined?  Where these are not defined, does the inspection body develop specific methods and procedures to be used (see 7.1.3)?  Does the inspection body inform the client if the inspection method proposed by the client is considered to be inappropriate?			
7.1.1	NOTE The requirements against which the inspection is performed are normally specified in regulations, standards or specifications, inspection schemes or contracts. Specifications can include client or in-house requirements.	Note	Note	



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
ILAC P15 7.1.1 n1	If the inspection includes measurements, ILAC G27 provides guidance on how to determine which requirements may be relevant.	Note	Note	
ILAC P15 7.1.1 n2	For the development of specific inspection methods and procedures the guidance in ISO/IEC 17007 can be used	Note	Note	
ILAC P15 7.1.1 n2	Many inspection methods use the human eye to perform visual inspections. Increasingly new technology (e.g drones, cameras, special glasses, IT, artificial intelligence, etc.) is introduced to be used during inspections. This could be as a (partly) replacement of an existing inspection method (like the human eye) or as a new inspection method.	Note	Note	
7.1.2	<p>Are adequate documented instructions available and used by the inspection body regarding inspection planning and on standard sampling and inspection techniques, where the absence of such instructions could jeopardize the effectiveness of the inspection process?</p> <p>If applicable, is sufficient knowledge of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results available?</p>			
7.1.3	If inspection methods or procedures which are non-standard are used by the inspection body, are such methods and procedures appropriate and fully documented?			
7.1.3	NOTE: A standard inspection method is one that has been published, for example, in international, regional or national standards, or by reputable technical organizations or by co-operation of several inspection bodies or in relevant scientific text or journals. This means that methods developed by any other means, including by the inspection body itself or by the client, are considered to be non-standard methods.	Note	Note	

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
ILAC P15 7.1.3 n2	Aspects that require attention with the introduction of new technology are: - Validation of the new or changed inspection method using new technology. In case of (partly) replacement of an existing inspection method, it should be investigated whether the inspection outcome is equally (or more) reliable than the outcome of the existing method The applicable legal and safety requirements (like permits), legal limitations and legal conditions; - The applicable limitations and conditions for the inspection method when new technology is used; - Whether the use of new technology should be mentioned in the inspection report; - Whether the use of new technology should be mentioned on the inspection and/or accreditation scope.	Note	Note	
7.1.4	Are all instructions, standards or writing procedures, worksheets, checklists, and reference data maintained up to date and readily available to the staff of the inspection body, relevant to the work of the inspection body?			
7.1.5	Is there a contract or work order control system that ensures the following:  a) Work to be undertaken is within its expertise and that the organization has adequate resources to meet the requirements?			
7.1.5	NOTE: Resources can include, but are not limited to, facilities, equipment, reference documentation, procedures or human resources.	Note	Note	
7.1.5	b) the requirements of those seeking the inspection body's services are adequately defined and that special conditions are understood, so that unambiguous instructions can be issued to personnel performing the duties to be required ?			
7.1.5	c) work being undertaken is controlled by regular review and corrective action?			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
7.1.5	d) the requirements of the contract or work order have been met?			
ILAC-P15 7.1.5n1	<p>NOTE: Where appropriate the contract or work order control system should also ensure that;</p> <ul style="list-style-type: none"> <li>• contract conditions are agreed</li> <li>• personnel competence is adequate</li> <li>• any statutory requirements are identified</li> <li>• safety requirements are identified</li> <li>• the extent of any subcontracting arrangements required is identified</li> </ul> <p>For routine or repeat work requests the review may be limited to considerations of time and human resources. An acceptable record in such cases would be an acceptance of the contract signed by an appropriately authorized person.</p>	Note	Note	
ILAC-P15 7.1.5n2	<p>In situations where verbal work orders are acceptable, does the inspection body keep a record of all requests and instructions received verbally?</p> <p>Where appropriate are the relevant date and the identity of the clients representative recorded?</p>			
ILAC-P15 7.1.5n3	NOTE: The contract or work order control system should ensure that there is a clear and demonstrable understanding between the inspection body and its client of the scope of the inspection work to be undertaken by the inspection body.	Note	Note	
7.1.6	Does the inspection body verify the integrity of information supplied by any other party as part of the inspection process, when used?			
ILAC-P15 7.1.6n1	NOTE: The information referred to in this clause is not information provided by a subcontractor, but information received from other parties, e.g. a regulating authority or the client of the inspection body. The information may include background data for the inspection activity, but not results of the inspection activity.	Note	Note	





ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
7.1.7	Are observations and/or data obtained during the course of an inspection recorded in a timely manner to prevent the loss of relevant information?			
7.1.8	Are all calculations and data transfers subject to appropriate checks?			
7.1.8	NOTE: Data can include textual material, digital data and anything else that is transferred from one location to another where errors could be introduced.	Note	Note	
7.1.9	Does the inspection body have documented instructions to carry out inspections safely?			
<b>7.2</b>	<b>Handling inspection items and samples</b>			
7.2.1	Are samples and items to be inspected uniquely identified to avoid confusion regarding the identity of such items at any time?			
7.2.2	Does the inspection body establish whether the item to be inspected has been prepared?			
7.2.3	Are any apparent abnormalities notified to or noticed by, the inspector recorded before commencement of the inspection?  Is the client consulted before proceeding with the inspection if there is any doubt as to the item's suitability for inspection to be carried out, or where the item does not conform to the description provided?			
7.2.4	Are there documented procedures and appropriate facilities for inspection items, while under the responsibility of the inspection body, to avoid deterioration or damage to the inspection item?			
<b>7.3</b>	<b>Inspection records</b>			
7.3.1	Is a record system (see 8.4) maintained that demonstrates the effective fulfillment of the inspection procedures and enables an evaluation of the inspection?			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
ILAC-P15 7.3.1n1	The records should indicate which particular item of equipment, having a significant influence on the result of the inspection, has been used for each inspection activity.	Note	Note	
7.3.2	Is the inspection report or report internally traceable to the inspector(s) who performed the inspection?			
<b>7.4</b>	<b>Inspection reports and inspection reports</b>			
7.4.1	Is the work conducted by the inspection body covered by a retrievable inspection report and/or inspection report?			
7.4.2	<p>Does the inspection report and/or inspection report include all the results of the inspection results (except where detailed in accordance with 7.4.3),</p> <ul style="list-style-type: none"> <li>a) identification of the issuing body</li> <li>b) unique identification and date of issue;</li> <li>c) date(s) of inspection;</li> <li>d) identification of the item(s) inspected;</li> <li>e) signature or other indication of approval, by authorized personnel;</li> <li>f) a statement of conformity where applicable;</li> <li>g) the inspection results, except where detailed in accordance with 7.4.3.</li> </ul> <p>NOTE Optional elements that can be included in inspection reports or reports are listed in Annex B.</p>			
ILAC-P15 7.4.2n1	ILAC P8 provides requirements for the use of accreditation symbols and for claims of Accreditation status.	Note	Note	
7.4.3	Does the inspection body issue an inspection report that does not include the inspection results only when the inspection body also produces an			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	inspection report containing the inspection results, and when both the inspection report and inspection report are traceable to each other?			
7.4.4	<p>Is all information listed in 7.4.2 reported correctly, accurately, and clearly?</p> <p>If the inspection report or inspection report contains results supplied by subcontractors, are these results clearly identified?</p>			
7.4.5	In accordance with the relevant requirements of this sub clause (7.4), are corrections or additions to inspection reports or inspection reports after issued recorded and justified?			
7.4.5	Does an amended report or report identify the report or report replaced?			
<b>7.5</b>	<b>Complaints and appeals</b>			
7.5.1	Is there a documented process to receive, evaluate and make decisions on complaints and appeals?			
7.5.2	Is a description of the handling process for complaints and appeals available to any interested party upon request?			
7.5.3	Upon receipt of a complaint, does the inspection body confirm whether the complaint relates to inspection activities for which it is responsible and, if so, deals with it accordingly?			
7.5.4	Does the inspection body take the responsibility for all decisions at all levels of the handling process for complaints and appeals?			
7.5.5	Do investigations and decisions on appeals not result in any discriminatory actions?			
<b>7.6</b>	<b>Complaints and appeals process</b>			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
7.6.1	The handling process for complaints and appeals shall include at least the following elements and methods:  a) a description of the process for receiving, validating, investigating the complaint or appeal, and deciding what actions are to be taken in response to it?			
7.6.1	b) tracking and recording complaints and appeals, including actions undertaken to resolve them?			
7.6.1	c) ensuring that any appropriate action is taken			
7.6.2	Is the inspection body receiving the complaint or appeal responsible for gathering and verifying all necessary information to validate the complaint or appeal?			
7.6.3	Does the inspection body, whenever possible, acknowledge receipt of the complaint or appeal, and provide the complainant or appellant with progress reports and the outcome?			
7.6.4	Is the decision communicated to the complainant or appellant made by, or reviewed and approved by individual(s) not involved in the original inspection activities in question?			
7.6.5	Does the inspection body, whenever possible, give formal notice of the end of the complaint and appeals handling process to the complainant or appellant?			
<b>8 Management system requirements</b>				
<b>8.1 Options</b>				
<b>General</b>				
8.1.1	Does the inspection body establish and maintain a management system that is capable of achieving the consistent fulfilment of the requirements of this International Standard in accordance with either Option A or Option B?			
<b>Option A</b>				

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.1.2	Does the management system of the inspection body address the following? <ul style="list-style-type: none"> <li>• management system documentation (e.g. manual, policies, definition of responsibilities, see 8.2)</li> <li>• control of documents (see 8.3);</li> <li>• control of records (see 8.4);</li> <li>• management review (see 8.5);</li> <li>• internal audit (see 8.6);</li> <li>• corrective actions (see 8.7);</li> <li>• preventive actions (see 8.8);</li> <li>• complaints and appeals (see 7.5 and 7.6).</li> </ul>			
<b>Option B</b>				
8.1.3	Has the inspection body established and maintained a management system in accordance with the requirements of ISO 9001 that is capable of supporting and demonstrating the consistent fulfillment of the requirements of this International Standard (fulfillment of the management system clause requirements (see 8.2 to 8.8))?			
ILAC P15 8.1.3n1	The expression “this International Standard” is a reference to ISO/IEC 17020.	Note	Note	
ILAC-P15 8.1.3n2	Option B does not require that the inspection body's management is certified to ISO 9001. However, when determining the extent of required assessment, the accreditation body should take into consideration whether the inspection body has been certified against ISO 9001 by a certification body accredited by an accreditation body which is a signatory to the IAF MLA, or to a regional MLA, for the certification of management systems.	Note	Note	
<b>8.2 Management system documentation (Option A)</b>				

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.2.1	Has top management of the inspection body established, documented, and maintained policies and objectives for fulfillment of this International Standard and does it ensure that policies and objectives acknowledged and implemented at all levels of the inspection body's organization?			
ILAC P15 8.2.1n1	Do the policies and objectives address the competence, impartiality, and consistent operation of the inspection body?			
8.2.2	Does top management provide evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfillment of this International Standard?			
8.2.3	<p>Does the inspection body's top management appoint a member of management who, irrespective of other responsibilities, have responsibility and authority that include the following:</p> <p>a) ensuring that processes and procedures needed for the management system are established, implemented and maintained?</p> <p>b) Reporting to top management on the performance of the management system and any need for improvement?</p>			
8.2.4	Is all documentation, processes, systems, records, etc. related to the fulfillment of the elements of this International Standard included, referenced, or linked to documentation of the management system?			
ILAC-P15 8.2.4n1	NOTE: For easy reference, it is recommended that the inspection body indicates where the elements of ISO/IEC 17020 are addressed, e.g., by means of a cross reference table.	Note	Note	
8.2.5	Does all personnel involved in inspection activities have access to the parts of the management system documentation and related information that are applicable to their responsibilities?			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
<b>8.3 Control of documents (Option A)</b>				
8.3.1	Does the inspection body establish procedures to control the documents (internal and external) that relate to the fulfillment of this International Standard?			
8.3.2	Do procedures define the controls needed to: <ul style="list-style-type: none"> <li>a) approve documents for adequacy prior to issue ?</li> <li>b) review and update (as necessary) and re-approve documents?</li> <li>c) ensure that changes and the current revision status of documents are identified?</li> <li>d) ensure that relevant versions of applicable documents are available at points of use?</li> <li>e) ensure that documents remain legible and readily identifiable?</li> <li>f) ensure that documents of external origin are identified and their distribution controlled?</li> <li>g) prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose?</li> </ul>			
8.3.2	NOTE: Documentation can be in any form or type of medium, and includes proprietary and in-house developed software	Note	Note	
<b>8.4 Control of records (Option A)</b>				
8.4.1	Does the inspection body have documented procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfillment of this International Standard?			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
ILAC-P15 8.4.1n1	NOTE: This element means that all records needed to demonstrate compliance with the elements of the standard shall be established and retained.	Note	Note	
ILAC-P15 8.4.1n2	NOTE: In cases where electronic seals or authorizations are used for approvals, access to the electronic media or seal should be secure and controlled	Note	Note	
8.4.2	Does the inspection body have documented procedures for retaining records for a period consistent with its contractual and legal obligations?  Is the access to these records consistent with the confidentiality arrangements?			
<b>8.5 Management review (Option A)</b>				
8.5.1.1	Does the inspection body have documented procedures to review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfillment of this International Standard?			
8.5.1.2	Are these reviews conducted at least once a year?  Alternatively, is a complete review broken up into segments (a rolling review) completed within a 12-month time frame?			
8.5.1.3	Are records of reviews maintained?			
8.5.2	Review Inputs: Does the input to the management review include information related to the following:			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.5.2	a) results of internal and external audits? b) feedback from clients and interested parties related to the fulfilment of this International Standard? c) the status of preventive and corrective actions? d) follow-up actions from previous management reviews? e) the fulfilment of objectives? f) changes that could affect the management system? g) appeals and complaints?			
ILAC P15 8.5.2n1	A review of the impartiality risk identification process and its conclusions (clauses 4.1.3/4.1.4) should be part of the annual management review.	Note	Note	
ILAC P15 8.5.2n2	The management review should take into account information on the adequacy of current human and equipment resources, projected workloads and the need for training of both new and existing staff.	Note	Note	
ILAC P15 8.5.2n2	The management review should include a review of the effectiveness of systems established to ensure adequate competence of the personnel	Note	Note	
8.5.3	Review outputs: Does the output to the management review include decisions and actions related to the following: a) improvement of the effectiveness of the management system and its processes? b) improvement of the inspection body related to the fulfilment of this International Standard? c) resource needs?			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
<b>8.6 Internal audits (Option A)</b>				
8.6.1	<p>Does the inspection body have documented procedures for internal audits to verify that it fulfills the elements of this International Standard and that the management system is effectively implemented and maintained?</p> <p>NOTE ISO 19011 provides guidelines for conducting internal audits.</p>			
8.6.2	<p>Is an audit program planned that takes the importance of the processes and areas to be audited as well as the results of previous audits into consideration?</p>			
8.6.3	<p>Does the inspection body conduct periodic internal audits covering all procedures in a planned and systematic manner, in order to verify that the management system is implemented and effective?</p>			
8.6.4	<p>Are internal audits performed at least once every 12 months? (The frequency of internal audits may be adjusted depending on the demonstrable effectiveness of the management system and its proven stability.)</p>			
ILAC-P15 8.6.4n1	<p>The inspection body should ensure that all elements of ISO/IEC 17020 are covered by the internal audit program within the accreditation cycle. The elements to be covered shall be considered for all fields of inspection and for all premises where inspection activities are managed or performed.</p> <p>The inspection body shall justify the choice of audit frequency for different types of elements, fields of inspection and premises as part of audit planning performed. The justification may be based on considerations such as;</p> <ul style="list-style-type: none"> <li>- criticality,</li> <li>- maturity,</li> <li>- previous performance</li> </ul> <p>organisational changes,</p> <ul style="list-style-type: none"> <li>- procedural changes, and</li> <li>- efficiency of the system for transfer of</li> </ul>	Note	Note	

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	experience between different operational sites and between different fields of operation.			
ILAC-P15 8.6.4n2	The internal audit is an essential tool the inspection body should apply with a frequency short enough to monitor its capacity to consistently fulfil the elements in ISO/IEC 17020. When an inspection body detects problems that affect the fulfilment of any ISO/IEC 17020 element (e.g. a rise in complaints and appeals; unsatisfactory results at external audits; issues with personnel qualification, etc.), it should consider increasing the frequency and depth of its internal audits, and/or to extend their coverage to include other locations and fields of inspection.	Note	Note	
8.6.5	<p>Does the inspection body ensure the following:</p> <p>a) internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the elements of this International Standard?</p> <p>b) auditors do not audit their own work?</p> <p>c) personnel responsible for the area audited are informed of the outcome of the audit?</p> <p>d) any actions resulting from internal audits are taken in a timely and appropriate manner?</p> <p>e) any opportunities for improvement are identified?</p> <p>f) the results of the audit are documented?</p>			
ILAC-P15 8.6.5n1	NOTE: Competent externally contracted personnel may carry out internal audits.	Note	Note	
<b>8.7 Corrective actions (Option A)</b>				
8.7.1	Does the inspection body have documented procedures for identification and management of nonconformities in its			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	operations?			
8.7.2	Does the inspection body, where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence?			
8.7.3	Are corrective actions appropriate to the impact of the problems encountered?			
8.7.4	Do the procedures define the elements for the following: a) identifying nonconformities? b) determining the causes of nonconformity? c) correcting nonconformities? d) evaluating the need for actions to ensure that nonconformities do not recur? e) determining the actions needed and implementing them in a timely manner? f) recording the results of actions taken? g) reviewing the effectiveness of corrective actions?			
<b>8.8 Preventive actions (Option A)</b>				
8.8.1	Does the inspection body have documented procedures for taking preventive actions to eliminate the causes of potential nonconformities?			
ILAC-P15 8.8.1m1	NOTE: Preventive actions are taken in a pro-active process of identifying potential nonconformities and opportunities for improvement rather than as a reaction to the identification of non-conformities, problems or complaints.	Note	Note	
8.8.2	Are preventive actions taken appropriate to the probable impact of the potential problems?			
8.8.2	Do the procedures define the elements for the following: a) identifying potential nonconformities and their causes?			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	b) evaluating the need for action to prevent the occurrence of nonconformities?  c) determining and implementing the action needed?  d) recording the results of actions taken?  e) reviewing the effectiveness of the preventive actions taken?			
8.8.3	NOTE: The procedures for corrective and preventive actions do not necessarily have to be separate.	Note	Note	
<b>Additional elements (ed for surveillance and re-accreditation assessments)</b>				
<b>*Objective Evidence of Laboratory's utilization of PJLA's accreditation symbol must be included in the package. This includes but not limited to (Website page, letterhead, test or inspection report including subcontracted results if utilized and inspection labels)*</b>				
<b>*If any of the elements of SOP-3 are not followed a nonconformance must be written*</b>				
<b>Use of the Symbol</b>	Is the accredited laboratory utilizing the correct symbol (i.e. testing and/or inspection)?			
	Is the symbol reproduced in a size that is clearly distinguishable?			
	Is the symbol reproduced in a single-color (black or a single color belonging to the house-style of the accredited lab)?			
	Is the symbol identifiable?			
	Is the accredited laboratory properly stating their accreditation status?  "Accredited to ISO/IEC 17020:2012" or utilizing the ILAC criteria listed in the SOP-3 Procedure. (ILAC guidance not mandatory)			
	Is the accredited laboratory properly using the symbol on:  a) promotional material and business			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	<p>stationary?</p> <p>b) test or inspection reports or labels? (See note 1)</p> <p>c) website?</p> <p>d) technical literature?</p> <p>e) business reports</p> <p>f) quotations or proposals for work? (symbols may only be listed for accredited activities)</p> <p>Note 1-Where statements of opinion and interpretation are outside the scope of the accreditation, the inspection body shall include a disclaimer in the report or report close to the accreditation symbol such as “the opinions/interpretations expressed on this report are outside the scope of this inspection body’s accreditation.”</p>			
<p><b>Use of the Symbol</b></p>	<p>Is the accredited inspection body appropriately using the symbol by <b>not</b> placing the symbol on:</p> <p>a) legal documents (i.e. contracts or checks)</p> <p>b) on test/inspection reports or any other material referencing work or items not covered by scope of accreditation?</p> <p>c) any documentation of sites that are not accredited by PJLA</p> <p>d) on subcontractor’s reports or documentation?</p> <p>e) on products or items which the CAB has tested or inspected (except inspection labels)?</p> <p>Where tests or inspections outside the scope of the accreditation are included on reports, reports or enclosed letters with results, has the CAB clearly defined “This inspection body or lab is not</p>			



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	accredited for the tests or inspections marked”?			
	<b>Subcontracted Tests or Inspections</b>			
<b>Use of the Symbol</b>	<p>If the accredited laboratory included the results of subcontracted tests or inspections on reports or reports can they demonstrate that they have:</p> <ul style="list-style-type: none"> <li>a) obtained approval from the subcontracted CAB?</li> <li>b) obtained approval from the subcontractor to report excerpts from the subcontractor’s report on the report?</li> <li>c) objective evidence that the subcontractor itself is accredited for the specific tests or inspections concerned and results have been included in the subcontractor’s endorsed report or report?</li> </ul>			
	<b>Inspection Labels on Equipment</b>			
<b>Use of the Symbol</b>	<p>Does the laboratory utilize the PJLA accreditation symbol on their inspection labels?</p> <p>If yes, does the labels contain:</p> <ul style="list-style-type: none"> <li>a) the name of the accredited Inspection Body or its accreditation number?</li> <li>b) equipment identification?</li> <li>c) date of current inspection?</li> <li>d) cross-reference to the inspection report issued in respect of the inspection?</li> </ul>			
<b>Use of the Symbol</b>	<p>Does the laboratory use any oversight or recognition body logo or symbol on their reports, reports or any other material? If yes, which body’s logo or symbol are they using?</p>			
<b>**To be reviewed at all assessments (Accreditation, Surveillance and Reaccreditation**</b>				



ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
<b>Proficiency Testing elements for Applicant and Accredited Laboratories</b>				
	<p>As per ILAC P9, in regards to proficiency testing and inspection bodies:  <i>Note: Proficiency testing may be used in some types of inspection where available and justified by the inclusion of testing activities that directly affect and determine the inspection result or when ed by law or by regulators. It is, however, recognized that proficiency testing is not a usual and expected element in the accreditation of most types of inspections</i></p> <p>If proficiency testing is justified:</p> <p>For applicants:            Is there objective evidence for PT activity for each item to be included within proposed scope of accreditation?</p> <p>Are the results meaningful i.e. demonstrating the laboratory's competence in performing specified tests or inspections?</p>			
	<p>If proficiency testing is justified:</p> <p>For accredited CABs:            Is there a documented proficiency testing plan or schedule?</p> <p>Does this plan or schedule include all items included on the scope of accreditation to be inspected within a four year period?</p> <p>Has the laboratory completed at least one proficiency test each year?</p> <p>Has the proficiency plan or schedule been approved by PJLA?</p>			
	<p>For any unfavorable results gathered during proficiency testing, was appropriate corrective action taken?</p>			





ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
<b>Measurement Traceability Policy</b>				
	<p>Does the inspection body have documented policies and procedures regarding measurement traceability and reference this traceability on test/inspection reports if ed by the applicable standard?</p> <p>Does the inspection body have documented procedures detailing the verification, transport and storage of reference standards?</p>			
	<p>Has the inspection body employ the services of an external calibration provider(s) that are accredited to ISO/IEC 17025:2005 for the inspection equipment used?</p> <p>If not, can the laboratory demonstrate reverse traceability, an uninterrupted chain, back to NIST or another NMI?</p>			
	<p>Does the inspection body have on file and available the current reports and scopes of accreditation for the external calibration laboratories employed?</p>			
<b>Policy on Risk Management for Inspection and Testing Laboratories</b>				
	<p>For applicant and accredited CABS: Has the CAB applied its documented procedure to identify risks to impartiality on an ongoing basis in its scope of accreditation?</p> <p>Has the CAB identified risks such as those risks that arise from its activities, or from its relationships, or from the relationships of its personnel?</p> <p>(If a risk to impartiality is identified, the inspection body shall be able to demonstrate how it eliminates or minimizes such risk)</p>			
<b>Surveillance of Previous Nonconformities and Corrective Action</b>				
	<p>The assessor shall verify that previous nonconformities have been resolved and that corrective actions have been effectively implemented.</p>			

**Additional Notes:**