PJLA

ISO/IEC 17020:2012
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.

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, 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)
GENERAL REQUIREMENTS				
4:1 Impartiality and independence				
4.1.1	Are inspection activities carried out impartially?			
4.1.2	Does the inspection body bear responsibility for the impartiality of it s 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.			
	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.			
4.1.4	Does the inspection body demonstrate how it eliminates or minimizes a risk to impartiality if such is identified?			
4.1.5	Does the inspection body have commitment from top management to impartiality?			
`4.1.6	Is the inspection body independent to the extent required with regard to the conditions under which it performs its services? Depending on these conditions does it meet the minimum requirements outlined below (stipulated Annex A)?			
4.1.6	a) Does the inspection body meet the type A requirements of Clause A.1 (applies to third party inspection body only)?			

ISO Req .	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
4.1.6	b) Does the inspection body meet the type B requirements of Clause A.2 (applies only to first party inspections, second party inspections, or both, 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 (in-house inspection body))?			
4.1.6	c) Does the inspection body meet the type C requirements of Clause A.3 (applies only to first party inspections, second party inspections, or both, 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			
4.2 Confidentiality				
4.2.1	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.			
	NOTE: Legally enforceable commitments can be, for example, contractual agreements.			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
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?			
5 Structural requirements				
5.1	**Administrative requirements**			
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?			
	NOTE A governmental inspection body is deemed to be a legal entity on the basis of its governmental status			
5.1.2	Is the inspection body which is part of a legal entity involved in activities other than inspection identifiable within that entity?			
5.1.3	Does the inspection body have documentation describing the activities for which it is competent?			
5.1.4	Does the inspection body have adequate provision (e.g. insurance or reserves) to cover liabilities arising from its operations?			
	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.			
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?			
5.2	**Organization and management**			
5.2.1	Is the inspection body structured and			

	managed in order to safeguard impartiality?			
ISO Req .	**Characteristic**	**Yes**	**No**	**Comments regarding deficiencies/effectiveness (if applicable)**
5.2.2	Is the inspection body organized and managed in order to maintain the capability to perform its inspection activities?			
	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.			
5.2.3	Does the inspection body define and document the responsibilities and reporting structure of the organization?			
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?			
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?			
	NOTE This person fulfilling this function does not always have the title of technical manager			
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?			
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?			

ISO Req .	**Characteristic**	**Yes**	**No**	**Comments regarding deficiencies/effectiveness (if applicable)**
6 Resource requirements				
6.1	**Personnel**			
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			
	NOTE The competence requirements can be part of the job description or other documentation mentioned in 5.2.7.			
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?			
6.1.3	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? 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? Does the personnel responsible for inspection have relevant knowledge of the way in which products are used, processes are operated and services delivered? Does the personnel responsible for			

ISO Req	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)`
	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? Do they understand the significance of deviations found with regard to the normal use of the products, the operation of the processes and the delivery of services?			
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?			
6.1.6	Does the inspection body have established the necessary stages of training for each of its personnel, which may include An induction period? A mentored working period with experienced Inspectors? Continuation training, throughout employment, to keep pace with developing technology and inspection methods?			
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)?			
6.1.8	Does 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)?			
	NOTE Monitoring can include a			

	combination of techniques, such as on-site observations, report reviews, interviews, simulated inspections and other techniques to assess performance, and will depend on the nature of inspection activities			
6.1.9	Is each inspector observed on-site (unless there is sufficient supporting evidence that the inspector is continuing to perform competently)?			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	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			
6.1.10	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?			
6.1.11	Is personnel involved in inspection activities not remunerated in a way that influences the results of inspections?			
6.1.12	Does all inspection body personnel, either internal or external, that could influence the inspection activities, act impartially?			
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?			
6.2 Facilities and equipment				
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?			
	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.			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
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?			
6.2.4	Is all such equipment having a significant influence properly defined, and where appropriate uniquely identified?			
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 programme?			
6.2.7	Is the inspection program for equipment designed and operated to ensure that wherever applicable measurements made by the inspection body are traceable to national and international standards of measurement, where available? If traceability to national or international standards of measurement is not applicable, does the inspection body provide satisfactory evidence of correlation or accuracy of inspection results?			
6.2.8	A) Are reference standards of measurement used by the inspection body used for inspection only and for no other purpose? B) 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 reinspections, where relevant?			
6.2.10	Are reference materials, where possible, traceable to national or international standard reference materials?			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
6.2.11	Where relevant for the outcome of inspection activities, the inspection body shall have procedures for the following: selection and approval of suppliers; verification of incoming goods and services; ensuring appropriate storage facilities.			
6.2.12	Is the condition of stored items assessed at appropriate intervals to detect deterioration, where applicable?			
6.2.13	If the inspection body uses computers or automated equipment in connection with inspections, it shall ensure that: a) computer software is adequate for use;			
	Note: NOTE This can be done by the following: validation of calculations before use; periodic revalidation of related hardware and software; revalidation whenever changes are made to related hardware or software; software updates implemented as required.			
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?			

ISO Req.	Characteristic `	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	Is defective equipment removed from service by segregation, prominent labeling or marking? 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?			
6.3 Subcontracting				
6.3.1	Does the inspection body normally perform the inspections which it contracts to undertake? 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?			
	NOTE 1 Reasons to subcontract can include the following: a) an unforeseen or abnormal overload; b) key inspection staff members being incapacitated; c) key facilities or items of equipment being temporarily unfit for use; 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.			
	NOTE 2 The terms “subcontracting” and “outsourcing” are considered to be synonyms			
	NOTE 3 Where the inspection body engages individuals or employees of other organizations to			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	`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).			
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?			
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?			
7 Process requirements				
7.1 Inspection Methods and Procedures				
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?			
	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.			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
7.1.2	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? If applicable, is sufficient knowledge of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results available?			
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?			
	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.			
7.1.4	Are all of the following maintained up to date and readily available to the staff of the inspection body, relevant to the work of the inspection body All instructions Standards or written procedures Worksheets Checklists Reference data			

ISO Req	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
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			
	NOTE Resources can include, but are not limited to, facilities, equipment, reference documentation, procedures or human resources			
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;			
7.1.5	d) the requirements of the contract or work order have been met.			
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?			
7.1.7	Are observations and/or date 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?			
	NOTE: Data can include textual material, digital data and anything else that is transferred from one location to another where errors could be introduced.			

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7.1.9	Does the inspection body have documented instructions to carry out inspections safely?			
7.2 Handling inspection items and samples				
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?			
7.3 Inspection records				
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?			
7.3.2	Is the inspection report or report internally traceable to the inspector(s) who performed the inspection?			
7.4 Inspection reports and inspection reports				
7.4.1	Is the work conducted by the inspection body covered by a retrievable inspection report and/or inspection report?			

ISO Req	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
7.4.2	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), a) identification of the issuing body b) unique identification and date of issue; c) date(s) of inspection; d) identification of the item(s) inspected; e) signature or other indication of approval, by authorized personnel; f) a statement of conformity where applicable; g) the inspection results, except where detailed in accordance with 7.4.3. NOTE Optional elements that can be included in inspection reports or reports are listed in Annex B.			
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 inspection report containing the inspection results, and when both the inspection report and inspection report are traceable to each other?			
7.4.4	Is all information listed in 7.4.2 reported correctly, accurately, and clearly? If the inspection report or inspection report contains results supplied by subcontractors, are these results clearly identified?			
7.4.5	In accordance with the relevant requirements of this subclause (7.4), are corrections or additions to inspection reports or inspection reports after issued recorded and justified?			

ISO Req	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	Does an amended report or report identify the report or report replaced?			
7.5 Complaints and appeals				
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?			
7.6 Complaints and appeals process				
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;			
`	b) tracking and recording complaints and appeals, including actions undertaken to resolve them;			
	c) ensuring that any appropriate action is taken			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
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?			
8 Management system requirements **8.1 Options**				
	General			
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.			
	Option A			
``8.1.2	The management system of the inspection body shall address the following: • management system documentation (e.g. manual, policies, definition of responsibilities, see 8.2); • control of documents (see 8.3); • control of records (see 8.4); • management review (see 8.5); • internal audit (see 8.6); • corrective actions (see 8.7);			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	• preventive actions (see 8.8); • complaints and appeals (see 7.5 and 7.6).			
	Option 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))?			
8.2 Management system documentation (Option A)				
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?			
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	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: a) ensuring that processes and procedures needed for the management system are established, implemented and maintained b} Reporting to top management on the performance of the management system and any need for improvement.			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.2.4	Is all documentation, processes, systems, records, etc. related to the fulfillment of the requirements of this International Standard included, referenced, or linked to documentation of the management system?			
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?			
8.3 Control of documents (Option A)				
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: a) approve documents for adequacy prior to issue b) review and update (as necessary) and re-approve documents; c) ensure that changes and the current revision status of documents are identified; d) ensure that relevant versions of applicable documents are available at points of use; e) ensure that documents remain legible and readily identifiable; f) ensure that documents of external origin are identified and their distribution controlled; g) prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose .			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
	NOTE Documentation can be in any form or type of medium, and includes proprietary and in-house developed software			
8.4 Control of records (Option A)				
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?			
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?			
8.5 Management review (Option A)				
8.5.1	General			
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.			
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.			
8.6 Internal audits (Option A)				
8.6.1	Does the inspection body have documented procedures for internal audits to verify that it fulfills the requirements of this International Standard and that the management system is effectively implemented and maintained NOTE ISO 19011 provides guidelines for conducting internal audits.			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.6.2	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?			
8.6.3	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?			
8.6.4	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.)			
8.6.5	Does the inspection body ensure the following: a) internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the requirements of this International Standard; b) auditors do not audit their own work; c) personnel responsible for the area audited are informed of the outcome of the audit; d) any actions resulting from internal audits are taken in a timely and appropriate manner; e) any opportunities for improvement are identified; f) the results of the audit are documented.			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.7 Corrective actions (Option A)				
8.7.1	Does the inspection body have documented procedures for identification and management of nonconformities in its 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 requirements 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.			
8.8 Preventive actions (Option A)				
8.8.1	Does the inspection body have documented procedures for taking preventive actions to eliminate the causes of potential nonconformities?			
8.8.2	Are preventive actions taken appropriate to the probable impact of the potential problems?			

ISO Req.	Characteristic	Yes	No	Comments regarding deficiencies/effectiveness (if applicable)
8.8.3	Do the procedures define the requirements for the following: a) identifying potential nonconformities and their causes; 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. NOTE The procedures for corrective and preventive actions do not necessarily have to be separate.			

Additional Requirements (Required for surveillance and re-accreditation assessments)				
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)				
If any of the requirements of SOP-3 are not followed a nonconformance must be written				
Use of the Symbol	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 17025:2005” 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 stationary? b) test or inspection reports or labels? (See note 1) c) website? d) technical literature? e) business reports f) quotations or proposals for work? (symbols may only be listed for accredited laboratories) Note 1-Where statements of opinion and interpretation are outside the scope of the accreditation, the laboratory 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 laboratory’s accreditation.”			
	Is the accredited laboratory appropriately using the symbol by **not** placing the symbol on: a) legal documents (i.e. contracts or checks) b) on test/inspection reports or any other material referencing work or items not covered by scope of accreditation? c) any documentation of sites that are not accredited by PJLA			

	d) on subcontractor's reports or documentation? e) on products or items which laboratory has tested or inpected (except inspection labels)? Where tests or inspections outside the scope of the accreditation are included on reports, reports or enclosed letters with results, has the laboratory clearly defined "This laboratory is not accredited for the tests or inspections marked"?			
	Subcontracted Tests or Inspections			
	If the accredited laboratory included the results of subcontracted tests or inspections on reports or reports can they demonstrate that they have: a) obtained approval from the subcontracted laboratory? b) obtained approval from the subcontractor to report excerpts from the subcontractor's report on the report? 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?			
	Inspection Labels on Equipment			
	Does the laboratory utilize the PJLA accreditation symbol on their inspection labels? If yes, does the labels contain: a) the name of the accredited			

	Inspection Body or its accreditation number? b) equipment identification? c) date of current inspection? d) cross-reference to the inspection report issued in respect of the inspection?			
	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?			
****To be reviewed at all assessments (Accreditation, Surveillance and Reaccreditation****				
Proficiency Testing Requirements for Applicant and Accredited Laboratories				
	For applicant laboratories: Is there objective evidence for PT activity for each item to be included within proposed scope of accreditation? Are the results meaningful i.e. demonstrating the laboratory's competence in performing specified tests or inspections?			
	For accredited laboratories: Is there a documented proficiency testing plan or schedule? Does this plan or schedule include all items included on the scope of accreditation to be inspected within a four year period? Has the laboratory completed at least one proficiency test each year? Has the proficiency plan or schedule been approved by PJLA?			
	For any unfavorable results gathered during proficiency testing, was appropriate corrective action taken?			

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

Additional Notes: