



Use of Accreditation Claims and Symbols

Stakeholders (i.e. customers, regulators) of conformity assessment bodies (CABs) rely heavily on the usage of accreditation marks, symbols, and approved language as evidence of their conformance to recognized quality and competency standards. The use of the PJLA accreditation symbol is encouraged to be utilized by all accredited (CABs).



Use of Accreditation Claims and Symbols

1.0 SCOPE

- 1.1 This procedure describes the proper use of PJLA's accreditation symbols, the ILAC MRA mark and accreditation language as well as the process for monitoring (CABs) use and actions taken for any inappropriate utilization.

2.0 DEFINITIONS

- 2.1 **Conformity Assessment Body (CAB)- (i.e. laboratory, reference material producer, inspection body, field sampling organization)**-a body that performs conformity assessment services and that can be the object of accreditation
- 2.2 **Endorsed Report/Certificate**- a report and/or certificate bearing an accreditation body's accreditation symbol or reference to accreditation.

3.0 RESPONSIBILITY

- 3.1 The President/Operations Manager or designee is responsible for ensuring that accredited (CABs) receive the appropriate accreditation symbol, including this procedure. The President/Operations Manager is responsible for enforcing the appropriate contractual restrictions governing its use.

4.0 REFERENCES

- 4.1 ISO/IEC 17011: 2017
- 4.2 IPL-1 Quality Manual
- 4.3 SOP-1 Accreditation Procedure
- 4.4 LF-3: Agreement for Accreditation Services
- 4.5 ILAC-P8:03/2019
- 4.6 ILAC-R7:05/2015
- 4.7 TNI Policy Use of TNI Logos and Marks-Policy 1-103
- 4.8 PJLA Agreement for TNI NEFAP Dated March 14, 2013

5.0 GENERAL

- 5.1 In accordance with the requirements of ISO/IEC 17011: 2017, PJLA provides accreditation symbols to make others aware of their accreditation by means of various forms of publicity. The use of accreditation symbol(s) or references to accreditation is voluntary. However, when (CABs) intend to issue an accredited/endorsed report to their customers they shall include the appropriate references to their accreditation using the PJLA accreditation symbol or language as described in this procedure.



Use of Accreditation Claims and Symbols

- 5.2 Any misuse of the PJLA accreditation symbol, ILAC MRA Mark or any other governed mark as mentioned in this procedure as well as accreditation claims are treated very seriously and handled through PJLA's corrective action process.

6.0 ISSUANCE AND MONITORING OF THE ACCREDITATION SYMBOL/LANGUAGE

- 6.1 A (CAB) shall only utilize the PJLA accreditation symbol or claim accreditation status once a certificate of accreditation is granted. Once a certificate is granted, the appropriate accreditation symbol and a copy of this procedure will be provided to the (CAB).
- 6.2 (CABs) can immediately utilize the PJLA symbol and claim accreditation upon receipt of the artwork and final certificate of accreditation. The Technical Program Manager(s), the President/Operations Manager or designee may interpret PJLA regulations in response to inquiries about appropriate use.
- 6.3 PJLA assessors examine the use of the accreditation symbol and accreditation language as part of all assessments. This includes the (CAB's) procedure for the use of the PJLA accreditation symbol and accreditation claims. Any failure to meet the requirements of this procedure will result in a nonconformity and appropriate corrective action will be required. In the case, PJLA comes upon a misuse of this procedure outside of an assessment, then the (CAB) will be notified to take immediate action to resolve the issue.

7.0 ESCALATION

- 7.1 The President/Operations Manager is notified when a (CAB) fails to take appropriate corrective action for the misuse of the accreditation symbol or language. When such cases occur, the (CAB) will receive a warning letter to immediately resolve the issue within specific timelines. Failure to meet specified timelines will result in the suspension or possible withdrawal of accreditation in accordance with PJLA's (SOP-11) Suspension, Withdrawal or Reduction of Accreditation Procedure.



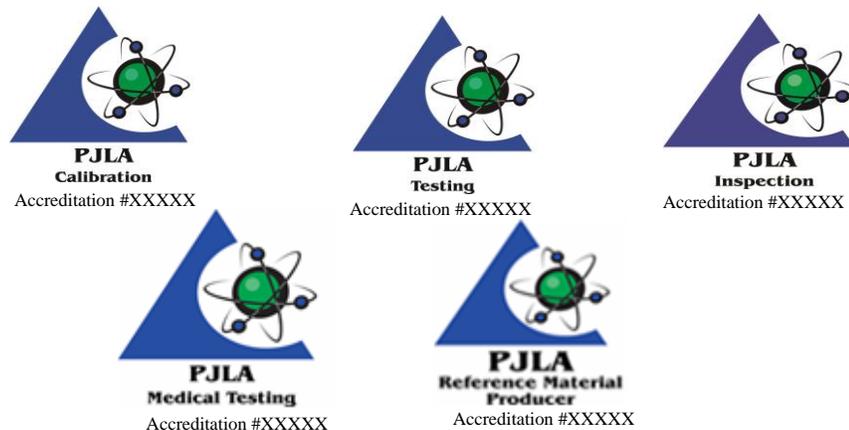
Use of Accreditation Claims and Symbols

APPENDIX A

SUMMARY OF REGULATIONS FOR SYMBOL USE AND ACCREDITATION LANGUAGE

1.0 GENERAL

- 1.1 The accreditation symbol or reference to accreditation as detailed below shall be included on all reports where an accredited/endorsed report is requested by the customer of the (CAB). (CABs) shall ensure that all customers requesting services are not misled when non-accredited or non-endorsed reports are provided. Symbols or references to accreditation shall only be associated with the services covered in the scope of accreditation, and not with any other activities in which the (CAB) or its related organization may be involved. The accreditation symbol or accreditation reference shall not be used in any manner that gives the impression that PJLA accepts responsibility for results or for any opinion or interpretation derived from those results, or that PJLA approves a product or item.
- 1.2 The authorized symbol or reference to accreditation shall be clearly identified with the unique accreditation number assigned by PJLA to the accredited (CAB). PJLA prefers (CABs) to include the accreditation number as shown below. In the case (CABs) wish to include the accreditation number in a different area, then they shall ensure that it is placed within close proximity of the accreditation symbol (i.e. on the same page).



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



Use of Accreditation Claims and Symbols

- 1.3 In the case the (CAB) decides not to utilize the accreditation symbol and chooses to only reference their accreditation on calibration, test (including medical), RMP, inspection, PTP reports, then they shall ensure the following information is included:
- 1) The Standard Accredited to: i.e. (ISO/IEC 17025:2017, ISO/IEC 17020:2012, ISO 17034:2016, ISO 15189:2012 , ISO/IEC 17043:2010 Accredited
 - 2) PJLA
 - 3) Accreditation #XXXXX
 - 4) Accreditation field i.e. Calibration/Testing/Medical/Reference Material Producer, Inspection Body, Proficiency Testing Provider, Field Sampling and Measurement Organization (FSMO)

2.0 RULES AND RESTRICTIONS

- 2.1 Accreditation symbols or statements of accreditation may **not** be used for the following:
- Legal documents (e.g., contracts, checks)
 - Any documentation of sites not accredited by PJLA
 - Subcontractor certificates or documentation
 - Any applicants of PJLA that are not yet accredited
 - On the products or items which a (CAB) has tested, calibrated, inspected (except on calibration labels)
 - On reports, certificates or enclosed letters of results for which the organization's scope is not accredited by PJLA.
- 2.2 Accreditation symbols or language may be used on the following:
- Letterhead
 - Business Cards
 - Fax Cover Sheets
 - Envelopes
 - Brochures
 - Pop-up banners
 - Posters
 - PowerPoint Presentations
 - Press Releases
 - Advertisements
 - Websites
 - Reports and Certificates
 - Emails (template signatures)
 - Compliment Slips
- 2.3 Tests (including medical), calibrations, reference material production, inspections, proficiency testing services or field sampling and measurements outside of the scope of accreditation included on any form of authorized



Use of Accreditation Claims and Symbols

material, shall be clearly identified as: i.e.-“**This laboratory is not accredited for the tests and/or calibrations marked**”

- 2.4 Where such statements of opinion and interpretation are outside the scope of accreditation the (CAB) shall include a disclaimer in the report or certificate close to the accreditation symbol such as “the opinions/interpretations expressed in this report are outside the scope of this accreditation.”
- 2.5 The symbol shall be reproduced such that all features are clearly distinguishable.
- 2.6 Accreditation symbols may be reproduced in a single color, black and white or the colors of the PJLA accreditation symbol as long as the color provides sufficient contrast to make the symbol clearly identifiable. If there are any difficulties matching the colors of the symbol, then PJLA should be contacted for assistance.

3.0 EXTERNALLY PROVIDED SERVICES CONFORMITY ASSESSMENT ACTIVITIES:

- 3.1 In the case that a CAB utilizes external services for work for which they are accredited, to another (CAB) (including branches of its own organization), the CAB may include the results on its accredited/endorsed report or certificate with the appropriate accreditation symbol or accreditation reference. The CAB shall ensure that all requirements of the ISO accredited standard are met for this service and that the external services provider is accredited for the activities performed.
- 3.2 When a CAB issues a report for items that are not on the scope of accreditation, resulting in the use of an external provider, then they are not authorized to utilize the PJLA accreditation symbol or reference to accreditation in any capacity.

4.0 CALIBRATION LABELS ON EQUIPMENT

- 4.1 Accredited CABs may produce calibration labels with the PJLA accreditation symbol. The calibration label shall include the following information:
 - The name of the accredited calibration CAB or its accreditation number
 - Equipment identification
 - Date of current calibration
 - Cross reference to the calibration certificate issued in respect of the calibration
- 4.2 Accreditation symbols shall only be used on calibration labels that belong to equipment that has been calibrated using calibration methods covered by the scope of accreditation.



Use of Accreditation Claims and Symbols

5.0 INSPECTION LABELS ON INSPECTED ITEMS

- 5.1 The use of PJLA's accreditation symbol on inspection labels or items is permitted. Inspection labels containing the symbol shall not give the impression that PJLA approves or has inspected the item and clearly indicate that the item has been inspected by utilizing phrases such as: "inspected by" or "inspected on". In addition, the inspection label shall contain the following information:
- The name and accreditation number of the accredited inspection body
 - Equipment identification
 - Date of the inspection
 - Cross reference to the inspection report issued in respect of the inspection
- 5.2 Inspection labels bearing the PJLA symbol or accreditation language shall only be utilized on inspection items covered under the scope of accreditation.

6.0 REFERENCE MATERIAL DOCUMENTS AND LABELS

- 6.1 The use of PJLA's accreditation symbol on RM labels and certificate is permitted. RM labels and certificates shall not give the impression that PJLA has approved or produced the RM. Additionally, as required in the ISO 17034 standard the label should usually include
- The name and accreditation number of the accredited reference material producer
 - The designation of the product and batch number
 - Cross reference to the reference material certificate

7.0 PROFICIENCY TESTING DOCUMENTS

- 7.1 The PJLA accreditation symbol may be used on documents related to the PT schemes covered by the scope of accreditation of the PT provider

8.0 USAGE OF NON-RELATED BODY SYMBOLS

- 8.1 At no such time does PJLA have the authority to grant permission for the utilization of other organizations (i.e. ISO, IEC, APAC) logos to be displayed on certificates, test reports, calibration labels or any other documentation, with the exception of those outlined in this procedure.



Use of Accreditation Claims and Symbols

9.0 ACCREDITATION STANDARD REFERENCES

9.1 When referring to the accreditation standard in documents which are part of the CAB's quality management system or generated by it, the CAB shall include, at a minimum, the complete author, name and year of the standard as follows:

- ISO/IEC 17025:2017
- ISO 15189:2012
- ISO/IEC 17020:2012
- ISO 17034:2016

10.0 CLAIMS OF ACCREDITATION AND IMPLIED CLAIMS OF ACCREDITATION

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

Acceptable:

- ABC Laboratory is accredited to the ISO/IEC 17025:2017 standard
- ISO/IEC 17025:2017 Accredited
- Accredited to ISO/IEC 17025:2017
- Accredited to ISO 17034:2016
- Accredited to ISO/IEC 17020:2012
- Accredited to ISO 15189:2012

Unacceptable:

- ISO 17025 Accredited
- 17025/9001
- ISO/IEC 17025:2017 Registered

10.2 PJLA recognizes on advertising material (note- this does not include accredited test (including medical), calibration, RMP, inspection reports) that the accreditation language as described above may result in some design issues. In such a case, please contact PJLA to evaluate the layout.

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

“This laboratory is accredited in accordance with the recognised International Standard ISO/IEC 17025. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system (refer to joint ISOILAC-IAF Communiqué dated April 2017)”



Use of Accreditation Claims and Symbols

- 10.4 An accredited laboratory choosing to use the above statement on its reports or certificates should also either supply, or provide access to (via a website), the Joint ISOILAC-IAF Communiqué as part of the package for its customers.
- 10.5 A medical testing laboratory accredited to ISO 15189 may use an equivalent statement quoting ISO 15189 as the accreditation standard and referring to the joint ISO-ILACIAF Communiqué dated January 2015.

A medical testing laboratory accredited to ISO 15189 may use an equivalent statement quoting ISO 15189 as the accreditation standard and referring to the joint ISO-ILACIAF Communiqué dated January 2015.

- 10.6 An inspection body accredited to ISO/IEC 17020 may use an equivalent statement quoting ISO/IEC 17020 as the accreditation standard and referring to the joint ISOILAC-IAF Communiqué dated September 2013.



Use of Accreditation Claims and Symbols

APPENDIX B

REGULATIONS FOR THE COMBINED PJLA SYMBOL AND ILAC MRA MARK

1.0 GENERAL

1.1 PJLA allows the use of the ILAC MRA Mark in combination with the PJLA accreditation symbol to promote international recognition of the ILAC MRA and the accredited services covered under the international agreement. The ILAC MRA Mark is offered to all (CABs) upon achieving accreditation for any program that PJLA has signed a Mutual Recognition Arrangement (MRA) with ILAC with the exception of those (CABs) residing in countries where the ILAC Mark is not registered. The joint ILAC MRA Mark may only be used under the following conditions:

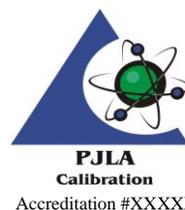
- 1) The ILAC Combined MRA Mark Agreement has been signed between PJLA and the accredited CAB
- 2) A draft of the use of this combined mark has been approved by PJLA

2.0 RULES AND RESTRICTIONS

2.1 The combined mark should be displayed as indicated in the examples below. Note these are only examples and additional programs may be available for the use of the PJLA Combined ILAC Mark. PJLA will offer the utilization of any additional marks to (CABs) as applicable.



OR





Use of Accreditation Claims and Symbols

- 2.2 The ILAC MRA Mark can be in either black and white or blue (**Black**-Mono color breakdown 100% black **Blue**-process (CMYK) color breakdown or Pantone (PMS) color breakdown or Website (RGB color breakdown R0 G0 B229)
- 2.3 The symbol should be legible and non-distorted
- 2.4 The size of the combined mark/symbols should be no smaller than 20 mm and maintain similar proportions as the PJLA symbol (+ or – approximately 5% of the size of the ILAC MRA Mark).
- 2.5 The combined mark should be placed horizontally.
- 2.6 The combined mark should display the words “ILAC MRA” as they are part of the actual mark.
- 2.7 The PJLA symbol and the PJLA mark should be placed as noted above. However, in some cases PJLA may allow a different format as long as the PJLA symbol and the ILAC MRA Mark are within close proximity.
- 2.8 The Combined ILAC MRA Mark may be used on the following:
 - Letterhead
 - Business Cards
 - Fax Cover Sheets
 - Envelopes
 - Brochures
 - Pop-up banners
 - Posters
 - PowerPoint Presentations
 - Press Releases
 - Advertisements
 - Websites
 - Reports and Certificates
 - Emails (template signatures)
 - Compliment Slips
 - Calibration labels
- 2.9 Rules and Restrictions outlined in this document shall be applied, unless otherwise specified in this Appendix.



Use of Accreditation Claims and Symbols

APPENDIX C

REGULATIONS FOR USE OF THE PJLA COMBINED SYMBOL AND TNI NELAP (NGAB) AND TNI NEFAP MARK

1.0 GENERAL

- 1.1 Through agreements with TNI, PJLA has authorization to distribute the TNI NEFAP mark and/or TNI NELAC NGAB mark upon recognition from TNI. Upon recognition, PJLA allows accredited CABs (laboratories or field sampling and measurement organizations) to display the appropriate TNI mark in conjunction with the PJLA accreditation symbol for testing. CABs must request permission directly from PJLA for the use of any TNI mark.
- 1.2 Where agreements exist between PJLA and state accrediting organizations and PJLA has no responsibility for issuing the TNI NELAC certificate including the symbol, PJLA will only assist as required in the assessment of the utilization of the mark.
- 1.3 If at any time PJLA no longer obtains recognition from TNI for its offered programs, then all CABs will be notified of such and will be required to suspend the use of claims of accreditation including the relevant marks.

2.0 RULES AND RESTRICTIONS

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

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

3.0 MONITORING AND ENFORCEMENT OF THE TNI NEFAP AND TNI NELAC (NGAB) MARKS

- 3.1 PJLA will take immediate action for any misuse of the TNI marks as defined in the body of this document.