Understanding ISO/IEC 17065
12 Hours

What?

Learn about the 2012 version of the product certification body standard and how it fits into global voluntary conformity assessment. Learn what its requirements actually mean.

Who?

For all product certification body, accreditation body, and scheme owner staff who:

- Manage certification schemes
- Participate in the operation of a product, process or certification scheme, or
- Assess against the requirements of ISO/IEC 17065

How?

This 12-hour Training Course examines structural components of the standard. See the syllabus to the right. Quality system, certification process, and technical requirements are grouped in a manner that makes them clear and understandable.

Technical considerations include impartiality and competence in evaluation. Quality system discussions include easy-to-understand approaches that correlate to other internationally recognized, conformity assessment standards.

This course contains reference to the IAF interpretation documents on product certification.

Day 1 Syllabus (6 hours)

Introduction and Approaches to Learning

Background and Principles of Certification
- Introduction to the concepts behind certification
- The components of certification schemes (scheme owners, certification bodies, applicants)

Certification Process Overview
- Interoperability of conformity assessment standards

Safeguarding Integrity in Certification
- Impartiality
- Confidentiality

Organization and Structure
- Top Management and requirements
- Interested parties

Day 2 Syllabus (6 hours)

Certification body Resources
- People and managing Competence
- Internal and External Evaluation Resources

Certification Processes
- Application and Review
- Evaluation
- Review
- Decision-making
- Certification Documentation
- Directory and Certification Listing
- Surveillance
- Changes to Certification
- Changes in Certification Status

Management System Requirements
- Options A (17065) and B (9001)
- Management system documentation
- Document Control
- Control of Records
- Feedback (including complaints)
- Disputes and Appeals
- Continual Improvement (NCs, PNCs, OFIs, CAPA)
- Internal Audit
- Management Review

End-of-Course Quiz