Letter from the President
From the President’s Desk

It is indeed hard to believe that it is almost six months since I have worked at the IAS office in Brea, California, which we hurriedly closed-down in mid-March in response to the COVID-19 crisis. Even in my wildest dreams, I never imagined we would all be talking to each other constantly from an electronic box! It is even more surprising that while our physical world became confined to a much smaller space, our professional world expanded overnight to bring us all together, seemingly without a hitch in the Wi-Fi! I have now spoken to hundreds of people globally while sitting in my home office and conversed with folks who I previously used to mostly exchange emails. I am glad to share that our staff, assessors and the extended family have largely been spared the virus. We hope and pray that those of you who are reading this, and your near and dear ones, are keeping safe and healthy.

Meanwhile, as many experts globally have pointed-out across most industries, productivity has rapidly increased and the focus and intensity of work has been surprisingly positive. Inevitably there are exceptions to this statement, especially those industries and activities, which have been negatively impacted by the crisis in numerous ways. The IAS assessment teams went into virtual mode immediately and continue to effectively discharge our obligations under the MRA/MLA requirements, and serve our far-flung customers. The global conformity assessment community has come out with new policies, guidelines and mechanisms to continue to keep the assessment process relevant and provide the needed assurance, while distancing safely. The phrase, ‘paradigm shift,’ in this instance is truly relevant.

While many organizations cancelled their annual meetings and conclaves, IAS has ramped-up its activity online by holding multiple events such as: California ELAP Webinars (4 events); Global Management System Certification Body Technical Conclave; Food Technical Advisory Council; and 26 training courses delivered to over 750 people, among other activities.

I am pleased to note the addition of our newest member to the IAS Board of Directors (BOD), Samuel (Sam) Palmer, P.E., CBO. Palmer has served as chairman of the IAS Accreditation Committee for three years. He was also chairman of the State of Nevada Board of Professional Engineers and Land Surveyors and is a Fellow of the American Society of Civil Engineers. Palmer has been the assistant director for the Clark County Department of Building and Fire Prevention in Las Vegas, Nevada, since 2013. The IAS BOD, under Chairperson Rocco Davis’ leadership, continues to provide steady and insightful guidance to IAS management and staff.

On a personal note, I was elected to the APAC (Asia Pacific Accreditation Cooperation) Executive Committee for a 3-year term. In addition, IAS management, staff and assessors, serve on multiple technical committees in ILAC, IAF and APAC.

As we move into the final quarter of 2020, we continue to keep our eyes on the operational effectiveness of our programs, while maintaining our financial health. IAS continues to invest in education, training, IT infrastructure and staff enhancements to serve our customers more effectively and rapidly to ensure quality in all sectors we operate under.

Please do share with us any interesting and helpful information that we can share with our IAS community. Feel free to drop us a note anytime.

Stay safe,
Raj Nathan
Forensic Laboratories and Inspection Agencies Accreditation

Forensic Testing and Calibration Laboratory Accreditation
IAS accreditation confirms that the Testing or Calibration Lab complies with the ISO/IEC Standard 17025.

IAS accredited forensic testing or calibration laboratories demonstrate to the marketplace and to regulators that accreditation requirements are met and are periodically monitored for compliance. The accreditation process involves an assessment of the forensic laboratories technical competence for performing sampling, testing and/or calibration services. Forensic analysis service providers will have a standardized, efficient system devoted to quality of testing performance with increased accountability.

2020 Forensic Lab Accreditation Policy
The United States Department of Justice mandated department-run forensic labs to obtain and maintain accreditation and all department prosecutors to use accredited labs to process forensic evidence when practicable as of December 2020.

Accreditation assesses a forensic lab’s capacity to generate and interpret results in a particular forensic discipline and helps to ensure an ongoing compliance to industry and applicable international standards.

IAS will assess and monitor the quality of the lab’s management system by examining factors that include staff competence; method validation; appropriateness of test methods; calibration and maintenance of test equipment; testing environment and quality assurance data.

Forensic Inspection Agency Accreditation
IAS accreditation confirms that the Inspection Agency complies with the ISO/IEC Standard 17020.

IAS assesses forensic inspection agencies’ competence for performing inspections and the consistency of their inspection activities. IAS accredits agencies that perform inspections of materials, products, installations or processes.

Forensic Analysis Categories
IAS provides accreditation to the following forensic analysis related categories:
- Law enforcement agencies and crime laboratories
- Medical examiner offices and public health agencies
- Environmental testing laboratories and breath alcohol calibration laboratories
- Animal drug testing laboratories
- Computer/IT forensic investigation organizations
- Academic institutions

ILAC and IAF Recognitions
IAS participation in ILAC and IAF technical meetings is of strategic importance and value because IAS operates a diverse range of accreditation programs (testing, calibration, inspection, management systems, product, persons) within the established ILAC and IAF Multilateral and Mutual Recognition Arrangements (commonly known as MRAs/MLAs).

IAS was recently recognized under the IAF Multilateral Recognition Arrangement (MRA) for the scopes of ISO 45001 (OH&S) and IPC-PL-11-006 on March and May 2020 respectively (shown in italics below). These new recognitions add to the already approved scopes of IAS under the IAF MLA (full recognition below).

A valuable consequence of this scope extension expands IAS’ reach and stature as a full-service accreditation body serving the interests of its constituents worldwide. The recognitions received under IAF and ILAC allows international acceptance of IAS accreditations based on the equivalence of other accreditation body’s accreditation programs through the establishment of regional MRAs/MLAs. Hence, providing world-wide recognition and acceptance of IAS test reports, certificates and those certificates issued by our accredited conformity assessment bodies. The certified clients of accredited conformity assessment bodies help facilitate trade and commerce amongst economies within regional groups which in turn serve global markets.

The full approved IAF and ILAC MLA scope as of May 2020 is shown below:

Main scopes
- Product Certification - ISO/IEC 17065 - 26 May 2011
- Management Systems Certification - ISO/IEC 17021-1
- Certification of Persons - ISO/IEC 17024 - 26 Oct 2018

Sub scopes
Level 4
  - MS: ISO/TS 22003
  - MS: ISO/IEC 27006
  - MS: ISO/IEC 17021-3
  - MS: ISO 50003
  - MS: ISO/IEC 17021-2
  - MS: ISO/IEC TS 17021-10

Level 5
- Product: GlobalA.G.P. IFA CPCCs
  - MS: ISO 22000 (FSMS)
  - MS: ISO 9001 (QM)
  - MS: ISO 14001 (EMS)
  - MS: ISO/IEC 17001 (ISO)
  - MS: ISO/IEC 27001 (ISMS)
  - MS: ISO 13485 (MDS)

GORD Labs Expands their Scope of Accredited Testing to help Fight the Spread of COVID-19
GORD Labs, an IAS accredited testing laboratory in Doha Qatar reached out to our technical staff on May 1, 2020 to expand their scope of accredited testing to include hand sanitizer. The assessment was completed May 9, and their updated certificate issued May 10th. Founding Chairman Dr. Yousef Alkhor had this to say about the experience:

“Dear IAS Management Team,
On behalf of the Ecolab-GORD team I would like to extend our appreciation and words of thanks to yourselves and your staff for the excellent support and extraordinary efforts dedicated by IAS to facilitate the expansion of the testing scopes of our laboratory ISO/IEC certification in a very short time and at a very challenging situation given the immense pressures caused by the widespread of the pandemic COVID-19.

We truly appreciate the business relations with your organization and look forward to a continued collaboration for the benefits of both parties.”

Details of the expanded scope are shown in the charts below:

<table>
<thead>
<tr>
<th>Hand Sanitizer</th>
<th>Ethanol</th>
<th>Qualitative &amp; Quantitative analysis of alcohols content in Alcohol-Based Hand Sanitizers obtained according to WHO guidelines</th>
<th>1% to 100%</th>
<th>1% to 100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Isopropanol</td>
<td>Organic</td>
<td>SOD/OPN/14 based on ASTM E 168 and Perkin Elmer application note using FTIR</td>
<td>Quantity of Ethanol and Isopropanol in Alcohol-Based hand sanitizers</td>
<td></td>
</tr>
</tbody>
</table>
IAS' Role in the Mars Hope Probe

Congratulations to the Mohammed bin Rashid Space Centre, an IAS accredited testing laboratory, for launching the Emirates Mars Mission and Mars Hope Probe. The event marks the first step in the mission’s 7-month-long journey to gather key science data about Mars’ atmosphere.

Rocco Davis Appointed to California Transportation Commission

Jon Rocco Davis, Chairperson of the IAS Board of Directors, has been appointed by California Governor Gavin Newsom to the California Transportation Commission. The 13-member California Transportation Commission (CTC) is responsible for programming and allocating funds for the construction of highway, passenger rail, transit and active transportation improvements throughout California. The Commission also advises and assists the Secretary of the California State Transportation Agency and the Legislature in formulating and evaluating state transportation policies and plans for California’s transportation programs.

Since 2001, Davis has been vice president and regional manager of Labors’ International Union of North America (LIUNA). He also chairs the LIUNA Pacific Southwest Regional Organizing Coalition, National Alliance for Fair Contracting, Labors’ Employers Cooperation and Education Trust Southwest and International Accreditation Service. Davis is a trustee of the National Laborers’ Employers Cooperation and Education Trust Board, the LIUNA Staff and Affiliates Pension Fund, Labors’ National Industrial Pension Fund, Labors’ National Health and Welfare Fund, Labors’ Health and Safety Fund of North America, LIUNA Training and Education Fund, the Service Contract Education and Training Trust and the Laborers-Employers Benefit Plan Collection Trust.

Raj Nathan Elected to APAC Executive Committee

Raj Nathan, President of the International Accreditation Service (IAS) has been elected to the Executive Committee of the Asia Pacific Accreditation Cooperation (APAC). The Executive Committee functions as a board of directors and is responsible to the General Assembly for the effective pursuit of APAC objectives, and for the oversight of the operations and management of APAC. APAC is the regional association of accreditation bodies in the Asia Pacific region. The Asia Pacific Accreditation Cooperation (APAC) was established on January 1, 2019 by the amalgamation of two former regional accreditation cooperation’s – the Asia Pacific Laboratory Accreditation Cooperation (APLAC) and the Pacific Accreditation Cooperation (PAC).

Raj has been president of IAS since 2018. Previously, he served as Senior Vice President, and in other positions, for IAS where he gained over 20 years of progressive technical and management experience in conformity assessment and accreditation areas. He led the successful expansion of IAS business operations globally. He has served and led international teams to Japan, India, Singapore, etc. on a variety of global assignments in peer evaluation of the national accreditation systems. Raj holds a Master of Science in Industrial and Management Systems Engineering from University of Nebraska, Lincoln.

APACs’ primary role is to manage and expand a mutual recognition arrangement (MRA) among accreditation bodies in the Asia Pacific region to facilitate trade. The MRA facilitates the acceptance of test reports, inspection reports and management systems across the region and with other regions around the world. The region represents over half of world trade and two-thirds of global human population.

This APAC mutual recognition and acceptance of conformity assessment reduces the need to undertake duplicate testing, inspection or certification, thus saving time and money, increasing economic efficiency and facilitating international trade. APAC has:

- 47 Full Members across 29 economies that are APAC MRA signatories; 18 Associate Members across 15 economies; and 8 Affiliates across 8 economies.
- APAC’s members include accreditation bodies, accreditation focal points and other organizations that have an interest in accredited conformity assessment results.
- APAC is recognized by the Asia Pacific Economic Cooperation (APEC) as one of four APEC Specialist Regional Bodies (SRBs) that support the work of the APEC Sub-Committee on Standards and Conformity.

Building Departments are Talking about Accreditation

If you have ever wondered why building departments are getting accredited by IAS, then you will be interested in a series of articles that ran in the International Code Council’s Building Safety Journal. IAS developed the series of articles about building departments that have been accredited in the Building Department Accreditation Program. The articles feature interviews with building officials from twelve accredited departments. The building officials answer questions about why they decided to pursue accreditation, the challenges of going through the process and how accreditation has helped their departments.

IAS accreditation demonstrates that building departments have met the national standard and are competent to provide public safety services for their communities. The accreditation is based on IAS Accreditation Criteria for Building Code Regulatory Agencies and Third-Party Service Providers (AC251). Getting accredited involves an assessment of the department’s goals, policies, and procedures, as well as permitting, inspections and plan reviews.

To read the articles, click here.
TAC Building Department Accreditation Meeting

The Technical Advisory Council-Building Department Accreditation (TAC BDA) met via teleconference on August 6, 2020. Chairperson Selso Mata, Building Official for the City of Poughkeepsie, opened the meeting. He welcomed the members of the council. IAS President Raj Nathan updated the council on the current business status and programs. The TAC BDA discussed revisions to the accreditation program and criteria. Mike Bousley, Special Inspection Agency, updated the council on administrative and program status pertaining to the Building Department Accreditation Program.

TAC Food Safety Meeting

IAS held a Food Safety Technical Advisory Council (TAC) meeting, Wednesday, June 24th, to discuss and identify issues pertaining to food safety in testing, inspection, product and personnel certification, and management systems certification entities. The Food TAC is chaired by Mr. Udo Lampe (Analytica Alimentaria GmbH) and supported by representatives from government laboratories, accredited organizations, and IAS staff.

The meeting included discussions on the COVID-19 pandemic and challenges in accreditation of conformity assessment bodies, blockchain and food safety, food sampling, the proposed Rule for FDA Testing Laboratories, IAS food accreditation programs updates, and the latest IAF Food Working Group meeting outputs. The IAS Accreditation program expansions to new areas such as accreditation of Halal Certification Bodies or BRC were also discussed.

The IAS Special Inspection Agency Accreditation Program was an amended version of the International Building Code (IBC), published by the International Code Council, to ensure the construction of safe buildings. Special inspection is defined in the IBC as “the inspection of construction requiring the expertise of an approved special inspector in order to ensure compliance with the code and the approved construction documents.”

Chapter 17 of the IBC includes 16 major categories of mandatory special inspections that have critical life-safety and structural-safety roles, including:
- Inspection of fabricators
- Concrete construction
- Masonry construction
- Steel construction
- Wood construction
- Soils
- Pile foundations
- Sprayed fire-resistant materials
- Mastic and intumescent fire-resistant coatings
- Exterior insulation and finish systems
- Special cases
- Seismic requirements

The IAS Special Inspection Agency Accreditation Program was developed to help building departments implement the special inspection requirements mandated in Chapter 17 of the IBC. “When we talk about special inspections, IAS almost mirrors the steps in the IBC Chapter 17,” said Palmer. “The program itself follows all of the mandatory steps that show how the firm operates, who are the main players, what are their qualifications, what are their certifications, etc. IAS follows each step all the way down in a very precise and qualified format. That’s one of the main reasons we like the IAS program.”

Special inspectors are hired by the owner, engineer or architect of record, and not the contractor. While special inspectors are not employed by the building department, the building official is responsible to approve special inspector qualifications and verify that mandatory special inspections are being performed.

Chapter 17 of the IBC provides specific requirements for approving agencies performing special inspections. The special inspection agency must be independent of the contractor responsible for the work being inspected. The agency shall have adequate equipment to perform required tests and the equipment shall be periodically calibrated. The agency shall employ personnel educated in conducting, supervising and evaluating tests and special inspections. The IBC includes additional requirements related to inspection reports, labeling, follow-up inspections, etc.

Building departments are often understaffed with many duties, both technical and administrative, making it difficult if not impossible to manage a special inspection program. The lack of staff and the absence of an administrative framework to enforce special inspection compliance are big obstacles. IAS developed the Special Inspection Agency Accreditation Program to help building departments overcome these obstacles. “The IBC basically requires you to have special inspections,” said Palmer. “The IAS special inspection program helps you as a building department to manage the process and ensure the projects being built in your community are built safe and sound.”

The IAS Special Inspection Agency Accreditation Program is a trusted method being used by building departments to document the qualifications of special inspection agencies and the special inspectors that serve their jurisdiction. IAS also provides accreditation for special inspection agencies recognizing the requirements of various local jurisdictions as adopted in the New York City Building Code, Philadelphia Building Code, Southern Nevada Building Code and others. IAS assesses special inspection agencies based on the requirements in IBC Chapter 17 as adopted by the states and other large jurisdictions. Getting accredited involves an assessment of the agency’s operation procedures, the competence of its inspection staff, and its reporting procedures.

Every accredited agency is given an Accreditation Certificate and Scope document that lists the specific inspections the agency is accredited to conduct. These documents, placed on the IAS website, serve as the basis for approvals from the building department. For more information about the IAS Special Inspection Agency Accreditation Program, review the IAS Special Inspection Agency Brochure.
Assessor Spotlight – Dr. Max Porter, P.E.

Dr. Max Porter has worked as an IAS assessor for the past seven years. He earned his BS in Civil Engineering in 1965 and an MS and PhD in Structural Engineering from Iowa State University (ISU) in 1968 and 1974, respectfully. In 1966, he became an Instructor at ISU, later earning the title of Assistant Professor in 1974, Associate Professor in 1977, Professor in 1981, and the distinction of University Professor in 2010 until his retirement in 2012. He now holds the title of University Professor Emeritus.

Dr. Porter, a nationally and internationally recognized structural expert, building standards developer and experienced disaster investigator brings his expertise to his role as an IAS assessor for Inspection Agencies, Special Inspection Agencies, Product Certification Agencies, and Testing Laboratories.

Dr. Porter serves his community and is actively involved in several professional associations. Some positions that he currently holds include chair of the King-Am Neighborhood Association in Ames, IA (a position he has held for nearly 25 years) and chair of the Fiber Composite and Polymer Standards Committee (FCAPS) of ASCE. He has chaired several standards committees, including the Steel Deck with Concrete of ASCE, the Masonry Joint Standards (MLJC) for TMS, ACI, and ASCE, and the Administrative Committee of the Codes and Standards (CSC) of ASCE. Besides chairing these standards committees, he has served on several other standards and building code committees and is still active on several of them. He is also a distinguished member of the American Society of Civil Engineers, and a member of the Committee on Ethical Practices of the American Society of Civil Engineers and the Committees of Fiber Reinforcement for Concrete Structures and of Fiber Reinforced Concrete of the American Concrete Institute. He is also a fellow of the American Concrete Institute, the Masonry Society, and the American Society of Civil Engineers. He has served as President of the Structural Engineering Institute and President of The Masonry Society. He has served in multiple terms on his church Board of Trustees, including President and is currently the Vice President.

When he isn’t doing assessments for IAS, or participating in community or community work, Dr. Porter enjoys playing and following sports (his favorite is football, basketball, and racquetball), collecting model trains, and adding to his stamp and coin collections. His consulting, investigation, and inspection work has taken him to different locations in the US, however Ames, Iowa has been his home base since 1961 where he currently lives with this wife (also an ISU graduate and employee) of 51 years. Here’s what he had to say about doing IAS assessments.

Q: What is your favorite part of doing assessments?
A: The rewarding feeling of being able to help improve a laboratory or facility or process during the assessment. I try to aid in the process to make improvements as well as making an evaluation at a facility.

Q: What is the most challenging part of doing assessments?
A: When there is a loss of the signal or internet during a remote assessment. Another challenge is to squeeze in all the items to review within the limited time frame.

Q: How did you start doing assessments for IAS?
A: I was recruited by a long-time acquaintance on one of the mutual code committees who worked for the ICC-ES system who told me when I decided to give up teaching, I would be eligible to be considered as an assessor for IAS. He asked me if he could submit my name, and after passing multiple courses and exams in the IAS system, I was “sucked in.”

Q: What did you enjoy most about being a professor?
A: The most rewarding experiences were my opportunities to pursue research in areas related to building codes; namely, structural engineering, concrete structures, FRP composite steel deck floor slabs, reinforced concrete, structural steel, masonry structures, and disaster investigations. My most fond memories were the awards received from these activities and the outstanding people that I’ve had the privilege to work with on the national code committees, leading to fruitful contributions to the building codes resulting from my research.

Q: What skills did you take from your time as professor to becoming an IAS assessor?
A: The experiences from being a presiding of 7 organizations from speaking at numerous conventions, national meetings, and being an invited speaker of special meetings, including, e.g. ethics presentations based upon my work on the national ethics committees, and the opportunities to work with a lot of great people in the various professional organizations.

Q: In your opinion, what is the best value of becoming accredited?
A: The international reputation and recognition of a facility to carry out a testing or other procedure according to prescribed recognized criteria, such as those standards developed through the consensus process.

Upcoming Online Trainings and Webinars

Webinars
Listen to industry experts, ask questions, and learn during these live IAS webinar training sessions. Check out the schedules and course descriptions below.

Learn about the updated ISO/IEC 17025 standard and its structural components, traceability of measurement, and estimations of uncertainty.

September 30-October 1 - Learn more
ISO/IEC 17021-1 for Management Systems
Better understand the ISO/IEC 17021 standard and its critical requirements. Learn details about the accreditation process and cost-effective implementation recommendations.

October 7-9 - Learn more
ISO/IEC 17065:2012 Product Certification Agencies
Introduction and refresher course to ISO/IEC 17065 standard, Management System requirements, IAS assessment process, Auditing techniques

October 13-14 - Learn more
ISO/IEC 17020:2012 Inspection Agencies
Introduction and refresher course to ISO/IEC 17020 standard, Management System requirements, IAS assessment process, Auditing techniques

October 21-22 - Learn more
Online Training
Learn about the key ISO/IEC standards using IAS online courses when it is convenient for your schedule. Get the details for each course and download the syllabus. Start and stop the training when necessary. These courses provide in-depth training and range from 3 to 10 hours to complete. Check out the sample online training pages.

AC 473 Requirements for Accreditation of Cold Formed Steel Component Inspection - Learn more
ISO/IEC 17025 for laboratories - Learn more
ISO/IEC 17025 Revision to 2017 version - Learn more
ISO/IEC 17020 for inspection bodies - Learn more
ISO/IEC 17065 for certification bodies - Learn more

International Accreditation Service (IAS) and California State University Dominguez Hills (CSUDH) Program

CSUDH and IAS have developed a 4-Module Certificate for IAS clients, ICC membership, Assessors, and Subject Matter Experts involved in conformity assessment. The program is for University students/alums, STEM and technical professionals with practical experience in one or more of the following areas:

• Quality management
• Membership in standards development organizations
• Accreditation authorities and the staff of testing and measuring laboratories

This course is delivered via a cohort format consisting of four modules instructed by recognized subject matter experts in their areas of standardization and conformity. Class meetings will take place via Zoom on four Saturdays and one additional all-day symposium. Delegates must attend all sessions and pass an examination with a score of 70% or better on the final Saturday to receive this certificate.

Class Topics and Meeting Days
Module 1 - Conformity Assessment Principles /Management System | Oct. 3
Module 2 - Systems of Accreditation /Systems of Certification | Oct. 10
Module 3 - The World of Standardization /Global Issues in Conformity Assessment | Oct. 17
Module 4 - Risk Analysis in Conformity Assessment /Metrology in Conformity Assessment | Nov. 7
Exam/Project Presentation | Nov. 7

Program Cost
The total price for Accreditation, Standardization and Conformity Assessment is $599. Registration must be completed by September 30, 2020. Discounts are available for groups of 3 or more.

To Register for this course, call 310-243-3741 (Option 1)

For more information, visit the CSUDH website or email Michael Casner
California ELAP Training
The following IAS training sessions presented by Dr. Tony Francis have been made available for your viewing.

Webinar 1: CA ELAP/2016 TNI Standard for Testing Laboratories Training Video (90-minutes)
Webinar 2: Get ready for the new California ELAP Accreditation Requirements Training Video (60-minutes)
Webinar 3: How to prepare your Laboratory for an ELAP Assessment Video (90-minutes)
Webinar 4: The Importance of QC in an ELAP Laboratory Video (100-minutes)
Trust but Verify

In the conformity assessment industry, specifically for management systems certification, the certification decision review is the one-time review by another certification body personnel, besides the auditor, which can make a technical determination regarding effectiveness of a management system. That being the case, the certification decision is the last firewall protecting certification bodies from malpractice, ambiguity and liability when it comes to their certified customers.

The Devil is in the Details

One of the most commonly overlooked requirements related to the certification decision section within the ISO/IEC 17021-1 standard is clause 9.5.1.4 (ISO Staff, 2016):

“The certification body shall record each certification decision including all additional information or clarification sought from the audit team or other sources”

Sure, certification bodies can always record the certification decision, this is a no-brainer; but what about the second part of the clause?

From personal experience conducting technical reviews of reports, I have observed that in a high percentage of cases, clarification is needed from the team (or other sources) regarding a statement or observation made during the audit/assessment process.

In depth technical reviews, recording the requirements in clause 7.2.10 of the standard. This is not to say that certification decision reviewers should be hunting through the details of the report and asking questions of viewpoints noticed differently. If we all read something and walked away with the exact same understanding, not only would this article be pointless, but philosophy wouldn’t be taught in institutions worldwide. Why? Philosophy is the study of viewpoints. Different individuals have different experiences which leads them to develop distinct points of view. Something that is extremely clear for one person, may invoke hundreds of questions in another. The same goes for auditors. One auditor may observe a process or situation, and come up with one determination of its effectiveness or conformity; while another auditor observing the same process or situation would have entirely different conclusions. The role of the certification reviewer is to ensure that the viewpoints expressed in an assessment/audit report are understandable and unambiguous to the greatest number of people.

Why Does it All Matter?

Not only does an in-depth technical review process increase your confidence in your certification process, it also gives third party assessors/auditors confidence in the overall system. From a customer relations perspective, detailed technical reviews can also serve to calibrate auditors, resulting in greater customer satisfaction and a reduction in hearing “the previous auditor said this, while this auditor said the opposite”. This not only reduces the prevalence of appeals, complaints, and general dissent from your customers, but empowers them to know that someone from your office or home office of their certification body is paying attention and won’t stand for audits auditing their personal interpretation of compliance to a requirement, but the compliance to the requirement itself.

In depth technical reviews, recording the results of those technical reviews, and acting upon the information gleaned from the reviews is one of the most effective ways to improve your certification process and can have far-flung positive effects on the other parts of your management system.

Patrick McCullen
Senior Accreditation Officer, IAS
Utilizing Remote Assessments as an Ace up the Accr...
Watch this World Accreditation Day video featuring presentations from 4 leading experts in the food safety industry.

Udo Lampe, Founder and Managing Director of Analytica Alimentaria GmbH, presentation is on “Accreditation and Food Safety: A World of Opportunities and Challenges”.

Christopher Priddy, JD, International Relations Specialist, U.S. Embassy New Delhi Food & Drug Administration, presentation topic is “U.S. Food & Drug Administration Office of Global Policy and Strategy” which is an overview of the India Office Food Safety Efforts.

Dr. Mustafa Gassem, Executive Director, Integrated Modern Scientific Supplies (IMSS), delivers a presentation on “Food Safety and Accreditation” which discusses the benefits of food safety certification and accreditation.

Dimitrios Katsieris, International Manager, IAS, presents on “Why Accreditation is Important for Food Safety” which highlights the various accreditation food safety programs from IAS.

IAS on Social Media
If you haven’t connected with IAS on social media platforms, then you are missing out on the latest accreditation news. IAS provides periodic news updates and information on dedicated pages in Twitter, Facebook, LinkedIn and Youtube. To find us, go to any of these pages and search for International Accreditation Service.

Let Us Know What You Think
The International Accreditation Service strives to continually improve our services and welcomes feedback, positive or negative, which we will use to provide better service to our clients and stakeholders. Visit the Contact Us page of the IAS website to share your comments.