

IAS INTERNATIONAL ACCREDITATION SERVICE®
ISO/IEC 17021-1:2015
Section 7: Resource Requirements

Section 7: Resource Requirements
7.1 Competence of Personnel

7.1.1 General Considerations

- Have processes to ensure that personnel have appropriate knowledge and skills.

7.1.2 Determination of Competence Criteria

- Documented criteria of required knowledge and skills necessary to effectively perform audit and certification tasks to be fulfilled to achieve the intended results.
- See Annex A (what is ISO/IEC TS 17021-2, ISO/IEC TS 17021-3 or ISO/TS 22003).

Section 7: Resource Requirements
7.1 Competence of Personnel

7.1.3 Evaluation Processes

- Have documented processes for the initial competence evaluation, and on going monitoring of competence and performance of all personnel
- Competence shall be demonstrated prior to the individual taking the responsibility for the performance of their activities within the certification body.


NOTE 1 A number of evaluation methods that can be used to evaluate competence are described in Annex B.

NOTE 2 Annex C shows an example of a process flow for determining and maintaining competence.

7.1.4 Other Considerations

Have access to the necessary technical expertise for advice on matters directly relating to certification activities.

Section 7: Resource Requirements
7.2 Personnel Involved in the Certification Activities



7.2.1

- Have sufficient, competent personnel for managing and supporting the type and range of audit programs.


7.2.2

- Employ, or have access to, a sufficient number of auditors, including audit team leaders, and technical experts to cover all of its activities and handle the volume.

7.2.3

- Make clear to each person concerned their duties, responsibilities and authorities.

Section 7: Resource Requirements
7.2 Personnel Involved in the Certification Activities



7.2.4


- Have processes for selecting, training, formally authorizing auditors and for selecting and familiarizing technical experts used in the certification activity.
- Initial competence evaluation of auditor requires observing the auditor conducting an audit.

NOTE: Desired personal behavior that is important for personnel involved in certification activities is described in Annex D.

7.2.5

- Have a process to achieve and demonstrate effective auditing

Section 7: Resource Requirements
7.2 Personnel Involved in the Certification Activities



7.2.6

- Auditors (and, where needed, technical experts) are knowledgeable of its audit processes, certification requirements and other relevant requirements.
- Provide an up-to-date set of documented procedures


7.2.7

Identify training needs and provide access to specific training to ensure its auditors, technical experts and other

7.2.8

The group or individual that takes the decision on granting, refusing, maintaining, renewing, suspending, restoring, or withdrawing certification, or on expanding or reducing the scope of certification, shall understand the applicable standard and certification requirements, and shall have demonstrated competence to evaluate the outcomes of the audit processes including related recommendations of the audit team.

Section 7: Resource Requirements
7.2 Personnel Involved in the Certification Activities



7.2.9

- Satisfactory performance of all personnel.
- Documented process for monitoring competence and performance of all persons involved, based on the frequency of their usage and the level of risk linked to their activities.
- Review and record the competence of its personnel to identify training needs.


7.2.10

- Monitor each auditor.
- Documented monitoring process for auditors include a combination of:
➤ on-site evaluation, review of audit reports and feedback from clients/market.

7.2.11

- Periodically evaluate the performance of each auditor on-site.
- Frequency of on-site evaluations be determined, program/risk/requirement by AB.

Section 7: Resource Requirements
7.3 Use of Individual External Auditors and External Technical Experts
7.4 Personnel Records



7.3


- Require external auditors and external technical experts to have a written agreement
- Relating to confidentiality and impartiality and notify CB of any existing or prior relationship with any organization they may be assigned to audit.

NOTE Use of an individual or employee of another organization individually contracted to serve as an external auditor or technical expert does not constitute outsourcing.

7.4

- Maintain up-to-date personnel records,
- Includes management and administrative personnel.

Section 7: Resource Requirements
7.5 Outsourcing



7.5.1

- Describes the conditions for outsourcing
- Have a legally enforceable agreement

7.5.2

- Cannot outsource:
➤ Decisions for granting, refusing, maintaining , expanding or reducing scope, renewing, suspending or restoring, or withdrawing


Section 7: Resource Requirements
7.5 Outsourcing

7.5.3
CB:
a) take responsibility for all activities outsourced
b) services, CB personnel all follow 17021 requirements;
c) no conflict by personnel being outsourced.


7.5.4
Have a process and records for the approval and monitoring of all bodies/personnel that provide outsourced services







NOTE 1 For 7.5.1 to 7.5.4, have individual contracts to operate under the CB's management system (see 7.3.).

NOTE 2 For 7.5.1 to 1.5.4, the terms "outsourcing" and "subcontracting" are considered to be synonyms.



Thank you!



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