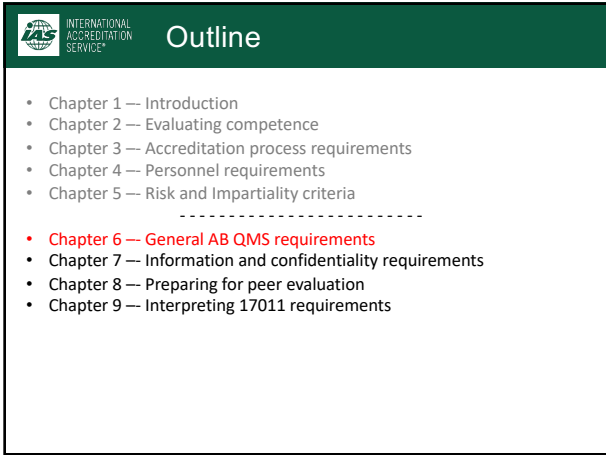
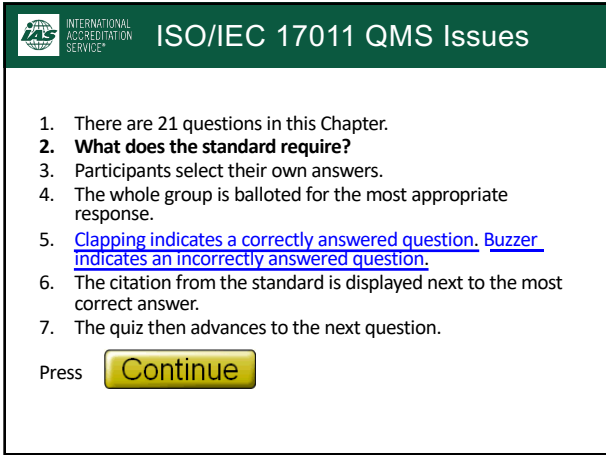


1



2



3



3 Definitions:

The definitions in 17011 are drawn from:

- A. [ISO/IEC 17000](#)
- B. [ISO/IEC 17000 and ISO 9000](#)
- C. [ISO 9000](#)

4



4.1 Legal responsibility:

The accreditation body shall:

- A. [have the necessary personnel](#)
- B. [be a legal entity](#)
- C. [be a part of government](#)

6



Under Clause 4.2, the “Accreditation agreement” contains all of the types of requirements we have commonly called “Terms and Conditions of Accreditation.” This is a legally enforceable agreement on the obligations of (both) parties but aimed specifically at CABs.

8



4.2 Accreditation Agreement:

The accreditation body shall require CABs to allow them onto their (CAB) premises as deemed necessary by the accreditation body without the need for a search warrant.

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

9



AB protection of its accreditation symbol is contained in clause 4.3

Clause 4.3 e) includes a requirement that suspended CABs must now **“inform affected clients of the suspension, reduction or withdrawal of accreditation and the associated consequences without undue delay.”**

11



ABs must ensure the “legal protection” of the accreditation symbol (Clause 4.3.2) .

ABs must have a policy governing the use of the accreditation symbol and claims of accreditation status (Clause 4.3.3) .

12



4.3 Use of Accreditation Symbols:

ISO/IEC 17011 requires AB policy on the protection of its symbol to cover:

- A. [Use in combination with marks](#)
- B. [Reference to accreditation](#)
- C. [Use in advertising](#)
- D. [Use for only those items on the scope](#)
- E. [All of the above](#)
- F. [None of the above](#)

13



4.3 Use of Accreditation Symbols:

Which of the following statements is true?

- A. [Symbols imply approval by the AB](#)
- B. [Any accredited CAB may use the accreditation symbol](#)
- C. [ABs shall protect their accreditation symbols](#)

15



4.5 Financing and Liability:

The accreditation body must:

- A. [Operate at a profit/surplus](#)
- B. [Receive financial support from government](#)
- C. [Have a description of its source of income](#)

17



4.6 Establishing Accreditation Schemes:

ISO/IEC 17011 allows AB policy on the establishment or expansion of accreditation schemes to exclude applicable requirements contained in the international standards:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

19



4.6 Establishing Accreditation Schemes:

An accreditation body cannot stop delivery of an accreditation program without the input of applicable stakeholders

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

21



17011 puts "safeguarding impartiality" as the FIRST (Clause 5.1) requirement when considering the organization and structure of the AB.

ABs must have sufficient authority (Clause 5.5) for its accreditation decisions which cannot be "subject to approval by any other organization or person."

23



5 Structural Requirements:

The accreditation body shall document its reporting structure and include any related or governing bodies.

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

24



5 Structural Requirements:

Appeals and other accreditation-related decisions can be made by the related body or government department that owns the accreditation body.

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

26



5 Structural Requirements:

Top management (5.7) now has four **new** specific responsibilities:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

28



Complaints (Clause 7.12) is in the Accreditation Process section and as a result of the mandatory wording transferred to Section 7 of the Common Elements in CASCO standards from ISO/PAS 17003 (Complaints and Appeals).

30



7.12 Complaints

ISO/IEC 17011 allows the AB to push the adjudication of complaints to its oversight body above the AB itself:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

31



7.12 Complaints:

Complaints must be validated by the accreditation body:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

33



ISO/IEC 17011 QMS Issues

Appeals (7.13) is still in the Accreditation Process section but has been greatly expanded as a result of the mandatory wording transferred to Section 7 of the Common Elements in CASCO standards from ISO/PAS 17003 (Complaints and Appeals).

35



ISO/IEC 17011 QMS Issues

7.13 Appeals

ISO/IEC 17011 forces the AB to adjudicate its own appeals:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

36



ISO/IEC 17011 QMS Issues

The accreditation body can (Clause 9.1.5) structure its QMS in accordance with the requirements of ISO 9001 (Option B) in line with similar requirements in the current versions of 17020, 17021 and 17065.

However, the accreditation body must nonetheless, meet all of the requirements of 17011 (Clauses 9.2 to 9.8) regardless of the QMS Option selected from Clause 9.1.

38



ISO/IEC 17011 QMS Issues

The following typical QMS requirements are part of those for an AB described in 17011:

- Documentation (9.2)
- Document control (9.3)
- Control of records (9.4)
- Non-conformities (9.5)
- Improvement (9.6)
- Internal audits (9.7) (very small changes)
- Management review (9.8)

39



ISO/IEC 17011 QMS Issues

9.3 Document Control:

Document control is to prevent the unintended use of obsolete documents.

- A. TRUE
- B. FALSE
- C. NOT APPLICABLE

40



ISO/IEC 17011 QMS Issues

7.14 Records on CABs:

Records are to demonstrate that requirements have been fulfilled:

- A. TRUE
- B. FALSE
- C. NOT APPLICABLE

42



9.4 Control of Records:

17011 specifies why the AB must establish documented procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records.

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

44



9.5 Nonconformities and Corrective Actions:

Corrective action is taken to prevent recurrence:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

46



Risk Based Thinking is a significant component of the QMS requirements related to continual improvement disciplines:

- Clause 9.6 "Improvement:" – Preventive Action removed and replaced with "improvement" generic wording similar to clause 4.10 of the 2005 version of 17025.
- Clause 9.7 "Internal Audits:" – This clause includes a requirement to conduct an internal audit once per year or justify a different frequency. The audit must be conducted by persons trained in the standard. Actions taken must be timely and OFIs that are identified shall be (identified) documented.

48



9.6 Improvement

Improvement is tied to identification of risks and taking appropriate actions

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

49



9.7 Internal Audits:

Internal audits may only be conducted by persons knowledgeable in auditing:

- A. [TRUE](#)
- B. [FALSE](#)
- C. [NOT APPLICABLE](#)

51



Management Review (Clause 9.8) has additions to the list of input considerations:

- safeguarding impartiality;
- the status of actions to address risks and opportunities;

53



9.8 Management Reviews:

Management reviews may be conducted at once every two years.

- A. TRUE
- B. FALSE
- C. NOT APPLICABLE
