

## Assessor evaluation - Case Study 06

**Name:** - *Personnel Records*

**Category:** - *Lead Assessor – Testing etc.*

A laboratory was found to have developed lengthy procedures for records used to support the demonstrated competence of laboratory staff.

All the necessary records normally used to demonstrate conformance to clause 4.2 of ISO/IEC 17025 were found to be present during an examination of personnel records.

During the interview, it was discovered that the laboratory, which is a state government microbiology testing facility, did not have any records regarding the commitment of laboratory staff to confidentiality. It was explained that this engagement was part of a government-wide hiring procedure, and it was called an "Oath of Secrecy." All government personnel were required to sign copies of this oath. Breach of the oath could be punishable by fines or imprisonment.

Subsequently, the assessor learned that the laboratory was not allowed, under government regulation, to retain signed copies of the "Oath of Secrecy" and that all files of this nature were held in a basement vault in the state legislative building in the capitol city. No unauthorised persons were allowed access to this information as the government considered the engagement itself to be a confidential matter. No person signing these oaths was allowed to retain a copy for their own records.

Attempts by the lead assessor to view any one of these signed oaths was denied by a government official, within the legislative building, responsible for their storage and maintenance.

Would you have rated this discovery a non-conformance? Yes? No?  
If No – Why?

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If yes - What ISO/IEC 17025 clause/s is/are applicable and why?

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If yes – What AB Policy/ies is/are applicable and why?

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If yes - What corrective action would you expect?

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