

## Assessor evaluation - Case Study 18

**Name: - Organization**

**Category: - Lead Assessor – Organization**

A laboratory is accredited to ISO/IEC 17025:2017. Under the current structure, 3 technical managers each report to a separate director. The 3 directors, in turn, report to a branch manager. The quality manager reports to one of the technical managers for day-to-day issues, and reports directly to the branch manager for quality issues. Due to a re-organization, the laboratory is, in effect, split into 3 laboratories and all are maintained in the same building. The branch manager position is removed, and each director is given responsibility and authority for each laboratory under him/her. Due to the cost of maintaining 3 separate accreditations, the organization wants to maintain one accredited quality system. After looking at various solutions, it decides the best solution is for each director to sign the quality manual, and that the quality manager will report to each director on quality issues.

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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