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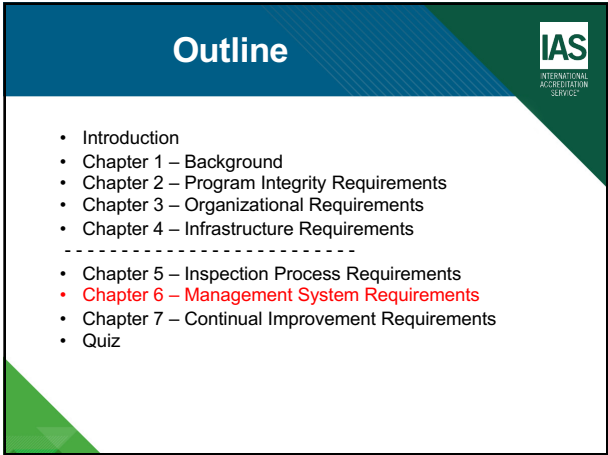
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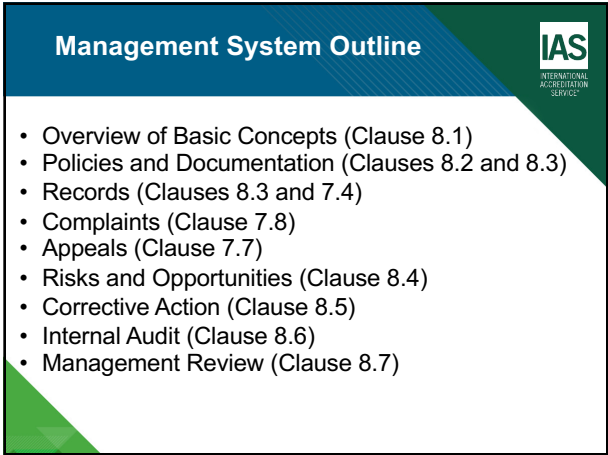
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Definitions

IAS

INTERNATIONAL  
ACCREDITATION  
SERVICE

- Management System  
*Set of interrelated or interacting elements to establish policy and objectives and to achieve those objectives so as to direct and control an organization.*
- Management System Documentation  
*Documentation, in whatever form the organisation deems appropriate, specifying its management system.*

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What it Might Look Like

IAS

INTERNATIONAL  
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SERVICE

Policy

Procedures

Work Instructions

Proof

WHY

WHO  
WHAT  
WHEN  
WHERE

HOW

RECORDS

Level 1

Level 2

Level 3

Level 4

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Creating the System

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By Requirement

Clause-by-clause formulation directly from the standard. This does not work so well for the CAB staff but assessors love it – **Not the best choice.**

By Principle

Ordered/arranged/grouped by the set of principles underlying the standard – **Not really possible.**

By Objective

Objective-oriented formulation based on what the CAB wishes to accomplish in each area and how it is going to do so.– **Best choice for the CAB.**

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## Policy and Objectives



1. Implement and maintain a quality system that is documented and incorporates adequate review, audit and internal quality control. Use the system to deliver continual improvement and support impartiality and transparency.
2. Adequately train, supervise and demonstrate continuing proficiency of the persons within the laboratory to carry out assigned activities. Establish goals for this objective and track their attainment.
3. Select and validate/verify appropriate inspection methods (and related work instructions) and incorporate adequate quality control of the methods.

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## Policy and Objectives



4. Acquire and make use of facilities, equipment, supplies and services that are appropriate to the work. Ensure they are functioning properly and meet or exceed required specifications.
5. Produce only traceable results, supported by a system of measurement traceable to the SI, through a National Metrology Institute (NMI), and accorded uncertainties appropriate to requirements.

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## Policy and Objectives



6. Handle all samples, from reception to disposal, with adequate security, protection of integrity, and defined processes for their receipt, identification, checking, routing, storage and disposal.
7. Develop and maintain adequate data management procedures that incorporate appropriate security, recording, calculation, validation, authorisation, transmittal, storage and disposal of all test data and related records.

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# Policy and Objectives



8 Manage the workload of the laboratory so as to maintain the ability to produce valid and competent results.

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# Advantages of Objectives



- One objective for each part of the System. One objective for each Chapter of the system documentation.
- Each objective already in line with ISO/IEC 17020
- Identification/allocation of the resources needed in the same Chapter as the objective.
- Identification of the processes/procedures in the same Chapter as the objective
- Management system is one complete and congruent whole
- Clean structure for internal audit and management review.

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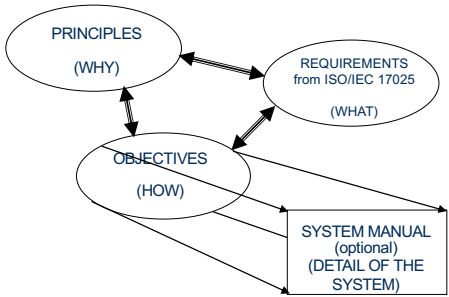
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# Creating the System





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graph TD
    P([PRINCIPLES  
(WHY)]) <--> R([REQUIREMENTS  
from ISO/IEC 17025  
(WHAT)])
    P <--> O([OBJECTIVES  
(HOW)])
    R <--> O
    P --> SM[SYSTEM MANUAL  
(optional)  
(DETAIL OF THE SYSTEM)]
    R --> SM
    O --> SM
        
```

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## Relating Objectives to Requirements

**OBJECTIVES**

- Quality system and Impartiality
- Personnel
- Methods
- Traceability
- Facilities Equipment, Services and Supplies
- Sample Management
- Data Management
- Workload Management

**ISO/IEC 17020 Requirements**

- 4, 5, 7.1, 7.7, 7.8, 8
- 6.1
- 7.2
- 6.2.7-8, 7.2.5
- 6.2, 6.3
- 7.3
- 7.4, 7.6, 7.6
- 8.7.2 l)

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## Management System Requirements

**8. Management System:**  
The inspection body **MAY** develop and maintain a management system that is capable of consistently fulfilling the requirements of 17020. This system **SHALL USE**:

A. [All the clauses cited in 8.1.2](#)  
B. [ISO 9001](#)  
C. [Either A or B above](#)

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## Management System Requirements

**8.3 Documented Information (documents and records):**  
The inspection body **SHALL** maintain a system for control of all documentation relating to its activities. It **SHALL** ensure that:

A. [The most appropriate version of a document is available to everyone who needs it](#)  
B. [All changes of documents or amendments to documents are signed off by the quality manager](#)  
C. [All affected parties are notified of changes](#)

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**Management System Requirements**

**8.3 Documented Information (documents and records):**

The inspection body **MUST** control external documents related to their operations or referred to in their Management System.

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

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**Management System Requirements**

**8.3 Documented Information (documents and records):**

The inspection body **SHALL** maintain a system for control of all records relating to its activities. It **SHALL** ensure that:

A. [Records are stored securely](#)  
 B. [Records are thrown out every year](#)  
 C. [The accreditation body approves any destruction of records](#)

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**Management System Requirements**

**8.3 Documented Information (documents and records):**

The inspection body **SHALL** retain records for a period:

A. [Stated in Accreditation body requirements](#)  
 B. [Of five years](#)  
 C. [Consistent with its contractual obligations](#)

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**Management System Requirements**

**7.4 Inspection records:**

Records shall be maintained so as to:

- A. [Demonstrate implementation of procedures](#)
- B. [Show how non-conformances were treated](#)
- C. [Protect the client's interests](#)

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**Management System Requirements**

**7.8 Handling of Complaints:**

The inspection body is required to resolve only complaints regarding its inspection work:

- A. [True](#)
- B. [False](#)

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**Management System Requirements**

**7.8 Handling of Complaints:**

Once a complaint is received, the inspection body is required to implement full corrective- or preventive-action.

- A. [True](#)
- B. [False](#)

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**Management System Requirements**

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7.7 Handling of appeals:

**APPEALS** refer **ONLY** to:

- A. [all inspection decisions](#)
- B. [all inspection body activities](#)
- C. [all inspection errors](#)

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**Management System Requirements**

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7.7 Handling of appeals:

An appeal requires the inspection body to primarily determine **its validity**:

- A. [True](#)
- B. [False](#)

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**Management System Requirements**

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8.4 Addressing risks and opportunities:

The inspection body **SHALL NOT** seek any feedback.

- A. [True](#)
- B. [False](#)

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**Management System Requirements**

**8.4 Addressing risks and opportunities:**

The inspection body is required to adopt formal methods for risk management:

A. [True](#)  
B. [False](#)

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**Management System Requirements**

**8.4 Addressing risks and opportunities:**

The inspection body **MUST** consider both potentially undesirable (bad) and potentially desirable (improvement) conditions in their continual improvement efforts.

A. [True](#)  
B. [False](#)

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**Management System Requirements**

**8.4 Addressing risks and opportunities:**

All identified risks (potential non-conformances) and opportunities (opportunities for improvement) require full corrective- or preventive-action.

A. [True](#)  
B. [False](#)

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## Management System Requirements



### 8.4 Addressing risks and opportunities:

Preventive and beneficial actions taken to address risks and opportunities shall be:

- A. Appropriate to the impact of the problems encountered
- B. Implemented for every non-conformance
- C. Reviewed every year

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## Management System Requirements



### 8.5 Corrective actions:

Corrective actions taken to address nonconformities shall be:

- A. Appropriate to the impact of the nonconformity encountered
- B. Implemented for every non-conformance
- C. Reviewed every year

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## Management System Requirements



### 8.5 Corrective actions:

Nonconformities are to be addressed only:

- A. Through formal corrective action starting with root cause analysis
- B. After determining the need for formal corrective action
- C. During management review

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## Management System Requirements



### 8.5 Corrective actions:

The inspection body is **NOT REQUIRED** to determine the effectiveness of its corrective action:

- A. True
- B. False

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## Management System Requirements



### 8.6 Internal Audits:

Internal auditors **SHALL** be:

- A. [Appropriate](#)
- B. [Competent](#)
- C. [Appointed](#)

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## Management System Requirements



### 8.7 Management Review:

The management review **AGENDA** contains:

- A. [19 items](#)
- B. [15 items](#)
- C. [4 items](#)

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