

Update

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United Kingdom Accreditation Service **Newsletter**



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*Delivering
Confidence*

First Meeting of the Policy Advisory Forum

The new UKAS Policy Advisory Forum (PAF) met for the first time on 23 March 2011 at the BIS Conference Centre, London.

Since the establishment of UKAS in 1995, stakeholder engagement has been an important part of UKAS' policy making process. Indeed, it is a requirement of the Company's Articles of Association that UKAS should have a committee 'the purpose of which will be to ensure that the Directors are aware of the views of interested parties on policy issues affecting the Company's activities'. The UKAS Policy Advisory Committee was therefore established in April 1996 and met three times a year from that date. Over the years, the Committee provided UKAS with a great deal of sound advice and valuable insight into stakeholder views.

In recent years, as UKAS' accreditation activities broadened into areas such as forensic science and healthcare, it became clear that the Policy Advisory Committee format was unable to provide for the increasing number of stakeholders with an interest in contributing to UKAS' policy formulation process. Following a review, it was decided to introduce a two-tier advisory structure with an enlarged Policy Advisory Forum, supported by a smaller core group, the Policy Advisory Council. Almost 40 stakeholder organisations were represented at the first Forum meeting.

Opening the meeting, **Lord Lindsay**, UKAS Chairman, stressed the importance of the Forum in helping UKAS achieve its public interest remit. He welcomed attendance from a much broader range of stakeholders and particularly from the health sector, a relatively new area of activity for UKAS and one that offers considerable potential for growth.

Lord Lindsay commented on the range of opportunities that were opening up to UKAS at the present time as a consequence of the Government's desire to reduce regulation and bureaucracy. He thought that the role of accreditation in providing a cost effective



Dr Martin Jones, PAF Chairman

alternative to direct Government intervention was becoming increasingly recognized. But with these greater opportunities comes a need to improve stakeholder engagement and this is the purpose of the Forum.

During the course of the meeting, Terms of Reference were agreed and **Dr Martin Jones**, the last Chair of the Policy Advisory Committee, was confirmed as Chair of the Forum. The meeting also heard **Paul Stennett**, the UKAS Chief Executive, provide a review of activities in 2010/11 and a summary of priorities for 2011/12.

Another important item on the agenda was the nomination of representatives for the Policy Advisory Council, which will be made up of three representatives from each of the four constituency groupings within the Forum: direct customers; indirect customers; government departments and agencies; consumers and other stakeholders. Following discussion, candidates for most of the Council places were put forward. The new Council will meet for the first time on 6 July.

Following a buffet lunch, the Forum members split into seven different breakout groups to

discuss a number of questions relating to UKAS' response to the increasing demands from Government and society for UKAS accreditation as an alternative to regulation. As Paul Stennett explained in his introduction to the debate, this increased demand for accreditation is welcome but nonetheless raises questions for UKAS in terms of prioritisation of resources.

In the feedback session following the breakout discussions, a number of interesting points were raised including:

- The need for strong policy drivers in order for accreditation to be effective
- The need for better understanding of the difference between accreditation and certification
- Confirmation of the relevance of accreditation to co-regulation
- The continuing danger of non-accredited offerings undermining UKAS accreditation
- The need to demonstrate economic and market benefits
- The importance of Government as a target audience
- The need for further awareness raising in general and in the health sector in particular.

Paul Stennett assured the members that the feedback received would be fed into UKAS' business planning process.

In closing the meeting, Dr Jones commented on the value of the feedback received and looked forward to the next Forum meeting in February or March of next year.

Further information on the UKAS Policy Advisory Forum, including Terms of Reference and membership list is available from the 'Policy Advisory Forum' page at <http://www.ukas.com/about-accreditation/about-ukas/PolicyAdvisoryForum.asp>.

The NEW International Standard ISO/IEC 17021:2011

ISO and the International Accreditation Forum (IAF) have agreed a two year transition period from the date of publication of ISO/IEC 17021:2011 for certification bodies that carry out management system certification, to bring their operations in line with the new edition published in February. The first edition was published in 2006, the new edition retains the principles of the first edition but adds new requirements developed in response to market feedback on the use of the first edition. The new requirements provided in ISO/IEC 17021:2011 expand on the requirements for competence and also the audit and certification process requirements, where previously ISO 19011 guidance was referred to in the 2006 edition.

UKAS is currently establishing a project to manage the transition process and will provide more detail on required actions for UKAS accredited certification bodies (in accordance with guidance issued by IAF) shortly, commencing with a review of a gap analysis from all certification bodies followed by assessments to the new standards commencing from the Autumn of 2011.

For further information please contact **Kevin Belson**, Technical Manager (kevin.belson@ukas.com) or **Phil Shaw**, Certification Advisory, Development and Training Manager (phil.shaw@ukas.com).

UKAS Accreditation for Nuclear New Build Inspectors

In response to the needs of the UK nuclear industry and the Health and Safety Executive, UKAS will commence the development of its service to accredit inspection bodies and inspection agencies who verify that items or services supplied to the planned new nuclear plants are designed, constructed and tested in accordance with the applicable technical specifications.

Accreditation by UKAS means that the inspection body has been assessed against internationally recognised standards and it is a demonstration of their competence, impartiality and performance capability. UKAS will use ISO/IEC 17020 (*General criteria for the operation of various types of bodies performing inspection*) for assessment of inspection bodies/agencies. The scope of accredited inspection bodies will be published on www.ukas.com and will reflect the capability to inspect nuclear components/plants, along with the type and range of inspection activities and the technical specifications used for inspection.

The accreditation will be open to third party (type A) inspection bodies/agencies and in-house inspection bodies (type B) providing first/second party inspection services, in line with the HSE publication T/AST/077 *Procurement of nuclear safety related items or services*. Accreditation to ISO/IEC 17020 may be extended to organisations nominated for issuing Licensees certificates, subject to the activities performed by the organisation.



UKAS is initiating a pilot programme which will include an initial consultation meeting with applicants and key stakeholders followed by a pilot assessment programme leading to accreditation of successful applicants.

Organisations wishing to participate in the pilot programme **are invited to express their interest to UKAS** to **Lal Ilan**, Accreditation Manager, Development (lal.ilan@ukas.com) **by no later than 15 June 2011**. Further details of the pilot programme will be published in early July 2011.

UKAS is also interested to hear from experts who have knowledge and experience in design, manufacture, construction or inspection of nuclear equipment/plants who wish to become UKAS assessors.

European Cross Border Accreditation Update

Since the introduction of European Regulation (EC) 765/08, there have been on-going discussions about how Article 7 (which states requirements associated with cross-border accreditation) should be implemented. In particular, in the light of the wording that states “Where a conformity assessment body requests accreditation it shall do so with the national accreditation body of the Member State *in which it is established...*”, a number of multi-site (multi-national) conformity assessment bodies asked the European Commission for further clarification. The concerns encompassed the meaning of *established*, issues over multiple legal entities, conformity assessment bodies (CABs) that are accredited by both local and foreign accreditation bodies, and a variety of business models used by different CABs. All of this was set against the intent of the Regulation to avoid the need for multiple accreditations within the European Union.

The European Commission asked the Senior Officials Group on Standardisation and Conformity Assessment Policy (SOGS) – which is an informal committee comprising delegations from the European Member States – to provide a consensus on how this Article should be implemented. After considerable discussion in SOGS with input from the European Commission, national authorities, the European cooperation for Accreditation, and CABs, the Commission issued a common understanding on how the relevant cross-border accreditation provisions should be implemented in relation to multinational CABs in its document SOGS N595 EN REV6 “CERTIF 2009-06 Rev6 Cross Border Accreditation Activities” on 21 December 2010.



The general principles agreed are:

- Duplication of assessments is to be avoided
- Market needs should be met without undermining accreditation policy
- Local entities of multi-national CABs must be under adequate control
- Exchange of information between national accreditation bodies is essential
- The common understanding has no effect on civil liabilities.

Multi-national accreditation (in other words, a single accreditation covering multiple sites in different European countries) is only acceptable if:

- Local sites operate under the same global quality system and management
- The Head Office substantially influences and controls their activities
- The accredited CAB maintains final responsibility for the activities of local sites – contractual or equivalent legal agreements plus internal management controls must be in place
- The accreditation certificate only names one entity – the Head Office
- Local sites are to be clearly identified in annex(s)
- Certificates and reports issued by local sites must be issued under the name, address, logo of accredited CAB (but may mention the contact details of the local site)

- Initial and accreditation re-assessment is to be done in cooperation between the foreign and local accreditation body
- Surveillance assessments are to be with or by the local accreditation body
- Local entities cannot reject the involvement of the local accreditation body
- Sub-contracting as appropriate and allowed by the relevant standards is unaffected.

The EA Horizontal Harmonisation Committee is now considering how to incorporate these requirements into the EA Cross Frontier Policy; this is expected to be completed later this year. In the meantime, UKAS intends to continue to implement the handing over of any single-site accredited bodies or bodies with a Head Office established in another European country to the local accreditation body, and to review any required changes to UKAS accreditation certificates and schedules. We will also confirm with customers their intentions and expected ability to meet the new requirements in line with the European Commission’s guidelines.

If any UKAS customer requires further information on how this applies to your specific situation, please contact your Assessment Manager in the first instance.

Staff Changes



Process Improvement and Customer Feedback Manager

UKAS has grown significantly over the last few years and, in order to further develop and improve relationships with our customers, some of the activities that were previously dispersed throughout the business, as well as some additional initiatives will now be centralised. **Jackie Burton** has taken the new role of Process Improvement and Customer Feedback Manager reporting to **Lorraine Turner**, Divisional Director, Technical to provide a central function and resource to bring about improvements in our relations with customers, particularly through the analysis and interpretation of customer feedback.



Accreditation Manager (Development)

Janet Gascoigne has been appointed as Accreditation Manager (Development) reporting to **Jane Beaumont**, Director of Accreditation. Janet joined UKAS in August 2004. She has a BSc (Hons) in Biology from Imperial College London. Prior to joining UKAS Janet has held various posts including Sustainable Transport Project Manager at Evolve, Project Director for Project Acorn at BSI and Environment Manager at UL (UK) Ltd.



Accreditation Manager (Development)

Lal Ilan has been appointed as Accreditation Manager (Development) reporting to **Jane Beaumont**, Director of Accreditation. Lal is a Fellow of the Institution of Mechanical Engineers and he successfully led the Engineering Inspection section for five years before joining the Development Group.



Accreditation Manager (Engineering Section)

Nigel Overton has been appointed as Accreditation Manager for the Engineering Inspection Section reporting to **Jeff Ruddle**, Divisional Director Operations. Nigel joins UKAS with a background of senior operations management positions within the conformity assessment industry (BSI, Bureau Veritas, Intertek), primarily in the certification sector.

Security Management Systems for the Supply Chain

UKAS grants first accreditation for certification to ISO 28000 (*Specification for security management systems for the supply chain*).

ISO developed this standard in response to demand from industry for a security management standard. Its ultimate objective is to improve the security of supply chains.

The European cooperation for

Accreditation General Assembly agreed that accreditation for certification to ISO 28000 should be made using ISO/IEC 17021 as the accreditation criteria in combination with ISO 28003: 2007 *Security management systems for the supply chain — Requirements for bodies providing audit and certification of supply chain security management systems*.

Following this acceptance by EA, UKAS has added ISO 28000 to the list of

management system certification standards that are covered by UKAS accreditation.

Following a programme of assessment visits where the approach to assessment of certification in this area was trialled, UKAS has now accredited a certification body, LRQA, for certification to ISO 28000. Other certification bodies that wish to offer certification in this area may now apply to UKAS to be assessed.

First ISAS Accreditations Celebrated at UKRC 2011

In 2009 the Imaging Services Accreditation Scheme (ISAS) was officially launched at the United Kingdom Radiological Congress (UKRC), the UK's largest gathering of diagnostic professionals. Two years following the launch and we are set to celebrate the success of the first cohort of diagnostic imaging services to be accredited by UKAS to the ISAS Standard.

This year the congress will be held at the Manchester Central Convention Centre from 6-8 June and the ISAS team would like to invite you to meet representatives from the accredited services and help them to celebrate their achievement.

The ceremony will be held on Tuesday 7 June from 12-1.30pm on UKAS' stand with principal representatives from the accredited organisations, The Society and College of Radiographers, The Royal College of Radiologists, dignitaries from healthcare, and UKAS.

Diagnostic imaging services that are interested in learning more about the scheme are invited to visit our stand ahead of the ceremony for the opportunity to meet key representatives from the accredited services. These representatives will be ready to answer questions regarding their respective experiences of participating in ISAS.

Currently the accredited diagnostic imaging service providers include: West Suffolk Hospital NHS Trust, Great Ormond Street Hospital for Children NHS Trust, Blackpool Teaching Hospitals NHS Trust, 4 Ways Healthcare Ltd, and Cobalt Unit Appeal Fund (Cheltenham Imaging Centre) – the first organisation to achieve their award in early November 2010.

By achieving this nationally recognised award, this first group of accredited organisations have successfully demonstrated

to UKAS assessment teams their conformity to the rigorous requirements of the ISAS Standard and other accreditation conditions. The ISAS Standard itself has demonstrated its flexibility to be used by a diverse range of diagnostic imaging service providers to deliver high quality patient focused care and support continuous improvement.

During the course of the conference the ISAS team will be available to:

- answer your questions regarding the imaging scheme
- demonstrate the web-based assessment tool that is only available to customers
- demonstrate the 'Traffic Light Ready' function which is free and available to diagnostic imaging services to check their readiness for accreditation prior to applying for the scheme
- provide supportive literature
- provide networking advice.

If you would like to meet the ISAS team at this event visit us on Stand 16, UKRC, Manchester Central Convention Centre, Manchester from 6-8 June. To apply for ISAS or learn more visit: www.isas-uk.org or email: imagingcustomerservice@ukas.com



Guildford Means Business

This year the Guildford Means Business Exhibition, an event aimed at SMEs, was held at the Guildford Spectrum Leisure Complex, Surrey on the 18 May 2011. The show's sponsors included Guildford Borough Council, Surrey Chambers of Commerce, Eagle Radio, Surrey Advertiser and The Best of Guildford.

UKAS Marketing Manager, **Jon Murthy** delivered a presentation 'Winning contracts from the corporates – accreditation and certification' during the event.

Diary dates

The diary lists forthcoming national and international accreditation-related events of interest to our readers, as well as upcoming UKAS training courses.

June

9

World Accreditation Day

11-18

Pacific Accreditation Cooperation General Assembly
graham.talbot@ukas.com

14-15

Training Course
Laboratory Internal Audit
jan.garman@ukas.com

15-16

EA Healthcare Working Group
delia.geary@ukas.com

20-21

EA Certification Committee Food Working Group
pam.beha@ukas.com

21-23

Training Course
Combined Uncertainty of Measurement Course
jan.garman@ukas.com

21-24

ILAC-IAF Executive meeting
graham.talbot@ukas.com

July

6

UKAS Policy Advisory Council
malcolm.hynd@ukas.com

6

Training Course
Preparation for Accreditation
jan.garman@ukas.com

6-7

Training Course
Uncertainty of Measurement Testing
jan.garman@ukas.com

August

20-27

Inter American Accreditation Cooperation General Assembly
graham.talbot@ukas.com

NEW Food Brochure

UKAS has produced a new brochure aimed at organisations that commission testing of food samples. This brochure emphasises the importance of quality and safety through test results and highlights that UKAS accreditation ensures confidence in the quality and safety of goods and in the provision of services throughout the supply chain for consumers, suppliers, purchasers and specifiers.

Sanctions

Sanctions data is provided in Update on a quarterly basis. Full statistics from July 2008 are available on the UKAS website www.ukas.com

For the period January to March 2011:

Imposed total suspensions:

7 organisations (3 laboratories, 1 inspection body, 3 certification bodies)

Imposed total withdrawals

4 organisations (2 laboratories, 1 certification body, 1 inspection body)

The data does not include suspensions and terminations that have been imposed for non-payment of fees.



Do you commission the testing of your food samples? Do you need to ensure quality and safety through the test results?

UKAS accreditation ensures that consumers, suppliers, purchasers and specifiers can have confidence in the quality and safety of goods and in the provision of services throughout the supply chain.

The United Kingdom Accreditation Service (UKAS) is the sole accreditation body recognised by Government to assess, against internationally recognised standards, organisations that provide testing services. UKAS has formally been appointed as the National Accreditation Body for the United Kingdom under the EU Regulation (No) 765/2008. The Department for Business, Innovation and Skills (BIS) works with UKAS to ensure that it operates in the public interest and meets the obligation imposed by the Regulation.

UKAS laboratory accreditation uses criteria and processes specifically to determine technical competence. Laboratory accreditation uses the internationally recognised standard ISO/IEC 17025:2005 (General requirements for the competence of testing and calibration laboratories) to assess factors relevant to a laboratory's ability to produce high quality test results. UKAS is the sole UK accreditation body that can legitimately claim to accredit to ISO/IEC 17025.

There are well over 1000 UKAS accredited testing laboratories in the UK in a wide range of sectors such as food and food production, water, by and child care products, healthcare, paper and packaging. UKAS combines a depth of technical knowledge and expertise built up over many years with sector-specific scientific and technical specialists used to assist laboratories.

UKAS laboratory accreditation uses criteria and processes specifically to determine technical competence. Laboratory accreditation uses the internationally recognised standard ISO/IEC 17025:2005 (General requirements for the competence of testing and calibration laboratories) to assess factors relevant to a laboratory's ability to produce high quality test results. UKAS is the sole UK accreditation body that can legitimately claim to accredit to ISO/IEC 17025.

International Perspective

Under the provisions of the Memorandum of Understanding (MoU), signed by the Department for Business, Innovation and Skills (BIS) on behalf of the government, UKAS is the United Kingdom member of the International Laboratory Accreditation Cooperation (ILAC) and of the European Cooperation on Accreditation (ECA). The MoU also requires UKAS to undergo peer evaluation organised by these organisations.

Being internationally recognised means accreditation can open markets abroad. Multilateral Recognition Agreements means both that companies with UKAS accreditation or accredited certification can enter for overseas work and that UK companies can have confidence in results from overseas accredited facilities.

The IMA that is operated by ILAC covers 80 different economies and there are 53 full members of EA. This means that, as a business, you are in a position to trust the test reports from accredited laboratories throughout the world and the arrangement supports international trade by removing technical barriers to trade, such as the retesting of products each time they enter a new economy or commissioning private audits.

For further information visit www.ukas.com



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UKAS is a non-profit-distributing company limited by guarantee. It is the sole national accreditation body recognised by the UK Government for the assessment (against international standards) of the technical competence of organisations offering evaluation services such as testing, inspection, calibration and certification.

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