

Update

Issue 52

United Kingdom Accreditation Service Newsletter

March 2009



*Delivering
Confidence*

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UKAS Chief Executive recognised in New Year's Honours List

Paul Stennett, Chief Executive of UKAS, has been awarded an MBE in the New Year Honours list. In recognition of his leadership of UKAS to support UK business whilst working in the public interest, he was nominated for his “combination of enthusiasm, determination and personal leadership.”

Mr Stennett said: “I am absolutely delighted with this award, which I think also reflects the increased recognition of the role that accreditation is playing to support industry and business across the UK.”

Paul Stennett was appointed Chief Executive of UKAS in 2003 after a distinguished career in the food industry. Since then he has worked diligently to encourage UKAS' focus on customer service whilst still responding to government and public sector requirements. He has also encouraged an innovative approach to the use of accreditation in a number of new areas, such as the health care sector, whilst ensuring that UKAS retained its commitment to existing customers, end-users and government departments. During that time a series of cost reduction and efficiency measures – to improve value for money for existing customers – culminated in an unprecedented reduction in charges in 2006.

In 2007 Mr Stennett also took on additional responsibilities with Clinical Pathology Accreditation in the interest of helping these two organisations, which have similar objectives and public sector remits, work more closely together.



Mr Stennett continued: “The last few years have seen a growth in the importance and influence of accreditation, and this is being recognised both in this country and across Europe. Now, more than ever before, it is vital that business and consumers can have confidence in goods and services and UKAS continues to work very hard to deliver that confidence.”

Lord Lindsay, UKAS Chairman said “I am delighted for Paul that his contribution and leadership have been recognised. I am equally delighted for UKAS as a whole as Paul's award is also a reflection of what has been achieved by the staff at all levels and on all fronts.”

“I am absolutely delighted with this award, which I think also reflects the increased recognition of the role that accreditation is playing to support industry and business across the UK.”

Board Member Announcements

Dame Suzi Leather



Dame Suzi Leather has been asked by the Secretary of State for Environment, Food and Rural Affairs, to chair the Council of Food Policy Advisers. The council is being set up for an initial

two years, and will be subject to a review after 18 months. Depending on the review outcome, a decision will be taken then as to whether a permanent council is needed.

Professor Colin Dennis



Professor Colin Dennis is Director General of Campden BRI.

Professor Dennis has been appointed CBE in the Queen's New Year's Honours List 2009 for services to the agrifood industry.

Professor Michael Mainelli



Michael Mainelli was appointed as The Mercers' School Memorial Professor of Commerce at the Gresham College from 1 August 2005 for a three-year period, which now has been

extended to a fourth year ending this September.

DIUS open day on new EU Regulation

The Department for Innovation, Universities and Skills (DIUS) held an open day on the implementation of the EU Regulation on accreditation and market surveillance on 3 December 2008. The meeting, which was attended by around 50 direct and indirect users of accreditation, heard presentations from Annabel Brewka (European Commission), John Mortimer (DIUS), Malcolm Hynd (UKAS), Andrew Kirkby (Bureau Veritas Certification) and Mike Hutchins (Agilent Technologies).

Annabel Brewka set out the background to the Regulation, providing a persuasive rationale for its development. John Mortimer explained DIUS plans for a light touch implementation in the UK based on the accreditation system currently in operation. Malcolm Hynd presented the role of the national accreditation body promoting, as far as possible, a 'business as usual' approach. Andrew Kirkby and Mike Hutchins focused, from a user point of view, on the need for clarity, consistency and reliability in the accreditation process.

In the panel session that followed, most questions related to the provisions of the Regulation that will require conformity assessment bodies wishing to be accredited to apply to the national accreditation body of the Member State in which it is established. Whilst these provisions were not expected to affect the majority of UK conformity assessment bodies, the Commission, DIUS and UKAS are working to find an understanding that will not damage the interests of conformity assessment bodies with operations in other European countries.

Copies of the presentations are available on the DIUS website at

http://www.dius.gov.uk/policy/standardisation/eu_regulation.html

along with a summary of the questions tabled. Responses to the questions will be posted to the same website shortly.

New UKAS Project Manager

Ethna Glean has joined UKAS as a Project Manager for Diagnostic Imaging Accreditation. Ethna's main responsibilities will include developing the details of how accreditation will operate in this new work area, recruitment and training of Accreditation Managers and Assessors and building the business ready for a formal launch during late Spring 2009.

Before taking up her post at UKAS, Ethna was the Project Manager for the Radiology Accreditation Programme (a joint project between the Royal College of Radiologists and Society and College of Radiographers). The main output from that project is the bespoke standards and electronic self-assessment tool that will form the basis for assessment in this new area. Ethna is a qualified therapeutic radiographer who practised in a number of radiotherapy departments across South East London before moving to City University as a Clinical Lecturer. She then joined the Society and College of Radiographers as a Professional Officer and held a number of roles within that organisation before moving back to the NHS to work in workforce planning at both Cancer Network and at a national level.



Ethna Glean

Ethna said, "I am looking forward to developing the robust and credible assessment and accreditation framework for Diagnostic Imaging Accreditation."

Further information on progress with this work can be found on the UKAS website www.ukas.com

EA General Assembly

The European cooperation for Accreditation (EA) held its 22nd general Assembly in Estoril, Portugal in November 2008. UKAS Chief Executive, **Paul Stennett**, and Accreditation Director, **Jane Beaumont**, participated on behalf of UKAS.

In the light of the new role for accreditation from January 2010 onwards when the new European legislation on accreditation (Regulation (EC) 765/2008) is implemented, this meeting was an important stage in EA's preparation for accreditation underpinning the regulated sector in Europe.

A number of key decisions were made, as well as the more routine business of the association of national accreditation bodies in Europe. A summary of key topics is given below:

The General Assembly formally welcomed the adoption by the Council of the European Union and by the European Parliament of the "New Internal Market Package for Goods", including Regulation (EC) 765/2008, and agreed to the establishment of guidelines for cooperation between EA and the European Commission and EFTA.

The General Assembly also provided an important statement regarding its on-going relationship with the ILAC Mutual Recognition Arrangement and the IAF Multilateral Agreement. In essence, EA continues to recognise that accredited reports and certificates issued by bodies accredited by an ILAC or IAF MRA/MLA signatory will continue to be considered to be equally

reliable to those issued under accreditation within the EA MLA and bilateral agreements, even though the accreditation bodies that are not members of EA may not meet all of the criteria specified in Regulation (EC) 765/2008 that EA Members have to meet (for example, having been appointed by the Government as a single national accreditation body and recognised by the Government as acting with public authority in the public interest, being independent of commercial motivations and non-profit distributing, not competing with other accreditation bodies, not performing cross-frontier accreditation beyond the given limitations, etc).

Whilst EA is still considering its policy on the need for bilateral agreements with other accreditation bodies outside Europe, it has decided that where they exist, they should only be on the basis that the accreditation body meets exactly the same requirements that an EA MLA signatory does. Similarly cooperation agreements will only be with bodies that meet the same requirements as an EA Full Member.

The Terms of Reference for the new Horizontal Harmonisation Committee were agreed. This Committee will handle matters that relate to harmonisation of practices across EA in order to free up the Multilateral Agreement Council to be more independent and concentrate solely on its decision-making role regarding signatory status for the MLA.

A number of networks are to be established to share knowledge and information between EA members on EU directives. Initially, 18 will be established covering 26 directives. The Horizontal Harmonisation Committee will hold the overall responsibility for this work although specific technical issues will be transferred to the appropriate technical committee within the EA structure.

Other decisions included the establishment of a new Working Group to provide technical input into the EU Emissions Trading Scheme, the disbandment of the Working Group on ISMS (Information Security Management System) certification established by the Certification Committee, and agreeing that accreditation of certification to ISO 28000 in the field of Security Management Systems for the supply chain should be made according to ISO 28003 in combination with ISO/IEC 17021.

It was also agreed to establish a Memorandum of Understanding between EA and the Asia Pacific Laboratory Accreditation Cooperation (APLAC) to develop liaisons at the technical and working level so that there is greater sharing of information, mutual technical development, joint training opportunities, cooperation in peer evaluation, and closer cooperation on positions of mutual interest between the Regions.

EA launches interactive reference tool

A new interactive tool has been launched by the EA Communication and Publications Committee. It has been created to act as a central point of information for both newcomers to the accreditation arena, as well as existing accreditation and conformity assessment bodies.

The tool provides both practical information, such as voting procedures, rules regarding use of the Marks, to more background information such as guidance to acronyms and relationships to other European and international organisations. The tool also provides a signpost to all the key documents. The interactive reference tool can be accessed on the EA website at www.european-accreditation.org/content/EAGuide



Seminar for Industry and Regulators in Singapore

One of the key focus areas for the annual meetings and General Assembly of the Asia Pacific Laboratory Accreditation Cooperation (APLAC) that were held in Singapore in early December 2008 was the role of the APLAC Mutual Recognition Arrangement (MRA) for greater market access.



In conjunction with the meetings, a half-day Industry Seminar was organised with both overseas and local speakers to share experience on the use of MRA for trade facilitation in their economies, including from the USA, China and Europe.

In his role as Vice Chairman of the European cooperation for Accreditation (EA), **Graham Talbot** (Technical and External Affairs Director, UKAS) gave a presentation on the progress of the new European Regulation on accreditation (Regulation (EC) 765/2008) together with an overview of the main

implications that this will have on EA and on national accreditation bodies in Europe. He also outlined some of the issues identified as having implications for EA's relationships with accreditation bodies from economies that are outside Europe

The Training Quality Standard

The Learning Skills Council (LSC) has produced a standard for training providers (The Training Quality Standard). The Training Quality Standard is an assessment framework, designed to recognise organisations' strengths and areas for improvement, and to celebrate the best organisations delivering training and development to employees. The standard has been trialled extensively and over 100 providers have been approved so far.

The numbers of providers that wish to be assessed against the Training Quality Standard is expected to increase over the next few years. They will be assessed by independent bodies that have been selected by the LSC. These bodies will need to achieve UKAS accreditation for this activity by the end of 2009 to meet LSC requirements. UKAS will be working with the LSC to run an assessment programme for these bodies during 2009.



Flexible tools needed to manage equality

This was one of the key messages to emerge at a recent 'Think Tank' event organised by UKAS on the theme – “Quality and Equality – Standards for a modern society”.



The Think Tank was organised to contribute to the current debates relating to quality of life, coherence of community and equal opportunities. It was timed with the forthcoming Single Equalities Bill in mind and to consider the impact it will have on communities and businesses.

The audience of invited senior figures from equality organisations, government departments and the business community heard an expert panel of keynote speakers present their hopes and aspirations for the Bill. Dr Nicola Brewer, Chief Executive of the Equality and Human Rights Commission, highlighted the need to find creative ways of encouraging equality in the business community, perhaps through the

procurement chain, possibly via standards and a 'kitemark'. Dame Suzi Leather, Chair of the Charities Commission, proposed that regulation is more appropriate for preventing harm, accreditation for driving behaviours. Robin Dahlberg, a Board Member at the Local Better Regulation Office, thought that regulation needed to focus on compliance but standards could be more flexible. Professor Russel Griggs OBE, Chair of the CBI-UK SME Council, suggested that businesses were generally moving in the right direction in terms of equality and was concerned that further regulation and standards could slow them down. In the lively discussion that followed, the panel and audience debated a number of interesting points.

The main theme to emerge was that the desired outcomes can be achieved using a variety of approaches. Businesses need to be able to manage their own obligations



Dr Nicola Brewer

and regulators and standardisers alike need to avoid a tick box or inflexible approach. There was also consensus on the respective roles of regulation and standards – regulation to prevent harm and standards to drive behaviour – and an interesting debate



Robin Dahlberg

on how regulators can find the right balance between these two types of interventions. The role of accreditation was recognised but some in the audience thought that the contribution it can make needs to be better understood, particularly by regulators. The



Professor Russel Griggs OBE

role of procurement in encouraging and rewarding desirable behaviours was also recognised, as was the contribution made by standards — when built on a high level of consensus — to social cohesion.



Lord Lindsay

In summing up the evening, Lord Lindsay, UKAS Chairman, said 'This has been a useful and stimulating event and the points raised with will, I'm sure, be taken forward for consideration as the debate on these important issues moves forward.'

UKAS Electrical, Physical and Thermal

Electrical, Physical and Thermal (EPT) comprises all electrical measurements, both calibration and testing as well as most physics parameters, environmental engineering, flammability and textile testing.



This is the largest integrated calibration and testing accreditation UKAS section. This section covers some of the most established measurement areas such as the electrical calibration of voltage and resistance right through to the latest testing activities in EMC and telecommunications. Recent activity includes accreditation for alternative energy measurements, Bluetooth and cellular telephone testing. The author of the UKAS uncertainty document M3003 is one of the EPT expert technical staff and we offer advice on uncertainty of measurement throughout UKAS.

Physics is central to all scientific work and we provide accreditation in the disciplines of Pressure, Flow, Optics, Radiology and Temperature (both calibration and testing).

Many of our activities are in support of safety legislation (EU Directives and harmonised standards) such as the Low Voltage Directive (LVD) and Personal Protective Equipment (PPE). A major area of our work is the accreditation of performance measurements on both domestic and protective textiles for retailers and safety standard compliance for protective wear.

The EPT Section is managed by Accreditation Manager, **Trevor Thompson**. After an early career applying electronics to classical metrology at The National Physical Laboratory, Trevor was involved with the launch of NATLAS, the UK's first national testing laboratory accreditation scheme, through NAMAS to now leading a team of 15 Assessment Managers and 100 external expert assessors supported by 5 administrative staff. For technical enquiries please contact **Trevor Thompson** (trevor.thompson@ukas.com or 020 8917 8476) and for administrative enquiries contact **Jaspreet Sareen**, the EPT Commercial Team Leader (jaspreet.sareen@ukas.com or 020 8917 8426).

Assessing in the 21st Century

Assessment Managers from all over the UK gathered in Sunningdale recently to share experiences and exchange information on the range of assessment tools and techniques currently in use or being developed. Staff from laboratory, inspection and certification sections provided valuable, and entertaining, insights into the advantages and pitfalls of the different ways of interacting with our customers through advances in technology or changes in approach.

Simplification and ease of access to information were underlying themes to presentations on the changes taking place to UKAS' management system, the intranet and the overall accreditation process. Managers facilitated sessions on assessing independence and impartiality, the assessment of Notified Bodies, the use of IT tools and understanding ISO 9001, ISO 14001 and their relationship with ISO/IEC 17025.

The workshop also provided an opportunity for UKAS staff to be updated on the implications for UKAS accreditation of the new Regulation (EC) 765/2008, which sets out requirements for accreditation and market surveillance. A number of questions were raised and staff heard that some of these are still being addressed by the European Commission and the Department for Innovation, Universities and Skills (DIUS).



Staff from UKAS offices in Feltham joined the participants of the workshop after office hours to socialise and enjoy the company of colleagues they work closely with but don't actually see on a day-to-day basis.

Feedback from across the company suggests that what is now an annual event, the Assessment Manager Workshop, is a valued opportunity to refresh, renew and extend our knowledge and understanding of the different facets of UKAS' activities.

Recognition of accreditation in the Toy Sector

Following some high profile scares regarding the safety of toys, the US authorities have mandated that certain testing activities must be carried out by a laboratory accredited to ISO/IEC 17025 by an ILAC Mutual Recognition Arrangement (MRA) signatory in order for the products to be placed in the US market. (UKAS has been a signatory to the ILAC MRA since November 2000). This is further recognition of the trust that continues to be placed on accredited conformity assessment.

Starting with lead in paint, and progressing forward to cribs, pacifiers, small parts, children's metal jewellery, baby bouncers, walkers, jumpers, and eventually to nearly all children's products, the U.S. Consumer Product Safety Commission (CPSC) must publish a list of approved laboratories to test these products.

Detailed testing requirements for the products listed above, along with instructions on registering as a third party testing laboratory with the CPSC, can be found on the CPSC website, <http://www.cpsc.gov>



UKAS begins pilot assessment programme for Department of Health Information Accreditation Scheme

Health and social care information is produced from a number of sources and the Department of Health (DH) has recognised that this information may be variable in its quality and impartiality. To this end it has developed a scheme which will be underpinned by accredited certification and will give a measured assurance of the merit and objectivity of that information. The scheme will be known as the Information Accreditation Scheme.

It is anticipated that the scheme will bring some of the “bigger providers” of health information on to a level playing field, and will mean that such information can be used by the people receiving it such that it is easily understood, credible and trusted. The certification will cover the controlled and measured process of producing the information.

UKAS is working closely with DH assisting in the development of accredited certification for the scheme. The scheme defines generic standard criteria against which the information providers will need to operate, and a pilot assessment process was initiated in December 2008 with 6 applicant certification bodies who will monitor the information providers, and seek accredited status for this activity.

The UKAS assessment programme timetable is limited to a 7 month window and it is anticipated that the first accreditations will be granted to the successful certification bodies having demonstrated their conformity to EN45011 for this activity in July 2009.



BERM12

UKAS will be presenting at BERM12 – the international forum for developments, trends and needs for reference materials. Biological and environmental reference materials (BERM) improve the quality of analytical measurements underpinning public health, consumer safety and environmental welfare.

The next BERM symposium is the 12th in the series, and is relevant to all producers and users of biological and environmental reference materials. BERM comes to the UK for the first time from 7-10 July 2009 and will be held in Oxford.

There will be a comprehensive scientific programme covering food, environment, health, medicine and forensics, international developments, quality assurance and the user, and reference materials – challenges and trends.

Jeff Ruddle, Accreditation Manager and Lorraine Turner, Technical Manager from UKAS will be delivering keynote presentations at the event.



Jeff Ruddle



Lorraine Turner

UKAS Customer Information Day

The UKAS Customer Information Day was held on 26 November 2008 at the CBI headquarters in Central London. The event was successful with over 100 UKAS customers attending to learn new information about UKAS' service and developments and to meet UKAS staff outside of the assessment environment.

Lord Lindsay, Chairman of UKAS opened the event. The UKAS speakers presented information on new areas of accreditation and current news on new and future developments, European and International developments, use of the UKAS symbols, UKAS business objectives and the UKAS awareness campaign. External speakers included **Craig Dunant** from Mouchel Management Consulting, presenting a summary of the findings from the last DIUS efficiency study at UKAS; **Lance Rigby** from Howden Insurance Brokers, a Lloyds registered insurance broker who have developed a scheme specifically for UKAS laboratories and **John Mortimer**, Senior Policy Advisor from DIUS discussed regulation on accreditation and market surveillance.

The Customer Information Day received much positive feedback:

“Was a very good insight into activities of UKAS and have learned many new things which we will be able to follow up on”.

“Excellent method to discuss problems”.

“Much more aware of the efforts made by UKAS in areas that I have no involvement. Particularly impressed with marketing efforts”.

“A worthwhile event and should be more frequent than annual”.

Presentations delivered at this event are available on the UKAS website www.ukas.com/events/awareness



Diary dates

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

March

2-3

ILAC Executive
graham.talbot@ukas.com

4-5

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

5-6

IAF Executive
graham.talbot@ukas.com

16-18

Training Course
Assessor Course
jan.garman@ukas.com

19-20

Training Course
Lead Assessor Course
jan.garman@ukas.com

25-26

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

25-26

EA MAC
brian.hough@ukas.com

26

UKAS/EMCTLA Technical
Committee
Alex.penfold@ukas.com

26

Training Course
Managing Absence (**New Course**)
jan.garman@ukas.com

30

EA Executive
graham.talbot@ukas.com

April

1

ISO TIG (Technical Interface
Group)
graham.talbot@ukas.com

1-2

Training Course
ISO 17010:1998 Awareness
Course
jan.garman@ukas.com

3

EAAB (European
Accreditation Advisory Board)
graham.talbot@ukas.com

21-23

Training Course
Laboratory Management
jan.garman@ukas.com

21

Training Course
ISO 15189 - Conversion
Course (**New Course**)
jan.garman@ukas.com

22-24

Training Course
ISO 15189 - Assessor
Training (**New Course**)
jan.garman@ukas.com

22-24

EA EMS Working Group/
EMAS Forum of Accreditation
Bodies Meetings
Andrew.marlow@ukas.com

28-29

Training Course
ISO 17021 Awareness Course
jan.garman@ukas.com

28

Training Course
Traceability and Uncertainty
for Managers
jan.garman@ukas.com

May

6

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

12-15

Training Course
Combined Laboratory
Course (**New Course**)
jan.garman@ukas.com

20-21

Training Course
Uncertainty of Measurement
- Calibration
jan.garman@ukas.com

27

Training Course
Certified Reference
Materials (**New Course**)
jan.garman@ukas.com



Sanctions

Sanctions data is provided in *Update* on a quarterly basis. Full statistics from January 2008 are available on the UKAS website

www.ukas.com

For the period October to December 2008:

Imposed total suspensions:

5 organisations
(4 laboratories and 1 inspection body)

Imposed total withdrawals:

1 (laboratory)

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

Consultations

Since the last issue of *Update*, UKAS has responded to the following Government consultations:

- Home Office consultation on the Forensic Science Regulator's Manual of Regulation Part One: Policy and Principles

Nigel Griffin

It is with great sadness that we inform you that Nigel Griffin died suddenly in hospital on 6 January 2009. Nigel joined UKAS in October 1998 as an Assessment Manager reporting to Mike Crossman in the Construction, Mechanical and Materials Section, having previously acted as an assessor for both NAMAS and UKAS.



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