



GEN 2

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Co-ordinated Assessment Framework

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CHANGES SINCE LAST EDITION

1 INTRODUCTION

1.0 Introduction

UKAS is the sole national accreditation body recognised by the UK government for accrediting Evaluation Bodies such as testing and calibration laboratories, certification bodies and inspection bodies. UKAS assess the competence and integrity of Evaluation Bodies using International / European Standards that outline generic competence criteria for various types of evaluations. These generic criteria may sometimes require interpretation when applied to certain specific fields of evaluation.

The following are the Evaluation Body (EB) Standards, which specify general criteria for various types of evaluation activities. UKAS Assessment Teams use these documents for assessing and recognising the competence of EBs.

Activity	EB standards used for accreditation
Testing / Calibration	ISO/ IEC 17025 General requirements for the competence of testing and calibration laboratories.
Proficiency Testing	ILAC-G13: 2000 (ISO/IEC Guide 43 –1) Guidelines for the Requirements for the Competence of Providers of Proficiency Testing Schemes
Inspection	ISO/ IEC 17020 (EN 45004) General criteria for the operation of various types of bodies performing inspection
Certification- Products / Services	EN 45011 (ISO/ IEC Guide 65) General requirements for bodies operating product certification systems
Certification – Management Systems	EN 45012 (ISO/ IEC Guide 62) General requirements for bodies operating assessment and certification / registration of supplier's quality systems
Certification- Persons	ISO / IEC 17024 General requirements for bodies operating certification of persons
Certification- Environmental Management Systems	ISO/IEC Guide 66 General requirements for bodies operating assessment and certification / registration of environmental management systems.
Certification – EMAS Verifiers	*EMAS Verifiers Accreditation of environmental verifiers under the EC Council Regulation (EC) No 761/2001.
Attestation	*EN45503 The attestation standard for the assessment of contract award procedures of entities operating in the water, energy, transport and telecommunications sectors.

** The standards marked with an asterisk are not specifically covered by this document at the present time. Details will be incorporated at a future date, however the broad principles still apply.*

All of the above standards have one common theme; they contain requirements for competence and integrity of evaluation activities indicated by the title of the standard. The ISO / IEC Standards / Guides shown in brackets are identical to the EN standard as far as the requirements and clause numbers are concerned.

Some EBs operate to more than one Standard. For example a testing laboratory that also performs inspection activities will operate to ISO/IEC 17025 and ISO /IEC17020. Some EBs may provide both product certification and quality management system certification. Also, many of the requirements of EB Standards overlap. Some requirements of these standards are exactly the same but they may use different words to describe them, sometimes giving the appearance that they are different requirements.

Some standards are more explicit and descriptive than others. For example, all standards require an EB to operate an effective management system but ISO/ IEC 17025 has more specific requirements for a management system than other standards.

There are European and International guidelines written by the EA (European Co-operation for Accreditation) ILAC (International Laboratory Accreditation Cooperation) and IAF (International Accreditation Forum) for some of the above standards. These guideline documents provide additional information about the way in which the standards should be applied. These guidelines are referenced in Appendix 1 to this document.

In the case of accreditation of PT Providers ILAC-G13, rather than ISO Guide 43-1, is considered in this document as the “standard” as it is the criteria used for the assessment of PT Providers.

2 PURPOSE

The purpose of this document is primarily to provide a framework for co-ordinating assessments of organisations operating to more than one EB standard. However, the assessment concepts outlined in this document could also be applied to assessment against a single standard. The document provides information for assessors / users of more than one standard so that they can assess / apply the various requirements in different standards in an integrated manner. It is not the intention of this document nor should it be used, to add, delete or change any of the requirements in any of the EB standards or associated guidance documents.

The concepts outlined in this document should be applied to suit the individual circumstances of the EB and the way it operates. This document is not a checklist or a training guide. It could be used for planning, organising, managing and reporting of assessments. It may also be used as the basis for preparation of training guides or checklists.

3 THE SIX KEY ELEMENTS

The co-ordinated assessment framework is based on the following six key elements being defined as the highest level common (key) elements that capture all of the requirements of all of the above standards:

Scope

Organisation

Management

Evaluation Processes

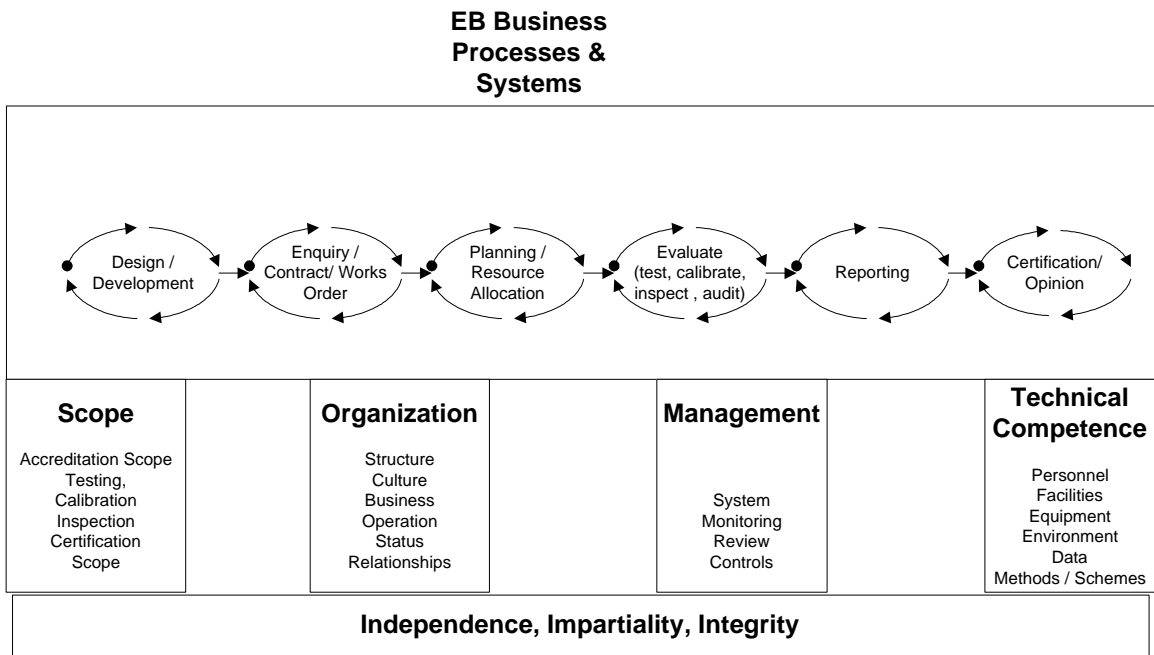
Technical Competence

Impartiality, Integrity

Various requirements of EB standards used for assessment purposes are grouped under the above six key elements. The six key elements are then sub divided into generic activities / processes of an EB with cross references to the main clauses of the standard relating to that activity / process. (Refer Appendix 2)

The structure of the six key elements is shown below. This structure and the information in this document provide a framework to assist UKAS to plan, organise and manage assessments. For example, an Assessment Plan could be produced using the six key elements rather than the clauses of the standards. When conducting assessments however, the interaction of the six elements and the EB’s business activities / processes should be recognised. For example, when assessing evaluation activities by witnessing the performance of an evaluator, the effectiveness of some aspects of management controls (e.g. QA / QC) may also be assessed. Another example is the assessment of impartiality or integrity of an EB. Evidence of an EB’s impartiality / integrity may be observed during the assessment of any of the EB activities / processes.

4 CO-ORDINATED ASSESSMENT APPROACH STRUCTURE



5 SCOPE

5.1 The standard against which an EB is assessed is dependent on the scope of the evaluating activities of the EB. The first step of the assessment process is to establish the scope of the evaluating activities.

In general terms,

ISO/IEC 17025 is used for assessment of testing, calibration and sampling* laboratories

ISO/IEC Guide 62 is used for assessment of certification bodies that certify management systems

ISO/IEC Guide 65 is used for assessment of certification bodies that certify products

ISO /IEC Guide 66 is used for assessment of certification bodies that certify Environmental Management Systems

ISO /IEC 17020 is used for assessment of inspection bodies

ISO/IEC 17024 is used for assessment of certification bodies that certify personnel.

ILAC -G13 & ISO /IEC Guide 43-1 are used for assessment of proficiency testing providers.

One of the common features of the four standards used for assessment of certification activities (ISO/IEC Guides 62, 65, 66 and ISO/IEC 17024) is that only 'third parties' are considered as accredited certification bodies, whereas inspection, testing and calibration (ISO/IEC 17020 and ISO/IEC17025) do not have to be performed only by third parties. ISO/IEC 17020 however is different from ISO/IEC17025 in that ISO/IEC 17020 defines three types of inspection bodies based on their independence status, as Type A, B & C.

Certain evaluating activities overlap and in these circumstances the EB will have the option of using a standard that is most appropriate for achieving the level of assurance that it expects to provide to its customers. For example, a service may be assessed using ISO / IEC 17020 or ISO Guide 65. However, the level of assurance given to the customers of the EB will vary depending on which standard is used. It is important therefore, for the EB to have a clear understanding of the level of assurance that each standard is capable of delivering for the scope of evaluating activities it performs.

** Reference to 'Testing' hereafter in this document also includes ' Sampling', unless otherwise a distinction between testing and sampling is specifically mentioned.*

5.2 ISO/IEC 17025 (Testing & Calibration)

The scope of testing is related to material and products tested. The scope of calibration is related to the item calibrated.

5.3 ISO/IEC 17020 (Inspection)

The scope of inspection may include examination of product design, products, services, processes or plants (e.g. power generation plant or chemical plant).

5.4 ISO/IEC Guide 62 (Management Systems Certification)

The scope of management system certification may be related to products and / or services, however management system certification does not certify that a product or service complies with specified standards or normative documents. It is an assurance that an organisation is capable of consistently delivering conforming products / services.

5.5 ISO /IEC Guide 65 (Product Certification)

The scope of product certification may include certification of processes and services as well as products. Product certification systems provide assurance that a product (process or service) complies with specified standards and / or other normative documents.

5.6 ISO / IEC Guide 66 (Environmental Management Systems Certification)

The scope of environmental management system certification may be related to products and services however environmental management system certification does not certify that a product or service complies with specified standards or normative documents. It is an assurance that an organisation is managing its significant environmental aspects and impacts in line with its environmental policy.

5.7 ISO/IEC 17024 (Personnel Certification)

The scope of personnel certification is related to a specific service provided by a named individual.

5.8 ILAC–G13 & ISO /IEC Guide 43 –1 (Proficiency Testing Providers)

Proficiency testing is used for inter-laboratory comparisons to determine the performance of individual laboratories for specific tests or measurements and to monitor laboratory's continuing performance. The PT schemes may also provide information for other purposes.

6 ORGANISATION

6.1 The way in which an EB is organised will have an impact on its ability to deliver its services competently and with integrity. It will also have an impact on the effectiveness and the efficiency of its business and its competitiveness in the market place in which it operates. An EB will organise itself to suit its needs. Organisation of an EB may vary from one to another depending on its customer needs, its culture, its business, its size, the complexity of its activities etc.

EB standards do not specify how an EB should be organised but require an EB to demonstrate that it has an organisation, which enables it to maintain its competence, impartiality and integrity. There are also some specific elements that an EB has to demonstrate to comply with the requirements of different EB standards.

6.2 In relation to the organisational and administration aspects, an EB is required to demonstrate.

- its legal status,
 - that it has adequate liability cover (*Note: This is not a requirement for testing / calibration/ PT providers*)
 - the way in which it manages its finances (*Note: This is not a requirement for testing /calibration/ PT providers . The evidence required to demonstrate this requirement is different in each standard*),
 - that it has adequate resources,
 - that it has an appropriate organisation structure,
- and
- that it has defined the responsibilities and authority of its personnel.

6.3 Legal Status

All EBs are required to demonstrate their legal status. Accreditation is granted only to those organisations that can be held legally responsible for their actions.

EBs performing testing, calibration, inspection or PT may be a part of a larger legal entity. However, if an EB performing management systems, products or personnel certification is part of a larger legal entity then accreditation will be granted to the entire legal entity. In such situations, the entire legal entity may be subject to

assessment by UKAS in order to pursue evidence relating to certification services it provides.

An EB, which is a part of government or a government department, is deemed to be a legal entity on the basis of its governmental status.

6.4 Liability Cover

There are no requirements for liability cover for testing and calibration activities or for PT providers.

For certification and inspection activities however, an EB is required to have adequate arrangements to cover liabilities arising from its activities. The EB should consider the risks arising from evaluating activities that it is involved in and ensure that adequate arrangements are in place to cover any potential liabilities arising from those risks.

The government, regulatory authorities or the customers of EB may also specify certain insurance requirements to cover liabilities.

6.5 Managing of Finances

There are no requirements relating to managing of finances for testing or calibration activities or for PT providers

EBs performing inspections are required to demonstrate that they maintain financial accounts that are independently audited.

For certification activities it is necessary to demonstrate that the EB has adequate financial resources for the on going operation of certification systems.

6.6 Resources

All EBs are required to have adequate resources to enable them to provide their evaluation services.

An EB needs to demonstrate that it has appropriate and sufficient personnel to perform the evaluations, personnel to manage and supervise evaluation activities and facilities and equipment to properly perform evaluation services.

6.7 Organisation Structure

All EBs are required to define the structure of their organisation. One of the ways to present the structure of an organisation is by an organisation chart, which shows the relationship between different sections and functions of the organisation. An organisation chart can also be used to reflect reporting lines.

ISO/IEC Guide 62, 65, 66 and ILAC-G13 specifically require the structure of the organisation to be presented in an organisation chart.

EBs performing certification activities need to show the relationship between the assessment function and the certification function.

6.8 Responsibility & Authority

All EBs are required to define responsibilities and authority of those who manage, perform and report evaluating activities. In general, any position affecting the quality of the evaluating activities needs to be defined.

EBs involved in certification activities and PT provision operate committees consisting of external personnel and the responsibility and authority of such committees need also to be defined.

7 MANAGEMENT

7.1 All EBs are required to operate an effective management system to assure the quality of service that they provide to their customers. A management system based on ISO 9001: 2000 addressing the requirements of each EB standard is one of the ways in which the system could be designed. It should be noted that there are some specific requirements in each EB standard to cater for specific needs of an EB.

The key elements of the management system and controls specified in all EB standards are;

- Documented policies and procedures
- Roles & responsibilities
- Control of documents & records
- Management of sub contractors and purchasing of services/ suppliers, where relevant
- Service to clients (specific reference in ISO /IEC 17025)
- Handling of complaints / appeals / disputes
- Control of nonconforming activities & effectiveness of corrective / preventive actions
- Internal audits & management reviews
- Supervision and monitoring of staff

All EBs are required to document their policies, processes, systems, programmes, procedures and instructions to the extent necessary to assure the quality of evaluation results. These may be documented in one or more quality manuals to suit the business needs of the EB. These quality manual (s) should address requirements of all relevant accreditation standards and may also incorporate other aspects of the business that may not necessarily be covered by UKAS accreditation.

8 EVALUATION PROCESSES

Evaluation processes comprise a series of linked activities of which the input is normally the customer needs and of which the output is normally the evaluation results and its conclusion / confirmation supplied to the customer by issuing of reports / certificates.

Following are the main activities of the evaluation processes of an EB.

8.1 Design and Development

All EBs are expected to define, implement and maintain necessary design and development processes to respond effectively and efficiently to the needs and expectations of its customers and other interested parties. For example, where there are changes to relevant statutory and regulatory requirements or national or international standards, the design & development process will ensure that such changes are implemented as appropriate to the service provided by the EB.

In the case of certification activities, the preparation, review and validation of certification schemes is part of the design and development process of an EB's service.

In the case of EBs involved in testing / calibration / inspection the emphasis is on ensuring the effectiveness of the methods they use for evaluation purposes rather than on the design and development of those.

In the case of PT providers emphasis is on the design and planning of the scheme(s) as well as the effectiveness of the method(s) used for evaluation purposes.

8.2 Enquiries, Tenders & Contracts

An EB is expected to have processes to review enquiries, tenders and contracts. EBs are required to make contractual arrangements with their customers for the agreed scope of work. EBs involved in certification activities require their customers to submit detailed application forms when applying for certification.

8.3 Planning & Allocation of Resources

As part of their contract review all EBs would be expected to allocate resources and plan their evaluation activities. This may include use of sub contractors, collaborators* and / or contracted personnel to conduct evaluation activities. All standards specify the conditions under which EBs could use sub contractors. One of the common principles is that whenever work which forms part of an evaluation activity is carried out by a sub-contractor, the responsibility for determination of conformity with requirements always remains with the EB. However, ISO 17025 makes an exception to this principle where the client or a regulatory authority specifies which sub contractor is to be used.

UKAS makes a distinction between 'sub-contracting' and 'contracting in'. An organisation, that undertakes to carry out any part of evaluation on behalf of an EB, is considered to be a sub-contractor.

Where the EB engages individuals, employees of other organisations or organisations to provide additional resources or expertise, these individuals, employees of other organisations or organisations are considered as 'contracted in' provided that the EB demonstrates that such individuals, employees of other organisations or organisations comply with the EB's quality policies and applicable procedures when performing work for the EB

EBs who perform certification activities are not allowed to sub contract the certification decision-making process.

**Proficiency testing providers may sub contract activities to collaborators. The PT provider must ensure that all activities conducted by collaborators comply with relevant clauses of ILAC-G13.*

8.4 Evaluation

Evaluation is the primary activity performed by EBs. Evaluation techniques performed by EBs may be described as testing, inspection, calibration, auditing, review, examination, verification, PT provision etc,

NB: Many factors determine the correctness and reliability of the evaluations performed by an EB. These factors include contributions from:

- human & organisational factors
- facilities & environmental conditions
- evaluation standards / methods / schemes and their validity

- equipment
- traceability of measurements / evaluation results or data
- sampling
- handling / maintaining of items subject to evaluation

It should be noted that ISO/IEC Guide 66 requires that the audit of an environmental management systems should be undertaken in two stages (Stage 1 provides the focus for planning the audit while Stage 2 is the audit performed to evaluate the implementation of the organisation's environmental management system). ISO/IEC Guide 66 also requires the EB to verify that the certified organisation has evaluated legal and regulatory compliance

8.5 Reports & Certificates

Reporting the results of evaluation is one of the main outputs of an evaluation process. Results of any evaluation activity need to be reported, normally to the customer who requested the evaluation. All EB standards and / or their associated guidance documents indicate what should be included in evaluation reports. In some cases customers or Regulations may also specify the information required to be included in evaluation reports. All EBs are allowed to issue reports / certificates to confirm the conclusion of or make reference to the results / outputs of evaluation activities.

8.6 Decisions / Opinions

Certification of management systems, products and personnel require certification decisions to be made by a person (or group) independent of the person (or team) that performed the evaluation activities. In addition ISO /IEC Guide 66 specifically requires that the entity that takes the decision on granting the certificate shall normally not overturn a negative recommendation by the audit team.

For testing, calibration, and inspection and for PT provision the 'certification decision making' concept does not apply.

Testing and calibration EBs may express opinions to interpret test and calibration results they perform. However, unless the activity of expressing opinions is accredited (and shown in the accreditation schedule) any opinions expressed on testing / calibration results are disclaimed from accreditation.

Inspection reports may include opinions to interpret inspection results but this is considered normal practice, as most inspection activities require professional judgements to be made during evaluations. Therefore, unlike in testing / calibration, expressing opinions is not considered as a separate activity.

8.7 Certification & Maintenance of Certification

The term certification is usually associated with the EBs who certify management systems, products and personnel. Such certificates normally have a validity date. These EBs are required to maintain the validity of the certificate they issue to organisations / persons through surveillance / monitoring. One of the exceptions to this rule is where products are certified on the basis of type approval, where a 'one off' certificate is issued for the type approved product and therefore, no on-going maintenance of the certificate is provided.

ISO /IEC Guide 66 requires organisations certified by EBs to make available to them on request records of all communications.

9 TECHNICAL COMPETENCE

- 9.1 The technical competence to perform evaluation activities depends largely on the technical knowledge & experience of personnel of the EB, the robustness of the methods / schemes used by the EB for evaluation and the suitability of facilities and equipment available to the EB for performing evaluation activities.

All EBs are required to demonstrate competence of personnel through their training, qualifications, experience and application of knowledge.

All EBs are expected to demonstrate effectiveness of methods / schemes used for evaluation purposes, however the approach to demonstrating the effectiveness may vary dependent on the evaluation activity for which methods / schemes are used.

EBs performing testing, and/or calibration are expected to monitor the quality of their evaluation processes through internal / external QA. EBs performing inspections are expected to improve the quality of their evaluations by standardisation through cooperation with other inspection bodies. EBs providing PT services are expected to identify, plan and validate those processes which directly affect the quality of the scheme.

EBs performing certain testing, calibration and inspection activities require specialist equipment, facilities and environmental conditions in order to perform their evaluations.

EBs performing certification activities generally do not use equipment but they need to have knowledge of equipment used by those who they certify. EBs performing certification of persons may need special facilities and / or equipment in order to evaluate the competence of persons they certify, depending on the methods they use for evaluation.

10 IMPARTIALITY & INTEGRITY

All EBs are required to demonstrate that they perform their evaluations impartially.

Each of the accreditation standards has specific requirements for assuring impartiality. But there are some common themes.

The common themes are,

- Assurance of impartiality of the EB from those who have a vested interest in the outcome of the results of evaluation.
- Elimination of any potential conflicts of interests when performing evaluation activities.
- Elimination or reduction of pressures on individuals so that evaluation is not compromised.

Specific requirements to assure impartiality specified in each of the accreditation standards are discussed below.

10.1 ISO/IEC 17025 (Testing & Calibration)

EBs providing testing / calibration are required to demonstrate how they assure impartiality and integrity. If the EB is part of an organisation performing activities other than testing / calibration then the EB must demonstrate how it manages any potential conflicts of interests.

10.2 ISO/IEC 17020 (Inspection)

ISO/IEC 17020 defines three independence types, as Type A, Type B and Type C. Definitions of Types A, B and C are given in Clause 4 and Annex A, B and C of ISO/IEC 17020. Further explanation is provided in IAF /ILAC –A4: 2004

Briefly, Type A is an independent third party. Type B is an in-house EB inspecting its own (including parent company owned) equipment / activities. A Type C, while providing inspection services to the market in a similar way to a Type A is not structured as an independent third party. A Type C normally provides services other than inspection (directly or through its parent company) that are considered to be in potential conflict with inspection. Type C s are therefore, required to demonstrate how they manage such conflicts to assure the impartiality of inspections they perform.

Type A s are required to provide access to their services in a non-discriminatory manner.

UKAS accreditation certificates and schedules reflect the independence type of the EB as Type A, B or C.

10.3 ISO/IEC GUIDE 62, 65, 66 & ISO/IEC 17024 (Certification)

EBs accredited to these standards provide 'third party' certification. Therefore, unlike the EBs accredited under ISO/IEC 17025 / ISO /IEC 17020 only 'third parties' are accredited under these three standards.

There is a specific common requirement in all these four standards to ensure the impartiality of certification services. EBs accredited to these four standards are required to have a structure to allow participation of all parties significantly concerned in the development of policies and principles regarding the content and the functioning of the certification system.

The relationship of the EB with other organisations, particularly with parent/ sister companies should be such that activities of such related bodies must not affect the confidentiality, objectivity and impartiality of certifications provided by the EB.

The EBs involved in the assessment / certification of management systems need to demonstrate their independence, particularly from those who provide advice / consultancy to design and / or maintain quality / management systems. The EBs involved in the assessment / certification of persons need to demonstrate their independence, particularly from those who provide training / advice to those personnel they assess.

EBs providing certification are required to provide access to their services in a non-discriminatory manner.

10.4 ILAC-G13 & ISO Guide 43 -1

PT providers need to ensure that their schemes are designed to ensure that there is as little opportunity as possible for collusion and falsification of results by participants.

10.5 Confidentiality

It is the responsibility of the EB to ensure protection of its client's confidential information and proprietary rights. All EB standards have specific clauses relating to confidentiality and broadly, the requirements are the same. The EBs need to demonstrate how they maintain confidentiality of client's information they have access to during evaluation activities

APPENDIX 1- Accreditation Standards & Corresponding Guidance Documents

Accreditation Standard	Guidance Document
ISO / IEC 17025	ILAC-G15:2001
ISO/IEC 17020 (EN 45004)	IAF /ILAC – A4: 2004
EN 45011 (ISO/ IEC Guide 65)	EA- 6/01
EN 45012 (ISO/ IEC Guide 62)	EA-7/01
ISO/IEC 17024	IAF Guidance on the Application of ISO/ IEC 17024: 2003
ISO/IEC Guide 66	EA –7/02
ISO Guide 43 -1	ILAC-G13:2000 (used also as criteria)

APPENDIX 2 – Relationship between six key elements and the main clauses of accreditation standards.

SCOPE	ISO/IEC 17025	ISO/IEC 17020	EN 45011	EN 45012	ISO/IEC17024	ISO/IEC Guide 66	ILAC–G13 (ISO/IEC Guide 43 –1)
Scope	1	1	1.1 1.2 4.1.4	1.1 2.1.1.4	1 4.1.3	1 4.1.1.4	1.1 (1)
Definitions	3	2	3	1.3	3	3	1.3 (3)
ORGANISATION	ISO/IEC 17025	ISO/IEC 17020	EN 45011	EN 45012	ISO/IEC17024	ISO/IEC Guide 66	ILA –G13 (ISO/IEC Guide 43 –1)
Legal Status	4.1.1	3.1	4.2d	2.1.2d	4.2.1d	4.1.2d	2.2.1
Liability Cover	-	3.4	4.2h	2.1.2h	4.2.4a	4.1.2h	-
Management of Finances	-	3.6	4.2i	2.1.2i	4.2.4a	4.1.2i	-
Resources	4.1.5a	6.1 8.1	4.2j	2.1.2j	4.2.7	4.1.2j	2.2.2a
Organisation Structure	4.1.5e	3.2 6.1 6.2	4.2c 4.2n 4.5.3d 4.5.3e	2.1.2c 2.1.2n 2.1.4.3d 2.1.4.3e	4.2.	4.1.2c 4.1.2n 4.1.4.3d 4.1.4.3e	2.2.2e
Responsibility & Authority	4.1.2 4.1.5f 4.1.5h 4.1.5i 4.1.5j	6.2 6.3 6.5 6.6 7.4 7.5	4.2c 4.2g 4.5.3c	2.1.2b 2.1.2c 2.1.2g 2.1.4.3c	4.2.1c 4.2.3	4.1.2b 4.1.2c 4.1.2g 4.1.4.3c	1.1.1 2.2.2f 2.2.2g 2.2.2h 2.2.2i
MANAGEMENT	ISO/IEC 17025	ISO/IEC 17020	EN 45011	EN 45012	ISO/IEC17024	ISO/IEC Guide 66	ILAC - G 13 (ISO/IEC Guide 43 –1)
Management system	4.1.3	3.3	4.2k	2.1.2k	4.4.1	4.1.2k	2.1.1

& documented policies and procedures	4.2.1 4.2.2 4.2.3	7.1 7.2 7.3	4.2l 4.5.1 4.5.2 4.5.3	2.1.2l 2.1.4.1 2.1.4.2 2.1.4.3	4.4.2 4.2.4b	4.1.2l 4.1.4.1 4.1.4.2 4.1.4.3	2.1.2 2.1.3 2.1.4 (6.1) (Annex B)
Roles & Responsibilities for quality	4.2.4 4.1.5i	7.4 7.5	4.5.2 4.5.3 c) 4.5.3 e)	2.1.4.2 2.1.4.3 c) 2.1.4.3 e)	4.4.1 4.4.2	4.1.4.2 4.1.4.3c 4.1.4.3e	2.1.5
Control of documents and records	4.3 4.12	7.6 8.4 12	4.8 4.9	2.1.7 2.1.8	4.4.2 4.6	4.1.7 4.1.8	2.3 2.11
Management of sub contractors and purchases	4.5 4.6	9.11 14	4.4	2.1.3 2.2.4	4.5	4.1.3 4.2.4	2.5 2.6 3.2 3.3.1.2 (6.7)
Service to clients	4.7	-	-	-	-	-	3.7.1
Handling of complaints/ appeals / disputes	4.8	15	4.2p 7	2.1.2p 2.4	4.2.6	4.1.2p 4.4	2.7
Control of non conforming items and dealing with corrective and preventive actions	4.9 4.10 4.11	7.8	4.5.3k)	2.1.4.3k)	4.4.3	4.1.4.3k	2.8 2.9 2.10
Internal audit and management review	4.13 4.14	7.7 7.9	4.7	2.1.6	4.4.3	4.1.6	2.12 2.13
Supervision & monitoring of staff	4.1.5g 5.2.1	6.4	4.2 c 4)	2.1.2 c 4) 2.2.3.1b	4.2.7	4.1.2c4) 4.2.3.1b	3.1 (5.2.1) (5.2.2)
Conditions for granting & maintaining	-	-	4.6	2.1.5	4.1.2	4.1.5	-

EVALUATION PROCESSES	ISO/IEC 17025	ISO/IEC 17020	EN 45011	EN 45012	ISO/IEC17024	ISO/IEC Guide 66	ILAC -G 13 (ISO/IEC Guide 43 –1)
certification							
Design & Development	5.4.2, 5.4.3, 5.4.4	10.3	4.1.3	2.1.1.3	4.3	4.1.1.3	3.3.1 (5)
Enquiries, tenders, contracts	4.4	10.5 3.5	8 9.1	3.1 3.2.1	6.1 6.2.1	5.1 5.2.1	2.4 3.5.1 3.7
Planning & resource allocation	4.4.1 4.4.3	10.2	9.2 9.3	3.2.2 3.2.3 3.2.4	6.2.3	5.2.2 5.2.3 5.2.4	2.4.1 2.4.3
Evaluation (testing/ calibration / inspection/ Auditing / Examining etc.)	5.1 5.4 5.7 5.8	10.1 10.2 10.4 10.6 10.7 10.8 11	9.4 10	3.2.5 3.3	6.2.2	4.1.1.5 5.2.5 5.3	3.3.2, 3.3.3,3.3.4, 3.4, 3.5, 3.6 (5.4 to 5.7) (6.6)
Reports & Certificates	5.10	13	11	3.4	6.2.4	5.4	3.6.3 (6.5 , 6.6)
Decisions/ Opinions	5.10.5	13	12	3.5.1 3.5.2	6.3.1	5.5.1 5.5.2	-
Certification & Maintenance of Certification	-	-	12.3 13 14 15	3.5.3 3.5.4 3.6 3.7 3.8	6.3.2 6.3.3 6.4 6.5 6.6	5.5.3 5.5.4 5.6 5.7 5.8	-

TECHNICAL COMPETENCE	ISO/IEC 17025	ISO/IEC 17020	EN 45011	EN 45012	ISO/IEC17024	ISO/IEC Guide 66	ILAC - G 13 (ISO/IEC Guide 43 –1)
Personnel	5.2	8.1 8.2 8.3 8.4 8.5	5	2.2	4.2.7 5.1 5.2	4.2	3.1 (5.2.1) (5.2.2)
Methods / Schemes	5.4	10.1 10.3 10.7	4.1.3 4.3 6	2.1.1.3 2.3	4.3	4.1.1.3 4.3	3.3,3.4,3.5 (5.4 to 5.7)
Facilities/ Equipment/ Environmental conditions	5.3 5.5 5.6	9	-	-	-	-	(5.3)
Quality of Evaluation	5.9	16	-	-	-	-	
IMPARTIALITY INTEGRITY	ISO/IEC 17025	ISO/IEC 17020	EN 45011	EN 45012	ISO/IEC17024		ILAC - G 13 (ISO/IEC Guide 43 –1)
Independence/ impartiality/ integrity	4.1.4 4.1.5b 4.1.5d	4 8.6 Annex A 3	4.1.1 4.1.2 4.2a 4.2b 4.2e 4.2f 4.2m 4.2n 4.2o	2.1.1.1 2.1.1.2 2.1.2a 2.1.2e 2.1.2f 2.1.2m 2.1.2n 2.1.2o 3.5.1	4.1.1 4.2.1 4.2.2 4.2.4b 4.2.4c 4.2.5 4.7 4.8	4.1.1.1 4.1.1.2 4.1.2a 4.1.2e 4.1.2f 4.1.2m 4.1.2n 4.1.2o 5.5.1	3.9 2.2.2b 2.2.2d
Confidentiality	4.1.5c	5	4.10	2.1.9	4.7	4.1.9	3.8, 2.2.2c (7.1)