

Thank you for joining us for today's webinar: 'Demystifying – Your journey to accreditation'

PLEASE NOTE:

- + Microphones will not be enabled during the webinar
- + However, you can use the Q&A box to raise any questions
- + We'll be starting at 12:00 (GMT), see you soon.
- + The webinar will be recorded.





Demystifying – Your journey to accreditation

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Accreditation Specialist



Previous webinar

'Demystifying – The purpose of accreditation'

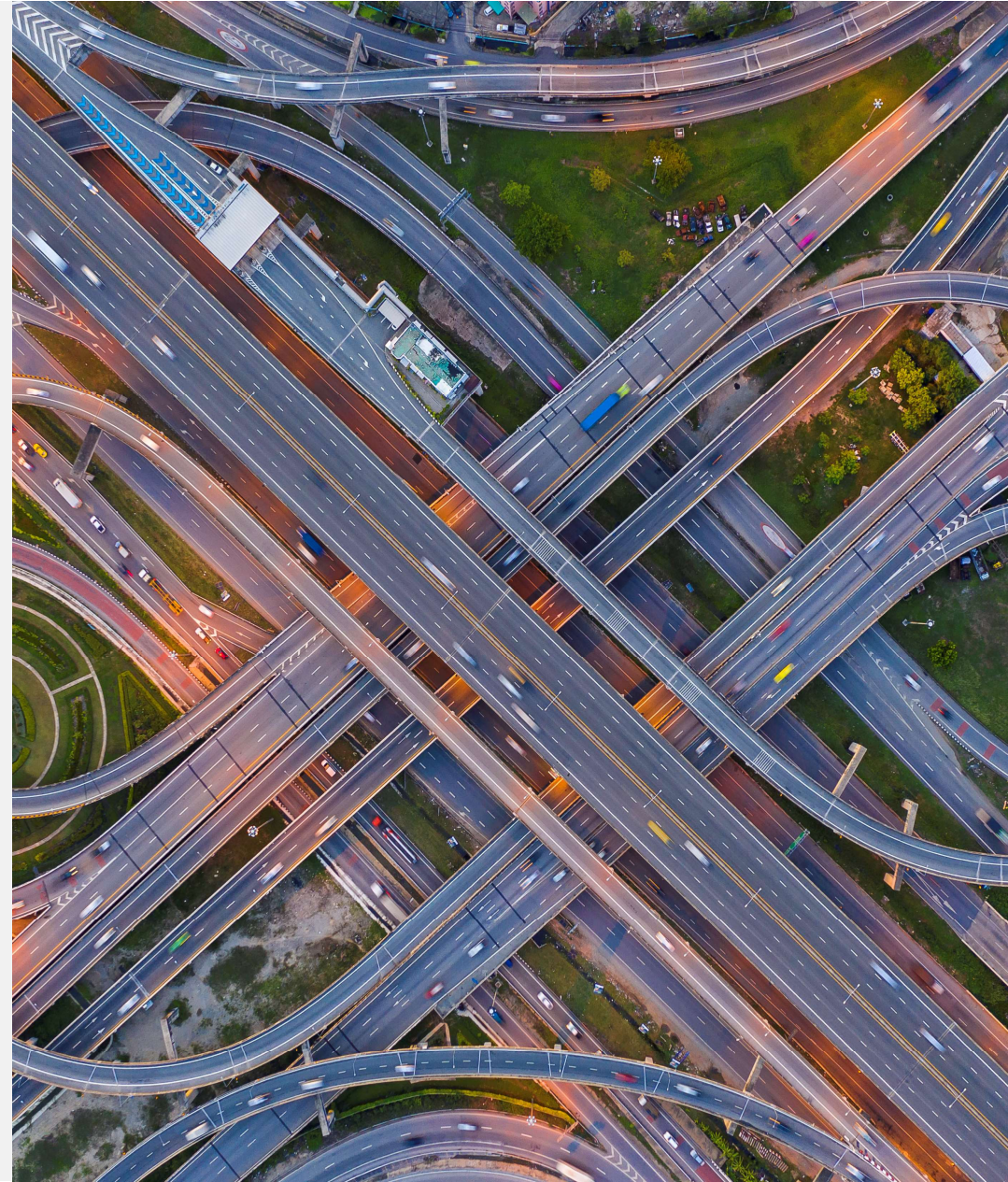
- + UKAS - Who are we?
- + What is accreditation?
- + The value of accreditation
- + The assessment process
- + Applying for accreditation



Today's webinar

The purpose of today's webinar is to provide information and resources on the next steps in your journey once you have determined that accreditation is right for you.

- + Is accreditation right for you?
 - + Is your business ready to proceed with accreditation?
 - + Beginning your application
 - + Pre-assessment
 - + Initial assessment
 - + Blended assessment
 - + Assessment findings
 - + Maintaining your accreditation
 - + Accreditation costs
 - + What next?
-





+ Is accreditation right for you?



Benefits of accreditation

- + Accreditation can highlight gaps or weaknesses in operational capability, thereby providing the opportunity for improved organisational efficiency and outputs.
- + Accreditation provides independent assurance of technical competence; it can set you apart from the competition.
- + Accreditation can be an important factor in assessing, identifying and reducing risks.
- + Accreditation is recognised and accepted globally, increasing international acceptance for import and export.
- + Accreditation can create confidence in industry supply chains and is often specified by public and private sector organisations as a prerequisite for acceptance.
- + Accreditation provides confidence to employees, customers and stakeholders of a commitment to quality and service improvement.
- + Accreditation supports the generation of new business, providing the potential to open up trade into new markets.



Survey results

of those that responded:

+
93% agreed that accreditation provides confidence to their customers and stakeholders

+
76% agreed that accreditation differentiates them from their competitors

+
85% agreed that accreditation improves the quality and validity of their work

+
71% agreed that accreditation helps them to win new or maintain existing business

Is accreditation applicable to me?

If you provide the following services, you can become accredited with UKAS





+ Purchase the relevant standard(s)



Standards



ISO/IEC 17025



BS 70000



IQIPS



ISO 14065



ISO/IEC 17024



ISO/IEC 17029



ISO 17034



ISO 15189



ISO/IEC 17020



ISO/IEC 17021-1



QSI



ISO 22870



ISO/IEC 17065



ISO 20387



ISO/IEC 17043



+ Get in touch with UKAS



General accreditation or technical enquiry

T: 01784 429000

E: info@ukas.com

Considering applying for accreditation

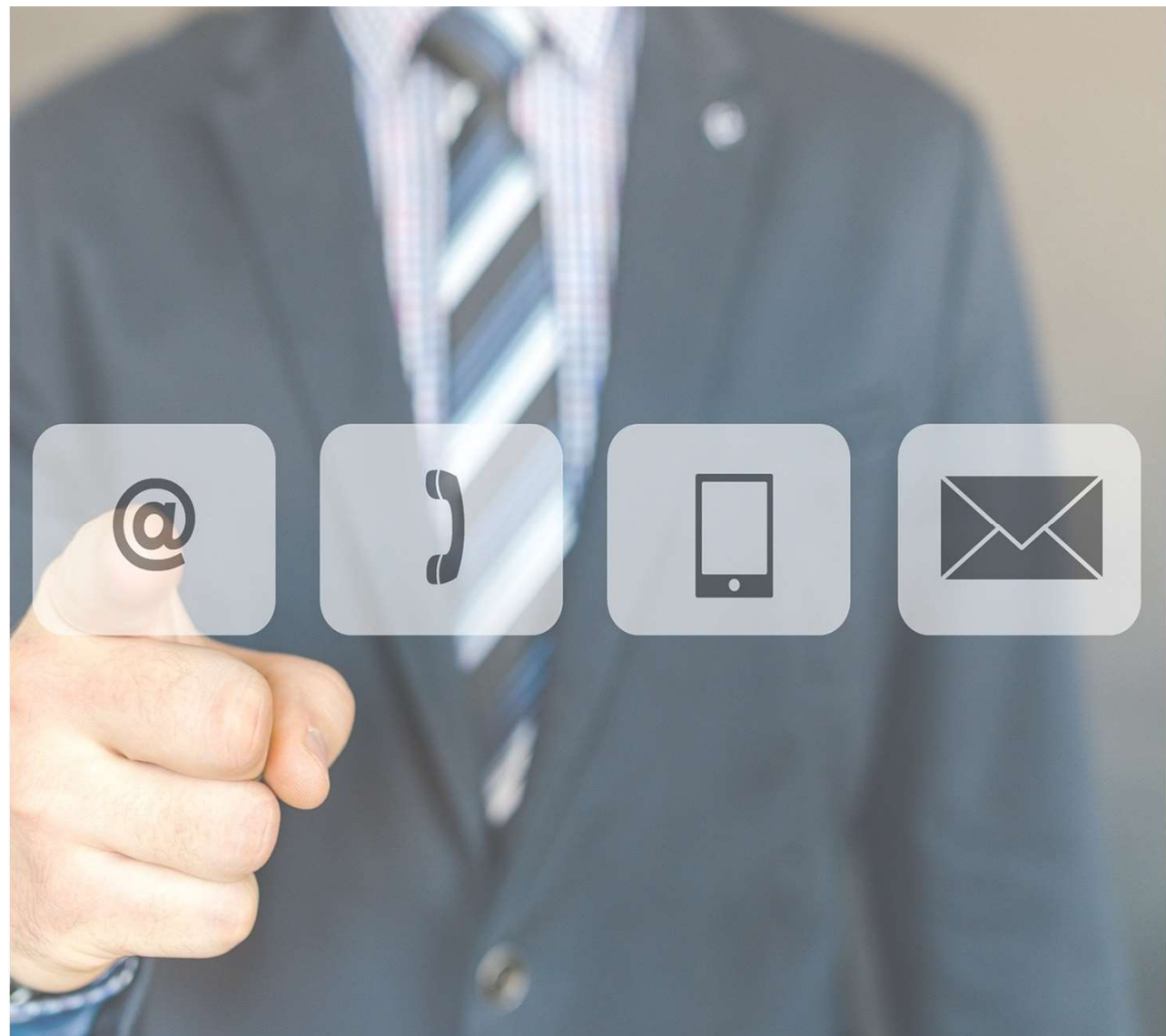
T: 01784 429018

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Attend a UKAS training course

T: 01784 428806

E: training@ukas.com





+ Is your business ready?



Resources to support you in identifying gaps

- + Familiarise yourself with the standard and ensure you are meeting those requirements.
- + Understand the supporting publications.
- + Complete the 'ISO/IEC 17025 readiness tool' assessment if this is the accreditation you are embarking upon.
- + Take part in any training courses that are applicable to your standard.



Publications

- + Organisations are required to comply with current editions of all UKAS Publications relevant to their areas of accreditation or application.
- + You should be aware of international Publications relevant to your areas of accreditation; and comply with those that are categorised as 'mandatory'.
- + Organisations must ensure that they either have current copies of relevant Publications or have web access to those documents.
- + You can sign up to receive monthly UKAS Publications on our website.

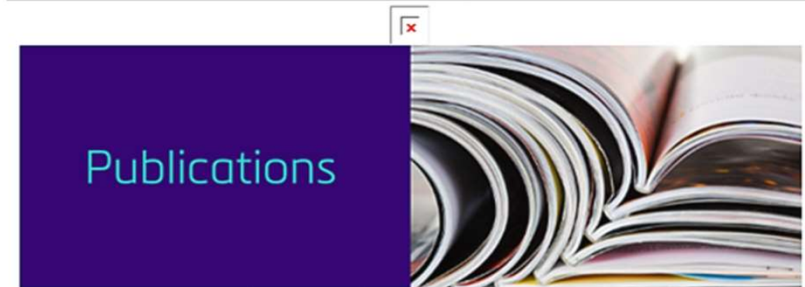


October 2021

This email is to notify you of changes to **UKAS Publications** and issue of **Technical Bulletins** during the past month.

Organisations are required to comply with current editions of all UKAS Publications relevant to their accreditation or application. As well as UKAS Publications, accredited and applicant organisations should be aware of international publications relevant to their area of accreditation, available from the **EA**, **IAF** and **ILAC** websites.

Accredited and Applicant Organisations, and Assessors currently engaged by UKAS, must check that they either have an up-to-date copy of each publication relevant to their activities or have web access available to be able to access those documents as required.



The following new / revised publications have been issued.

Relevant to All Organisations:

GEN 6 Reference to Accreditation and Multilateral Recognition Signatory Status by UKAS Accredited Bodies (Edition 1) – replaces *LAB 1* and applies to all types of Conformity Assessment Bodies

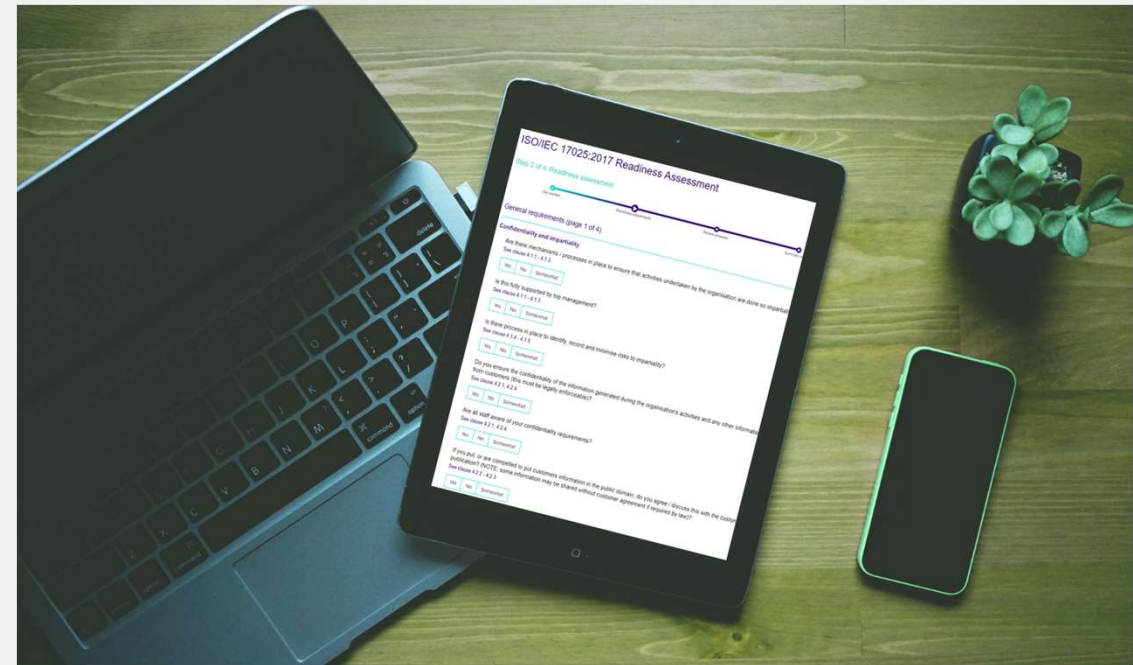
- Please note UKAS policy that, in line with the European co-operation for Accreditation document **EA-3/01**, an accredited CAB *must* make reference to accreditation where applicable, with certain exceptions as clearly defined in the publication (GEN 6 §2)

Relevant to Laboratories:

LAB 5 Reporting Calibration Results (Edition 4)

NEW Readiness Assessment Tool (ISO/IEC 17025)

- + The self-assessment tool comprises a set of questions designed to allow organisations to check their current policies and systems against the expectations of the standard, in this case ISO/IEC 17025:2017.
- + Against each criterion there are 3 potential responses (Yes, No and Somewhat) which organisations can use to describe how closely they have met the requirements of the standard.
- + The readiness assessment is best completed by individuals who have a good understanding of how their organisation manages and performs its technical activities and are responsible for aspects of quality and customer management.



UKAS Training Academy

Public courses

Virtual Instructor-led
Training

On-site courses

eLearning on demand

Training courses available include:

- + Certification
- + Healthcare
- + Inspection
- + Laboratories
- + Verification & Validation

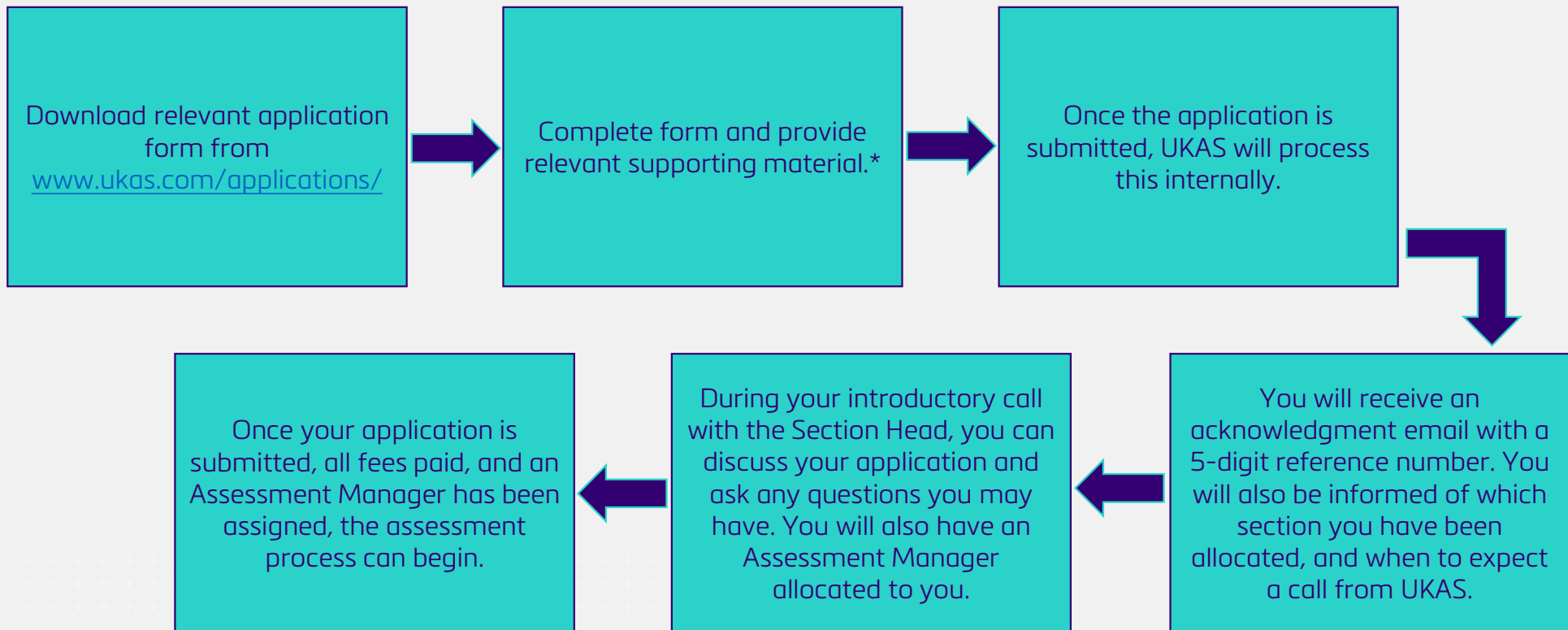


+ Apply for accreditation



Application process

**PLEASE NOTE: UKAS cannot proceed with your application if required documentation is missing. If this is the case, a member of the team will be in touch.*





+ Pre-assessment



The value of a pre-assessment visit

- + Allows you to meet your Assessment Manager
- + Familiarises the team at the organisation with the assessment process
- + Allows you to ask your Assessment Manager relevant question relating to the initial assessment
- + Provides an impartial external perspective on your Quality Management System
- + Identifies possible early non-conformities
- + Gives the option to postpone your initial assessment if the pre-assessment suggests your organisation is not ready to proceed
- + Avoids unnecessary expense and additional assessment days

Common problems

- + Misunderstanding of some requirements within the standard and/or sector schemes.
- + Missing requirements within the standard or incorrectly determining a requirement does not apply to the organisation.
- + Missing requirements from IAF, ILAC or EA mandatory documents.
- + A lack of implementation of processes and policies.
- + Practice not matching documented policy and process.
- + The business doing the right thing but lacking the documented evidence required to prove that.



Management Systems

Benefits of an effective management system to an organisation include:

- + More efficient use of resources and improved financial performance.
- + Improved risk management and protection of people and the environment.
- + Increased capability to deliver consistent and improved services and products, thereby increasing value to customers and all other stakeholders.

ISO 9000:2015 definition of a Quality Management System (QMS):

- + A QMS is the set of documents in which the organisation identifies its objectives and determines the processes and resources required to achieve desired results.
- + The QMS manages the interacting processes and resources required to provide value and realise results for relevant interested parties.
- + The QMS enables top management to optimise the use of resources considering the long and short term consequences of their decision.
- + A QMS provides the means to identify actions to address intended and unintended consequences in providing products and services.

Conformity Assessment Standards

Conformity Assessment Standards generally share (but are not limited to) the following common elements:

- + General requirements
- + Structural requirements
- + Resource requirements
- + Process requirements
- + Management system requirements

Management system requirements generally include (but may not be limited to):

- + Management system (document, implement, maintain)
- + Document control
- + Records control
- + Nonconformities and corrective action
- + Improvement / actions to address risks and opportunities
- + Internal audits
- + Management review

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+ Initial assessment



What is involved

- + An opening meeting will take place to agree the arrangements between you and your AM.
- + The assessment will involve a detailed review of records, systems, processes and overall competence of the organisation.
- + Interviews will take place with staff and managers, as well as witnessing of key activities.
- + A full vertical and horizontal assessment will take place.
- + A de-brief of the visit and any findings will be discussed at a closing meeting.
- + UKAS will provide a full report during or immediately following the assessment visit. This will detail any findings or improvement actions identified against accreditation requirements.
- + You will be asked to advise UKAS on how you will address them.





+ Blended assessment



Blended approach

- + During COVID lockdown and periods where “work from home” has been the guidance from Government, UKAS has moved to conducting some parts of the assessment remotely.
- + Remote assessment has worked extremely well and has been positively received by customers.
- + Remote assessment removes/reduces the cost of Travel and Subsistence for the assessment team, reducing the cost of the assessment.
- + The assessment is often more focused, and can mean that the CAB don’t have to dedicate staff to accompany assessors.
- + A lot of the assessment activity can be conducted offline or even submitted prior to the assessment to make things more efficient.
- + It does considerably limit the assessor's ability to see the work environment.
- + Can be prone to technology glitches.



+ Assessment findings



Findings

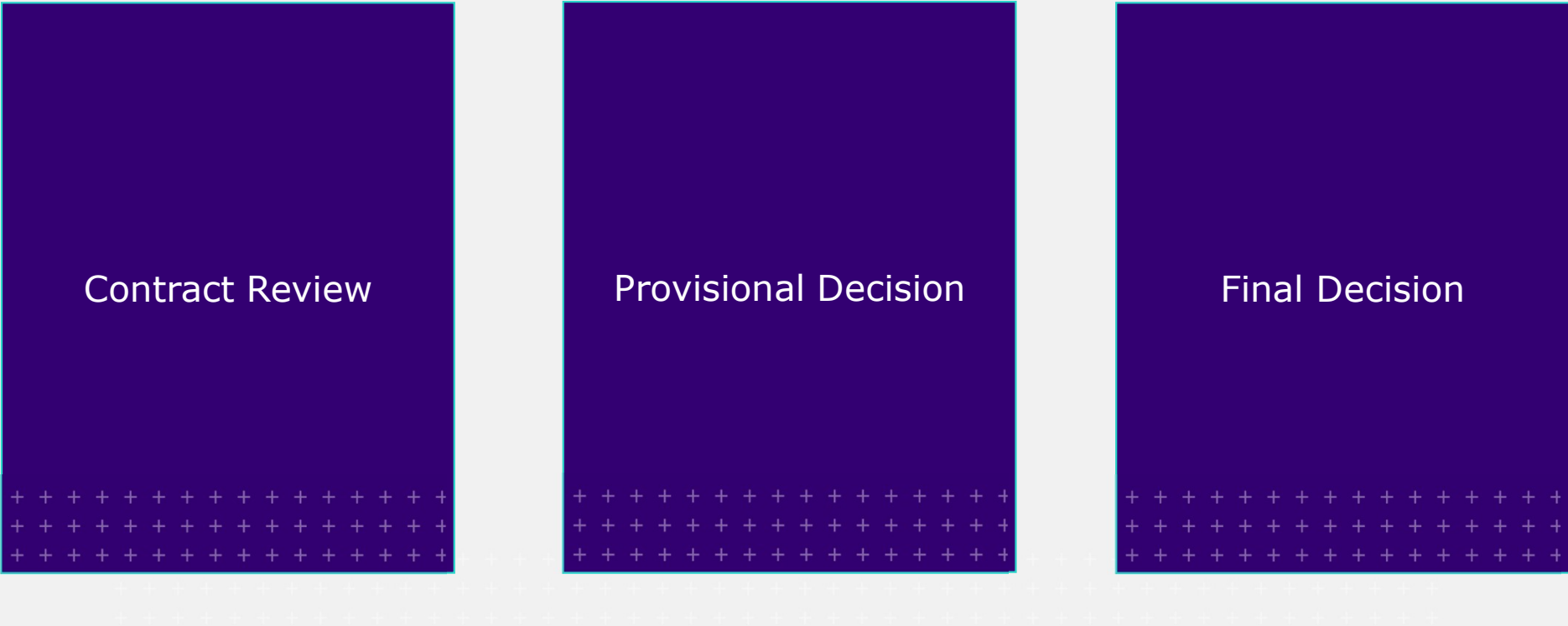
What is a non-conformity?

A non-conformity is the failure to meet one or more requirements outlined within the mandatory clauses of a standard.

The process:

- + UKAS identifies findings and raises an Improvement Action Report (IAR).
- + The CAB is required to complete the Improvement Action Summary Form (IASF) detailing outcomes of root cause analysis and extent of non-conformity, actions taken, and evidence supplied.
- + The IASF needs to be submitted to UKAS, together with supporting evidence of actions taken to address the findings, within the specified timeframe (usually up to 12 weeks).
- + UKAS will review the submitted IASF and supporting evidence to determine whether the CAB has addressed the non-conformities in a satisfactory manner.
- + Feedback will be provided to the CAB on the outcome of the review within 4 weeks of receipt.

Decision making process





+ Congratulations



Accreditation symbols

You may use the symbols on:

- + Certificates and reports
- + Quotations and estimates
- + Corporate Stationery
e.g. letterheads, compliment slips, invoices
- + Internal Walls and doors
- + Exhibition stands
- + Websites

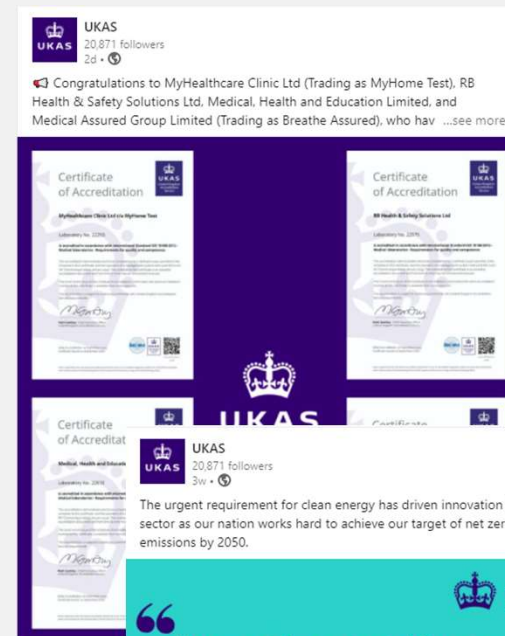
You may not use the symbols on:

- + Vehicles
- + Buildings and Flags
- + Goods or products
- + Primary packaging



Promoting your accreditation

- + Promotional brochures
- + Promotional Videos
- + World Accreditation Day
- + Share updates and pictures of yourselves with your certificate
- + Social media posts (please feel free to share a photograph with your certificate to UKAS for use on our social media channels!)
- + #UKAS #Accreditation #WorldOfConfidence
- + Participate in a case study with UKAS about your accreditation journey
- + Send us a testimonial





+ Maintaining your accreditation





Accredited organisations are advised to adopt the following measures to maintain their accreditation:

- + Inform your Assessment Manager of any changes that may affect the scope of your accreditation.
- + Maintain technical competence by attending recognised training courses and relevant sector events.
- + Ensure you keep up-to-date with regulatory changes in your sector.
- + Subscribe to UPDATE, UKAS Publications and Technical Bulletins to ensure that you receive the latest accreditation requirements.
- + Inform UKAS in advance of any relocation of premises from which accredited work is performed.
- + Conduct an appropriate Internal audit regime.
- + Ensure on-going effective document control.
- + Retain all quality records and technical records throughout the period between assessments.



+ Accreditation costs



Scenario: small testing laboratory

Customer type: Testing Laboratory with a relatively small scope

Single technical sector. E.g. Soil analysis

Application fee: £1,500

Pre-assessment visit: £3,500 - £5,500

Initial Assessment: £7,500 - £11,500

Annual surveillance: £4,000 - £6,000

Note: costs listed are exclusive of VAT





+ What next?



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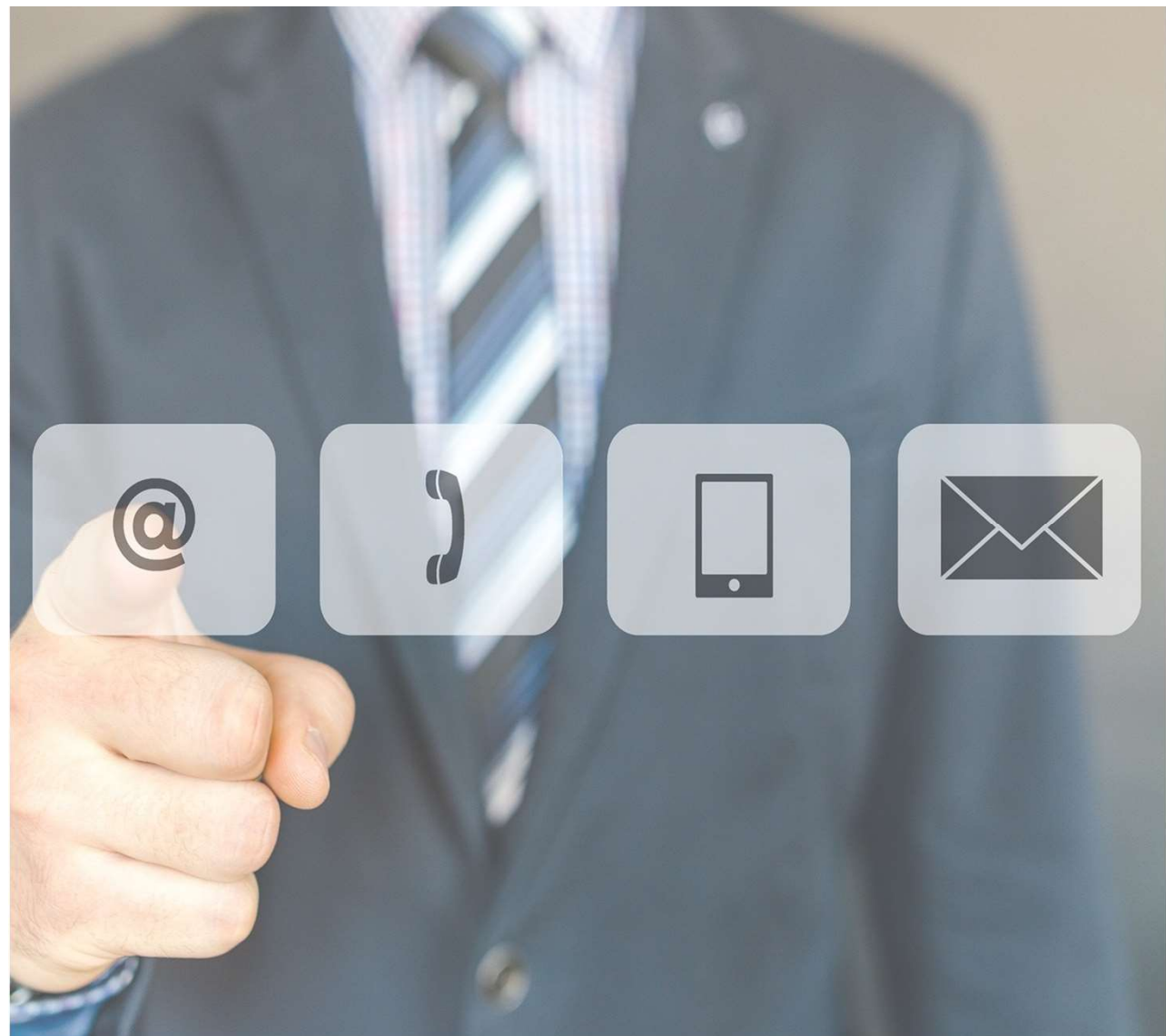
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Any questions?





Thank you for joining us

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