

## **REPORT ON APLAC TRAINING WORKSHOP ON ISO/IEC 17020: 2012**

*(Compiled by Mrs Maureen P Mutasa and Mr Mamoud Eltayeb)*

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**COURSE TITLE** : ISO/IEC 17020:2012

**COURSE DATES** : 26 to 28 June 2013

**COURSE VENUE** : Gloucester Luk Kwok Hotel, Hong Kong

**COURSE PRESENTER** : Mr Geoff Hallam and Mr Julian Wilson

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### **1. INTRODUCTION AND BACKGROUND**

A new edition of ISO/IEC 17020: Conformity Assessment – Requirements for the operation of various types of bodies performing inspection was published on 1 March 2012. On 18 July 2012, the International Laboratory Accreditation Cooperation (ILAC) published a resolution on the transition period of 3 years for the implementation of ISO/IEC 17020:2012. In order to enhance members' understanding and to harmonize interpretation of the new and amended requirements of ISO/IEC 17020:2012. APLAC at its Training Committee meeting held in December 2011 decided to organize a training course some time in 2013. The proposal was adopted by the APLAC General Assembly held in December 2012. Accordingly this 3 days' training course was scheduled to be held.

Although the training course was open to all APLAC members interested in inspection body accreditation, within the context of the APLAC/AFRAC Cooperation Memorandum of Understanding, an invitation was extended to AFRAC to nominate 2 participants to attend the course. Two participants namely: Mrs Maureen P Mutasa, Chief Executive Officer of SADCAS; and Mr Mamoud Eltayeb Executive Director of EGAC (Egypt) were nominated by AFRAC to attend the training course. Both Mrs Mutasa and Mr Eltayeb are members of the AFRAC Mutual Recognition Arrangement Committee and are AFRAC trainee evaluators who will be participating in the joint AFRAC/ILAC pre peer evaluation of KENAS (Kenya) scheduled to be undertaken in August 2013. Attendance of the two AFRAC representatives to the course was sponsored by PTB Germany who met the travel and accommodation costs with the participants' respective accreditation bodies meeting meals and incidental costs. APLAC sponsored the venue, lunch and refreshments costs for all the participants with the participants meeting their own travel and accommodation costs.

### **2. OBJECTIVES OF THE TRAINING WORKSHOP**

The objectives of the workshop were to provide training on the requirements of the new edition of ISO/IEC 17020 and at the same time provide a platform for participants to discuss and to exchange ideas on the interpretations and applications of the new and amended requirements of the new edition of the standard which is essential to provide a common understanding and to harmonize the accreditation criteria for inspection bodies.

### 3. DETAILS OF TRAINING WORKSHOP

#### 3.1 Workshop Participants and Presenters

A total of 27 participants from 14 countries, 25 of whom are members of APLAC attended the course. Refer to Table 1 for list of participants. All the participants are from accreditation bodies that are offering the inspection bodies' accreditation programme.



Participants at the APLAC ISO/IEC 17020 training course

The training course was facilitated by Mr Geoff Hallam from IANZ (New Zealand) and Mr Julian Wilson from NATA (Australia). Both the course facilitators are members of ISO/CASCO Working Group 31 that developed the new edition of ISO/IEC 17020 and are also involved in the accreditation of inspection bodies in their respective countries. The facilitators are also actively involved in the revision of IAF/ILAC A4: 2004: Guidance on the application of ISO/IEC 17020.



Course facilitators Mr Julian Wilson (left) and Mr Geoff Hallam (Right)

**TABLE 1 – LIST OF PARTICIPANTS TO THE APLAC ISO/IEC 17020 TRAINING WORKSHOP**

	<b>Name of Participants</b>	<b>Organization</b>	<b>Country</b>
1	Mr Ronnie Tsai	TAF	Chinese Taipei
2	Ms Cynthia Chen	TAF	Chinese Taipei
3	Mr Sutarwanto	KAN	Indonesia
4	Ms Patricia Mendez	NATA	Australia
5	Dr Kwang Ho Park	KOLAS	Korea
6	Mr Ray Wang	SAC	Singapore
7	Ms Rajalahshmi Subrahmanyam	NABCB	India
8	Mr Rajesh Maheshwari	NABCB	India
9	Mr Venkateswaran	NABL	India
10	Mr Henry Kwan-leuk Chiu	HKAS	Hong Kong
11	Dr Daria Ching Hang Wong	HKAS	Hong Kong
12	Dr Moon-Keung Kwok	HKAS	Hong Kong
13	Mr Tsz Tao Jeffrey Leung	HKAS	Hong Kong
14	Mr Chun Kit Keith Yeung	HKAS	Hong Kong
15	Mr Yongkang Chen	HKAS	Hong Kong
16	Dr Wan Yin	HKAS	Hong Kong
17	Mr Yau Tim Wong	HKAS	Hong Kong
18	Mrs Maureen P Mutasa	SADCAS	Botswana
19	Mr Rosian Alias	Standards Malaysia	Malaysia
20	Mr Ahmad Husain Mohamed	Standards Malaysia	Malaysia
21	Mr Kim Mahn Phi	BOA	Vietnam
22	Ms Thach Quynh Hoa Duong	BOA	Vietnam
23	Mr Pham Duc Cuong	BOA	Vietnam

24	Mr Evan Doughty	ANSI-ASQ, ACLASS	USA
25	Mr Eltayeb Mahmoud	EGAC	Egypt
26	Dr Sutavadee Techajunta	NSC-ONAC	Thailand
27	Ms Patcharee Thammadetsak	NSC-ONAC	Thailand

### 3.2 Training Workshop

The workshop started on Wednesday, 26 June 2013 with registration at 8:00 hours as scheduled and was opened by the Chief Executive Officer of HKAS who welcomed participants to the workshop and also introduced the facilitators. The participants then introduced themselves and highlighted their positions in their respective organizations and expressed their expectations from the training. All the participants were senior managers/directors involved in the inspection bodies accreditation programmes as programme managers, assessors, peer evaluators or accreditation decision making level. This combination of participants with hands on experience in inspection bodies accreditation coupled to the very experienced and knowledgeable facilitators made the workshop very interactive. All the participants fully attended the course for which participants had to sign for their attendance twice a day at the beginning of each day and in the afternoon session.

The workshop was structured into 13 sessions with group work being held on each day of the course during the afternoon. On the first and second days 4 sessions each of the course were held with the 4<sup>th</sup> and 8<sup>th</sup> sessions being group work. On the last day of the workshop five sessions were covered the last 2 of which were for sharing of experience amongst participants and wrap up. Table 2 outlines the workshop sessions, the topics covered and the presenter.

**TABLE 2 – WORKSHOP SESSIONS**

Day	Session	Clause of ISO/IEC 17020/Topic Covered	Presenter
2013-06-26	1	Introduction 1. Scope 2. Normative references 3. Terms and definitions	Julian Wilson
	2	4. General Requirements 4.1 Impartiality and independence 4.2 Confidentiality	Geoff Hallam
	3	5 Structural requirements 5.1 Administration requirements 5.2 Organization and management	Julian Wilson

	4	Group exercises and group presentations	Geoff Hallam
2013-06-27	5	6 Resource Requirements 6.1 Personnel 6.2 Facilities and equipment 6.3 Subcontracting	Julian Wilson
	6	7 Process Requirements 7.1 Inspection methods and procedures 7.2 Handling inspection items and samples 7.3 Inspection records	Geoff Hallam
	7	7.4 Inspection reports and inspection certificates 7.5 Complaints and appeals 7.6 Complaints and appeals process	Julian Wilson
	8	Group exercises and group presentations	Geoff Hallam
2013-07-05	9	8 Management System Requirements 8.1 Options 8.2 Management system documentation (Option A) 8.3 Control of documents (Option A) 8.4 Control of records (Option A)	Julian Wilson
	10	8.5 Management Review (Option A) 8.6 Internal Audits (Option A) 8.7 Corrective Action (Option A) Preventive Actions (Option A)	Geoff Hallam
	11	Implementation of ISO/IEC 17020:2012	Julian Wilson
	12	Sharing of experience on the following <ul style="list-style-type: none"> <li>• How to describe accreditation scope for inspection bodies</li> <li>• Technical areas covered by inspection accreditation</li> <li>• Witnessing inspections and the inspector</li> </ul>	Geoff Hallam
	13	Wrap up	

### 3.3 Exercises and Group Work

The first exercise which was undertaken in session 4 was on types of inspection bodies where participants in 4 groups each assessed 7 cases against the various types of inspection bodies as defined in ISO/IEC 17020. A checklist provided by the Facilitators was used in the decision making process. A consolidation of the types as worked out by the various groups followed by extensive discussions of the types of inspection bodies. We were advised that ILAC is going to set up a working group to develop the checklist further so as to ensure consistency in the inspection body types decision making process.

The second exercise which was undertaken in session 8 was in 2 parts as follows:

- Drafting policies and procedures to address requirements of clauses 6.1.8 to 6.1.10 and 6.2.13 of ISO/IEC 17020:2012
- Assessing compliance of the drafted policy and procedures and to make recommendations for improvement of the drafted policies and procedures. Assessments were undertaken by a different group from the one that drafted the documents to ensure independency and impartiality of the assessments.



Participants undertaking group work

All exercises were undertaken by the various groups with a lot of enthusiasm and with all participants seemingly enjoying the exercises as evidenced from the discussions during the group work and after the group presentations.

**4. CONCLUSION (OVERALL EVALUATION, BENEFITS OF THE WORKSHOP AND RECOMMENDATIONS)**

The training course met our needs and expectations with an adequate and well balanced treatment of the subject. We had sufficient opportunity for interaction with the presenters and participants. The presenters were excellent, highly knowledgeable on the subject matter with hands on experience not only in assessing inspection bodies and managing inspection bodies' accreditation programmes but also in peer evaluation of accreditation bodies offering inspection body's accreditation programmes. The course was very practical and relevant to our work as both EGAC and SADCAS offer inspection bodies accreditation programmes and as peer evaluators under training.

We recommend that AFRAC organizes a similar course for other accreditation bodies' staff that offer inspection bodies accreditation programmes. We also recommend that a similar course be organized on ISO 15189: 2012. These trainings will help in ensuring consistency in application of accreditation standards in Africa as we operationalize the AFRAC MRA.

We would like to thank AFRAC for nominating us to participants in the training workshop and also thank APLAC for inviting AFRAC to participate at the workshop. Our thanks also go to PTB Germany for sponsoring our travel and accommodation costs and our respective organizations EGAC and SADCAS for meeting the incidental and meals costs. Last but not least our thanks go to the host of the training workshop for their hospitality during the training workshop. The dinner hosted by HKAS on 26 June 2013 was sumptuous. We are committed to do our best to use the knowledge gained for the benefit of AFRAC and its members.

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