Accreditation
International
Association for
Certifying Bodies

Guidance on the Application

of ISO / IEC 17020

Introduction This guidance document is for ISO/IEC 17020: *General Criteria for the operation of various types of bodies performing inspection (1998)*. The guidance on the quality system elements is formulated so that it can be used in combination with the relevant elements of ISO 9001:2000. The international standard ISO/IEC 17020 sets out general criteria for the operation of various types of bodies performing inspection. (This standard is identical to EN 45004). If inspection bodies are to be accredited in a harmonized manner as complying with ISO/IEC 17020 some guidance to the standard is necessary. These guidance notes provide it. One aim is to enable accreditation bodies to harmonise their application of the standard against which they are bound to assess inspection bodies. This is an important step towards mutual recognition of accreditation. It is hoped that the guidance will also be useful to inspection bodies themselves and to those whose decisions are guided by their inspection reports/ certificates. For ease of reference, identified by the relevant clause number with an appropriate suffix, e.g. 12.2a would be guidance on the requirements of clause 12.2 of the standard. This guidance will form the basis of mutual recognition arrangements between accreditation bodies, and is considered necessary for the consistent application of ISO/IEC 17020. Members of the Multi Lateral Mutual Recognition Arrangement (MLMRA), and applicants for membership in that Arrangement, will assess each others' implementation of ISO/ IEC 17020 and all of this guidance is expected to be adopted by accreditation bodies as part of their general rules of operation.	The term "shall" is used throughout this document to indicate those provisions which, reflecting the requirements of ISO/IEC17020, are mandatory. The term "should" is used to indicate those provisions which, although not mandatory, are provided as a recognised means of meeting the requirements. Inspection bodies whose systems do not follow the guidance in any respect will only be eligible for accreditation if they can demonstrate to the accreditation body that their solutions meet the relevant clause of ISO/IEC 17020 in an equivalent way. An accreditation body shall at all times maintain its impartiality as required by ISO/IEC TR 17010 clause 4.2. Nevertheless, it shall be prepared to discuss this guidance and its interpretation with an applicant body, and, where appropriate, to respond to enquiries.

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1.	**Scope**		"product" should be understood to include the words "product design", "service", "process" and "plant" as specified in clause 2.1.of the standard.
1.1a	When using ISO/IEC 17020 and this guidance document the accreditation body should neither add to, nor subtract from the requirements of the standard. The application of legal, governmental or other normative requirements shall be reflected in the scope of accreditation granted.	2.1b	In recognition of the wide range of industries represented by inspection bodies alternative terminology could be used for what is inspected.
1.4a	Testing performed by an inspection body may fall into one of two categories namely functional and analytical. Functional testing, for example load testing of a crane, forms a normal part of the activities of an inspection body and is therefore within the scope of ISO/IEC 17020. Analytical testing, (which must be performed inside a laboratory under well-controlled environmental conditions and using more sophisticated equipment or testing procedures) is a laboratory activity and therefore does not come within the scope of ISO/IEC 17020. Inspection bodies wishing to undertake such laboratory type analytical testing as part of an inspection will need to do so in accordance with the relevant requirements in ISO/IEC 17025.	2.1c	The definition of inspection overlaps with that of testing and product certification where these activities have common characteristics. However, an important difference is that many types of inspection involve professional judgement to determine acceptability against general requirements and thus the inspection body will have to demonstrate that it has the necessary competence to perform the task.
		2.1d	The scope of ISO/IEC 17020 does not cover quality management system certification. It may, however, be necessary for inspection bodies to examine certain aspects of the quality management system or other documented systems, in order to justify the inspection results, for example, the examination of processes. See Note 1 following Clause 2.1.
2	**Definitions**		
2.1a	Throughout these guidelines the word		

Some differences between Inspection (ISO/IEC 17020) and Product Certification (ISO/IEC Guide 65)

Activity	Inspection	Product Certification
Nature of operation	Inspection of individual products, and not necessarily by third party (direct determination of conformance)	Certification of series of products and always by third party (indirect determination of conformance)
Conformity	Examined against standards or other normative documents and/or general requirements	Assessed against standards or other normative documents
Assurance	Report provides condition at the time of inspection	Certification normally provides continuing assurance of compliance
Decisions	No need for separation of those taking inspection decisions from those performing inspection	Certification decisions taken by a different person(s) from those who have carried out evaluation
Issuing of licenses	No licenses issued	Grants license to suppliers to issue certificate
Marking of products	Marks put only on products covered by inspection	Marks may be put on a certified product under license
Surveillance	Only where required in order to support inspection	Normally necessary to provide continuing assurance of compliance
In-service inspection of products	Always by inspection	Not by product certification

2.1e Generally, inspection involves direct determination of the conformity with specific or general requirements of unique - often complex or critical - products or small series of products, whereas product certification primarily involves indirect determination of the conformance of products manufactured in long series to specific requirements. While inspection of products in use (in-service inspection) is a well-established discipline, certification (ISO/IEC Guide 65) of products in use does not occur. Some further differences are shown in the following table.

3 Administrative Requirements

3.2a An organisational diagram is a useful means of illustrating the position of the inspection body in relation to a larger organisation. Diagrams showing relationships with related companies or organisations and relationships between departments within the same organisation are useful support for claims of independence.

3.3a Accreditation bodies present the scope of activity for which accreditation of inspection bodies is granted in a formal statement, called, for example, the Accreditation Schedule that accompanies the Accreditation Certificate. The Accreditation Schedule is produced by the accreditation body in consultation with the assessor(s) involved in the assessment of the inspection body. It is based on the information provided by the inspection body in connection with the application for accreditation and the demonstrated and verified competence of the inspection body. The Accreditation Certificate and Schedule should indicate the type of body as defined in sub-clause 4.2 of ISO/IEC 17020. An example of a layout of an Accreditation Certificate is given at Appendix 1 and of

3.3b The scope of accreditation should be defined in the schedule in sufficiently precise terms that potential clients may establish accurately and unambiguously the general field of inspection, the type and range of inspection and, where applicable, the regulations, standards or specifications containing the requirements against which the inspection will be performed

3.3c Contracts or work orders for inspection should ensure that there is a clear and demonstrable understanding between the inspection body and its customer of the scope of the inspection work to be undertaken by the inspection body. In many inspection areas (e.g. in-service inspection based on national regulations) individual contracts are not signed with clients. In these cases the work order must be contained in some underlying documentation, e.g. regulations issued by regulatory authorities.

3.4a The inspection body is expected to be able to show what factors have been taken into account when determining the necessary level of the contracted insurance. One of the factors that should be taken in to account is the risks associated with the performance of inspection activities.

3.4b It is not the role of accreditation bodies to approve the level of insurance cover held by their clients. The types of liability covered by insurance, for example, may include employers' liability, public liability and professional indemnity.

Note: Inspection bodies should pay particular attention to insurance cover when undertaking inspection work in another country, where legal requirements may differ from those in the body's home country.

3.5a The conditions referred to in clause 3.5 are contractual and business conditions, not physical conditions, of inspection sites.

3.6a It is not the role of accreditation bodies to judge the adequacy of the financial accounts.

4 Independence, impartiality and integrity

4.1a Procedures should be documented to assure inspection body staffs are free from commercial, financial or other pressures which might affect their judgement.

4.2a The categorisation of inspection bodies as Type A, B or C is essentially a measure of their independence. Demonstrable independence of an inspection body may strengthen the confidence of the inspection body's customers in the body's ability to carry out inspection work with impartiality and objectivity. The terms *first party* and *second party*, as defined in ISO/IEC Guide 2, are not used in ISO/IEC 17020, because application of them would not be helpful. However, since conventional thinking has been in terms of first, second or third parties for many years, it is necessary to offer some explanation on the relationship between the two sets of categories, as included below.

4.2.1a A Type A Inspection Body, to claim to be independent of the parties involved, shall demonstrate that it is not linked to a party directly involved in design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected or similar competitive items by

- common ownership (except where the owners have no ability to influence the outcome of an inspection), *Note 1*
- common ownership appointees on the boards (or equivalent) of the organisations (except where these have functions that have no influence on the outcome of an inspection) *Note 2*
- directly reporting to the same higher level of management
- contractual arrangements, informal understandings or other means that may have an ability to influence the outcome of an inspection

In addition to the above, an Inspection Body shall not become a Type A Inspection Body if another part of the same organisation is directly involved in design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected or similar competitive items, when such other parts of the organisation do not have a separate legal identity. The Chief Executive of the legal entity of which the Inspection Body is a part shall define and document its policy for maintaining the Type A status of the Inspection Body. The Accreditation Body will examine the evidence of implementation of this policy in respect of ownership interests, constitution of board of directors, means of financing, decision making methods and other such factors that may have an influence on the impartiality, independence and integrity of a Type A Inspection Body.

Note 1 An example of this is a cooperative type of structure where there are large numbers of stakeholders but they (individually or as a group) have no formal means of influencing the policies, strategies or operation of the inspection body.

Note2 An example of this is where a bank financing a company may insist on an appointee to the board to overview how the company is managed but will not be involved in any decision-making.

4.2.2a The two characteristics by which inspection bodies can be identified as Type B inspection bodies are the following:

- Type B inspection bodies form a demonstrably separate and identifiable part of an organisation that is involved in the design, manufacture, supply, installation, use or maintenance of items that they inspect;
- Type B inspection bodies supply inspection services only to their parent organisation.

A Type B inspection body may form a part of a *user* organisation or of a *supplier* organisation.

When a Type B inspection body that forms a part of a supplier organisation inspects items that are manufactured by or for its parent organisation and are to be supplied to the market or to any other party, it carries out first party inspection.

When a Type B inspection body that forms a part of a user organisation inspects items to be supplied for use by its parent organisation by a supplier organisation that is not its parent organisation and not related to it, it carries out second party inspection.

4.2.3a Type C inspection bodies are involved, in the design, manufacture, supply, installation, use or maintenance of items that they inspect. Inspections carried out by them may include first party inspections and second party inspections of the same type as carried out by Type B bodies. However, Type C inspection bodies are distinct from Type B inspection bodies for the following reasons:

A Type C inspection body need not be a separate part but shall be identifiable within the organisation. A Type C body may itself be the designer, manufacturer, supplier, installer, user or maintainer of items that it inspects.

A Type C inspection body may offer its inspection service on the open market or to any other party and supply inspection service to external organisations. For example, it may inspect products supplied by it or by its parent organisation and used by another organisation. It may also supply other organisations with inspection of items that are similar to those designed, manufactured, supplied, installed, used or maintained by it or by its parent organisation, and which may therefore be regarded as competitive.

Inspections carried out by Type C inspection bodies cannot be classified as third party inspections because they do not meet the requirements of independence of operations as stipulated for Type A inspection bodies in Annex A of ISO/IEC 17020. Type C inspection bodies may conform to some of the criteria concerning independence of other economic operators, non-involvement in 'conflicting" activities and non-discriminatory operations that characterise Type A and Type B inspection bodies. Yet they remain Type C inspection bodies as long as they do not meet *all* of the requirements applicable to Type A or Type B inspection bodies.

The design/manufacture/supply/ installation/servicing/maintenance and the inspection of an entity carried out by a Type C inspection body should not be undertaken by the same person. An exception to this is where a regulatory or other authoritative requirement explicitly allows an individual person from a Type C inspection body to undertake both the design/ manufacture/supply/installation/ servicing/maintenance and the inspection of an entity.

5 Confidentiality

5a The inspection body should have a policy, documented in its quality system, concerning the observance of the confidentiality requirements of the client by the inspection body (see clause 12.3 of ISO/IEC 17020) and by any sub-contractors engaged by it (see clause 14 of ISO/IEC 17020), taking into account any relevant legal requirements. For mandatory inspections the procedures should set out who, besides the client, is entitled to have access to the results.

6 Organization and management

6.1a The size, structure and composition of an inspection body, taken together should be suitable for the competent performance of the tasks with which the inspection body is concerned.

6.2a The inspection body should maintain an up-to-date organisational chart clearly showing the functions and lines of authority for staff within the inspection

body and the relationship, if any, between the inspection function and other activities of the organisation. The position of the technical manager and quality manager should be clearly shown in the chart.

6.2b For each position in the organisation that could have an effect on the quality of inspections, or records of inspection, details of responsibility should be included in the quality system documentation. 6.2c The degree of complexity of documentation and the extent to which staff members can hold several functions will depend upon the size of the organisation.

6.3a Different persons may take up the role of technical manager for different activities. Where more than one person acts as the technical manager, the specific responsibilities of each person must be defined and documented**.**

6.4a The inspection body should be able to demonstrate that it is organised in such a way that the work of the staff performing inspections is supervised by personnel who are familiar with the objectives of the inspections, the inspection methods and procedures being used and the assessments of the inspection results. The extent, nature and level of supervision exercised should take in to account the qualifications, experience, training and technical knowledge of the inspection staff and the inspections being undertaken.

6.4b Effective supervision of inspections can be claimed only in situations where a supervisor is able to review, if required, actual observations and inspection decisions or otherwise personally verify that inspection decisions are reliable.

6.4c Supervision of inspection personnel may include, but not be limited to, the regular review of inspection reports to ensure that they are in accordance with relevant legislation, inspection body's procedures and as necessary, contractual obligations agreed with the client.(See also Clause 10.5c & d)

6.4d Monitoring of performance of inspections should include on-site witnessing of inspections. On-site witnessing of inspections should be carried out by technically competent personnel, who are sufficiently independent to carry out the witnessing of inspections objectively.

6.4e The inspection body's programme for witnessing inspectors should be designed so that a representative sample of inspectors is witnessed. As a minimum, every inspector should be witnessed at least once during the normal accreditation cycle (typically 3 – 4 years) performing each field of inspection for which they are authorised by the inspection body. Records of observed inspections shall be kept.

6.5a The purpose of nominating a deputy is to satisfy the need for competent management in the absence of the manager. The deputy does not have to be permanently employed (see 8.1a) by the inspection body.

6.5b In an organisation, where the absence of a key person causes the cessation of work, the requirement for deputies may be waived.

6.6a Positions, which could affect the quality of inspection services, may include managerial, clerical and other staff, as well as inspectors

7 Quality system

7.3a For easy reference, it is recommended that the inspection body's quality manual indicate where in the Quality System the requirements of ISO/IEC 17020 are addressed, e.g., a cross reference table may be included in the Quality Manual.

7.4a The position of the quality manager (however named) should be clearly shown in the organisational chart referred to in guidance to clause 6.2. The quality manager shall be free from any influences or conflicts of interest that may affect the quality of his/her work.

7.7a The purpose of internal quality audits is to verify that the documented operational procedures of the inspection body are being implemented as required. Quality audits are normally planned and organised by the quality manager and carried out in accordance with a pre-determined schedule that encompasses all aspects of the quality system, including the performance of inspections. The scopes, dates and the detailed scheduling of audits should be planned and conducted in accordance with a documented procedure. Competent outside bodies may carry out internal audits. As a rule, internal audits should be arranged so that the quality system is examined at least once per year. Internal audits should ensure that the guidance given in 6.4e is met.	**8 Personnel**
7.7b Where an inspection body has more than one operational site all aspects of the quality system and all sites shall have a full internal audit during an accreditation cycle. *Note: In this context an "operational site" is an office (other than the head office) which keeps records of inspection work and of the local implementation of the quality system independently of the head office.*	8.1a Permanent personnel are those who are employed by or under long term contract to the inspection body. They may be employed either on a full-time basis or on a part-time basis. Where it is necessary to use personnel for temporary situations, such personnel should be formally contracted for the period that the inspection body uses them. The inspection body should ensure that such personnel are effectively supervised (see 6.4b) and competent and that they work in accordance with the inspection body's quality system.
7.9a Management reviews should take account of any relevant information, such as reports from supervisory and managerial staff, the outcome of internal quality audits and external assessments, complaints from clients, changes needed in the quality system, the adequacy of current human and equipment resources, future plans, estimates for new work, and additional human resources, as well as the need for training of both new and existing staff. The frequency of management reviews should be determined by the inspection body, taking account of the results from internal audits and previous reviews and reports from an accreditation body. Once a year is normally considered acceptable	8.1b The inspection body shall have a sufficient number of permanent competent personnel having the education, training, technical knowledge, skills and experience necessary for handling the category, range and volume of the work performed. 8.2a An accredited inspection body should define and document the qualifications, training, experience and the level of knowledge required for the inspections to be carried out (see also clause 6.6 of ISO/IEC 17020). Accreditation bodies should assess the appropriateness of such qualifications, training, experience and the level of knowledge for the scope of inspections to be accredited. *Note: Achievement of qualifications and completion of training and experience is not a guarantee of practical competence in inspection or the development of sound professional judgement.* 8.3a Inspection bodies may use competent external organisations for staff training. 8.3b Identification of training needs for each person should normally take place at least once per year. This review should result in documented plans for further training or a statement that no further training is required for the individual at present

	The purpose of these records is to demonstrate the competency of each member of the staff to perform specific inspection tasks and, where relevant, to use specific equipment.
8.5a	This guidance may be in the form of a code of conduct. It may include issues relating to work ethics, impartiality, personal safety, relationship with customers, company rules and any other issues needed to assure the proper conduct of inspection body staff.
9	**Facilities and equipment**
9.1a	The inspection body need not be the owner of the facilities or equipment that it uses. Facilities and equipment may be borrowed, rented, hired, leased or provided by another party (e.g. the installer of the equipment). In all cases access to the equipment must be defined and meet the requirements of ISO/ IEC 17020. However, the responsibility for the suitability and the calibration status of the equipment used in inspection, whether owned by the inspection body or not, lies solely with the inspection body.
9.1b	If controlled environmental conditions are needed and premises outside those of the inspection body are used, the inspection body should monitor the environmental conditions in these premises with calibrated equipment, record the results and note if conditions are outside the limits within which inspection can be performed.
9.2a	Use of facilities and equipment by unauthorised persons should not be permitted. If any item is found to have left the inspection body's direct control, measures must be taken to confirm its continuing suitability before its return to use. Typical measures would include visual inspection, functional checks and/or recalibration
9.4a	Unique identification of items of equipment is important even when the organisation has only one example of a particular item. This enables tracking when items are replaced for whatever reason.
9.6a	All equipment used for measurements and tests, where the results of such measurements and tests have a significant influence on the results of the inspection, i.e. the conclusion about conformance with requirements, shall be traceably calibrated.
9.6b	Where equipment not under the direct control of the inspection body is used, the inspection body shall verify that the equipment meets all relevant requirements of ISO/IEC 17020 before using it for inspection. The verification procedure shall be documented and verification records shall be kept. Where such verification is not practical, the report shall not be issued under accreditation or, where accreditation is mandatory, this fact shall be prominently stated in the inspection report and the client shall be informed of it.
9.7a 9.6,	Equipment identified under the criteria in as clarified in 9.6a, should be traceably calibrated to national or international standards where possible.
9.7b	Where the calibrations are performed inhouse, traceability to national standards should be assured by using reference standards of measurement for which the inspection body holds a current calibration certificate or equivalent from a competent body. The certificate or equivalent should detail an uncertainty of measurement that is appropriate for the equipment that is to be calibrated from the reference standard.
10	**Inspection methods and procedures**
10.1a	The requirements against which the inspection is performed are normally specified in regulations, standards or specifications. Specifications may include customer or in-house requirements. When the inspection methods and procedures are not defined in regulations, standards or specifications the inspection body itself shall define and document the methods and procedures for inspection.
10.1b	In certain circumstances the inspection body's customer may supply information

for the inspection body to take into consideration when performing its inspection. If the inspection body uses such information supplied by any other party as part of the inspection body's determination of conformity, then it should be able to demonstrate the measures taken to verify the integrity of such information.

10.3a A standard inspection method is one that has been published, for example, in International, Regional or National standards or by reputable technical organisations or by co-operation of several inspection bodies or in relevant scientific text or journals. This means that methods developed by any other means, including by the inspection body itself or by the customer, are considered to be nonstandard methods.

10.5a Where appropriate (see note) each contract or request should be reviewed by the inspection body to ensure that:

1. the client's requirements are adequately defined, documented and understood,
2. the inspection body has the capability to meet the client's requirements, and
3. contract conditions are agreed, and
4. special equipment needs are identified,
5. personnel training needs are identified,
6. statutory requirements are identified,
7. special safety requirements are identified, and
8. the extent of subcontracting
9. arrangements required are identified,
10. documentation needs are identified, and
11. the final contract or request accepted by the inspection body agrees with the original version that was reviewed as in (1), (2) and (3) above.

Records of contract review shall be retained.

Note: For routine or repeat work requests, review may be limited to considerations of time and human resources and an acceptable record in such cases would be a signed acceptance of the contract by an appropriately authorised person.

10.5b In situations where verbal agreements are acceptable, the inspection body should keep a record of all requests and instructions received verbally, dates and the identity of the client's representative.

10.6a Worksheets, notebooks etc used to record observations during inspections shall be retained for reference for a defined period.

10.8a Documented procedures should include procedures to ensure the safety of personnel and, where appropriate, protection of the surrounding environment.

11 Handling inspection samples and items

12 Records

13 Inspection reports and inspection certificates

13.1a The terms "report" and "certificate" are used synonymously in this clause. However, in this guidance document it is assumed that "reports" are detailed descriptions of the inspection and its results whereas "certificates" are generally short formal statements of conformity with requirements issued, for example, in connection with mandatory inspection.

13.1b Where the inspection body issues an inspection certificate, it may not be possible to cover all of the work carried out by the inspection body in the certificate itself. In those circumstances it would be acceptable to maintain separate documentation to demonstrate the work carried out by the inspection body, provided such documentation can be traceable to the correct inspection certificate.

13.2a The fact that the client does not require a detailed report does not remove the requirement for detailed inspection records to be kept.

13.2b The content of an inspection report or inspection certificate may vary depending on the type of inspection and legal requirements. Appendix 3 contains a list of

	elements to be included in inspection reports and inspection certificates. Some of these elements are considered to be mandatory for compliance with ISO/IEC 17020. The mandatory elements of Appendix 3 are marked with an asterisk (*). The list should be considered when drafting inspection reports and inspection certificates
13.2c	Where inspection is for legal purposes national authorities may place special requirements on the reporting of inspection results.
13.2d	Under its accreditation the inspection body may issue inspection reports or certificates, indicating accreditation status, for inspection activities described in generic terms in the accreditation, provided that such reports or certificates are issued for a defined type of inspection using a defined technical procedure and that they are referring to a defined field of inspection.
13.3a	In all cases it must be possible to identify the person accepting responsibility for the verification and release of the inspection report or certificate.
13.3b	An example of an "otherwise approved" inspection report or inspection certificate is one approved by secure electronic authorisation or by seal. In such cases the inspection body must be able to demonstrate that authorisation is secure and access to the electronic storage medium is strictly controlled.
13.4a	It must not be possible for ambiguity to exist between a report or certificate with an error and the corresponding corrected report. This is most commonly avoided by issuing a replacement report or certificate with words such as "this report/certificate replaces report/certificate No. XYZ".
14	**Sub-contracting**
14.1a	Sub-contracting of inspections which are within the inspection body's scope of accreditation may take place only when any of the following conditions apply: 1. It is necessary because there has been an unforeseen or abnormal overload, key inspection staff members are incapacitated or key facilities or items of equipment are temporarily unfit for use. 1. A small part of the contract from the client involves inspection not covered by the inspection body's accreditation or is beyond the capability or resources of the Inspection Body. This does not prevent the inspection body subcontracting testing.
14.1b	Whenever work, which forms part of an inspection, is carried out by sub-contractors, the responsibility for determination of conformity of the inspected item with the requirements always remains with the inspection body.
14.2a	Where the inspection body engages individuals or employees of other organisations to provide additional resources or expertise, these individuals are not considered to be sub-contractors provided they are formally contracted to operate under the inspection body's quality system and have equivalent training and records to permanent employees. (See also guidance to clause 8.1)
14.2b	Competence of a sub-contractor may be demonstrated either: by the sub-contractor having accreditation to ISO/IEC 17020 or ISO/IEC 17025 for the relevant inspections/tests and providing endorsed reports or certificates. Or by the inspection body itself assessing the competence of the sub-contractor to the requirements of ISO/IEC 17020 or ISO/ IEC 17025, as applicable.
14.2c	Where the assessment of the sub-contractor is carried out by the inspection body, it should be able to demonstrate that the assessment team is technically competent and knowledgeable in the application of ISO/IEC 17020 or ISO/IEC 17025.

14.3a	If the competence of the subcontractor is based partly or in full on its accreditation, the scope of its accreditation shall cover the activities to be subcontracted and the inspection body shall have records available to show that it has checked the status of the subcontractor. If the subcontracted bodies are not accredited according to the relevant standard for the specific activities to be subcontracted, the inspection body shall provide appropriate evidence of the subcontracted body's competence, such as records of evaluation performed by qualified personnel according to appropriate procedures.	**15** 15.1a 15.2a **16** 16a	**Complaints and appeals** Causes of complaints should be analysed as part of management review so that common causes can be identified and appropriate action taken to minimise such complaints in future. It should be noted that Appeals procedures are required only if the inspection body is appointed to undertake work by a national authority. **Cooperation** The purpose of this clause is to encourage inspection bodies to exchange knowledge, subject to commercial sensitivities and confidentiality, and learn from each other to improve the general standard and consistency of accredited inspection results.

Appendix 1: Example of layout of an Accreditation Certificate

[Name of Accreditation Body]

Controlled Inspection Ltd
Unit K
Impartial Business Centre
Sometown
Somecountry

Accreditation
No. 1234

is accredited to undertake inspections as a Type A body as detailed in the Schedule bearing the above accreditation number and [name of accreditation body] logo.
From time to time this Schedule may be revised and reissued by [name of accreditation body].

This Accreditation shall remain in force until further notice subject to continuing compliance with the [name of accreditation body] requirements and regulations specified by [name of accreditation body].

Accredited inspection bodies meet the requirements of ISO 17020.

Signed by Chief Executive [name of accreditation body]

Issued on [date] *Initial Accreditation [date]*

Appendix 2: Example of layout of an Accreditation Schedule

[Name and logo of Accreditation Body]
NAME of Inspection Body
Accreditation No 1234
Type A

Address of Inspection Body:	Inspection Body Contact
Telephone: Facsimile:	Issue No: Date:

Field of Inspection, such as: Product Design, Products (specified as Materials or Equipment), Installations, Plant, Premises, Processes, Services and Surveys	Type and Range of Inspection (e.g, In-Service Inspection or Inspection of New Products)	Methods and Procedures, such as: Regulations, Standards, Specifications, Internal Procedures

Appendix 3: Elements of inspection reports and inspection certificates

1*	Designation of the document, i.e. as an inspection report or an inspection certificate, as appropriate
2*	Identification of the document, i.e. date of issue and unique identification
3*	Identification of the issuing body
4*	Identification of the client
5*	Description of the inspection work ordered
6*	Date(s) of inspection
7*	Identification of the object(s) inspected and, where applicable, identification of the specific components that have been inspected and identification of locations where e.g. NDT methods have been applied
8*	Information on what has been omitted from the original scope of work
9*	Identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from, additions to or exclusions from the agreed methods and procedures
10	Identification of equipment used for measuring/testing.
11	Where applicable, and if not specified in the inspection method or procedure, reference to or description of the sampling method and information on where, when, how and by whom the samples were taken
12*	If any part of the inspection work has been subcontracted, the results of this work shall be clearly identified
13	Information on where the inspection was carried out
14	Information on environmental conditions during the inspection, if relevant
15*	The results of the inspection including a declaration of conformity and any defects or other non-compliances found (results can be supported by tables, graphs, sketches and photographs)
16	A statement that the inspection results relate exclusively to the work ordered or the object(s) or the lot inspected
17	A statement that the inspection report shall not be reproduced except in full without the approval of the inspection body and the client
18	The inspector's mark or seal
19*	Names (or unique identification) of the staff members who have performed the inspection and in cases when secure electronic authentication is not undertaken, their signature, (see also clause 13.3 of ISO/IEC 17020)

Note: The elements of inspection reports/certificates that are considered to be mandatory for compliance with ISO/IEC 17020 are marked with an asterisk (*).