

Understanding ISO/IEC 17020:2012 Two Training Days

What?

Learn about the international inspection body competence standard from an APLAC Lead Evaluator. Learn the requirements imposed upon an accredited inspection body by the international community.

Who?

For all inspection body, accreditation body, and specifier staff who:

- Manage the operations of the organisation
- Participate in the operation of the inspection body quality system
- Conduct inspections
- Train inspectors and inspection body staff
- Assess against the requirements of ISO/IEC 17020

How?

This 2-day Training Course examines structural components of the standard. See the syllabus to the right. Quality system and technical requirements are grouped in a manner that makes them clear and understandable.

Technical considerations include impartiality and competence in inspection, and traceability of measurement. Quality system discussions include easy-to-understand approaches that correlate to other internationally recognized, conformity assessment standards.

The course contains extensive reference to the accreditation body interpretation and implementation guidance documents

International Delivery?

The course is normally lengthened to three days to cater to participants whose native language is not English.

Day 1 Syllabus - (09:00-16:30)

Introduction and Approaches to Learning Background and Principles of Inspection

- The scope of inspection body operations
 - Principles behind inspection
 - Integrity requirements (impartiality)
- - Break (15 minutes) - -

Inspection Process Overview

- Interoperability of conformity assessment standards

Safeguarding Integrity in Inspection

- Impartiality
- Confidentiality

- - Lunch (1 hour) - -

Organization and Structure

- Top Management and requirements
- Interested parties

- Break (15 minutes) - -

Competence & Infrastructure Requirements

- Demonstrating competence
- Acquiring competence
- Equipment and plant

Day 2 Syllabus (09:00-16:30)

Inspection Process Requirements

- Application and review
- Inspection methods
- Decisions, reports and certificates
- Directory and Listing

- Break (15 minutes) - -

- Surveillance
- Continuing inspection requirements

Management System Requirements

- Options A (17020) and B (9001)

- - Lunch (1 hour) - -

- Management system documentation
- Document Control
- Control of Records

- Feedback (including complaints)

- Break (15 minutes) - -

- Disputes and Appeals
- Continual Improvement (NCs, PNCs, OFIs, CAPA)
- Internal Audit
- Management Review