

Value adding auditing - a two way communication: what AB:s will provide

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Why auditing or assessment?

- To get feedback on performance
- To get feedback on development
- To get feedback on efficiency of quality assurance
- *FIRST, SECOND OR THIRD PARTY ASSESSMENT?*



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CAREFUL PLANNING OF ASSESSMENT

- The complexity of the activity
- The coverage of the assessment
- The risks involved
- Volume (small and big)
- Client and client's client needs
- Mandatory requirements
- By appointing the best possible assessment team both technically and operationally



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OPEN TWO-WAY COMMUNICATION

- Assessor competence
- Good preparation
- Open minded positive attitude
- Good listening – good questioning
- Objective and clear observation
- Communication – expert to expert

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COMPETENT ASSESSMENT TOOLS



- Interviewing management and personnel
- Reviewing documentation
- Vertical auditing of CAB activity (testing, calibration, etc)
- Witnessing of CAB activity (at head quarters, in the field)

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ABs REPORTING THE ASSESSMENT RESULT (ILAC/IAF Draft Guide for ISO/IEC 17011)

- Effectiveness of the CABs management system e.g. quality of management reviews, reliability of internal audits, complaints handling, and the like.
- The CAB's professional and technical competence level;
the ability to maintain this through personnel qualification and development,
the ability of the CAB to remain current with professional and technical developments.

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ABs REPORTING THE ASSESSMENT RESULT (ILAC/IAF Draft Guide for ISO/IEC 17011)

Where applicable,

- how effectively the results of quality assurance / quality control techniques such as proficiency testing, inter laboratory comparisons are used to reduce the risk of providing incorrect test/ calibration/ inspection/ certification results.
- useful comparisons with results of previous assessments.
- statistics/evidence to support the validity and reliability of examinations designed to certify people.

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OTHER RECOMMENDED COMMENTS ON THE CABs PERFORMANCE

- Key strengths and weaknesses of the CAB;
- Opportunities for improvement;
- Commitment of senior management;
- Availability and utilisation of personnel resources;
- Risks to the CAB's business

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COMPETENCE OF THE ACCREDITATION BODY



- Assessment competence and experience
- Assessor training to common principles
- ABs structure ensuring impartiality and non-discriminatory assessment
- Maintaining confidentiality throughout the assessment

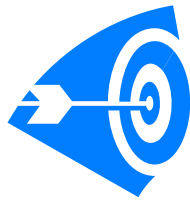
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COMPETENCE OF THE ACCREDITATION BODY

- Cooperation within EA with other AB:s for best practices , development of AB and harmonisation of assessments
- MLAs assure that CABs are treated justly and comparably

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ACCREDITATION -



Confidence with
competence
- nationally and
internationally