



**Obligations of Accredited Conformity Assessment Bodies**

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<b>Document No. R04.3</b>
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### 1 Purpose

The purpose of this document is to supply details of the requirements, obligations and duties of an ENAO accredited CAB in order to maintain its accreditation status.

### 2 Scope

This document applies to all ENAO accredited Conformity Assessment Bodies.

### 3 References

ENAO PM09.0, ENAO Policy manual.

ENAO P07.0, Accreditation Process.

ENAO R04.1, Conditions for use of the ENAO logo and symbols and reference to ENAO accreditation by ENAO accredited facilities.

ENAO R04.2 Rules for the use of the ILAC and /or AFRAC MRA mark and the IAF MLA mark

### 4 General Requirements for an Accredited CAB

An accredited CAB shall:

- 4.1. Comply at all times with the relevant accreditation requirements for which it is accredited as set out in Re07.0
- 4.2. When requested, make available copies of its Quality Manual and associated or relevant documentation to ENAO;
- 4.3. Grant ENAO access to all areas of the premises for the witnessing of all activities associated with the scope of the accreditation. ENAO may also wish to witness other activities not directly associated with the scope of accreditation but which may have an impact on the quality of the accredited activity;
- 4.4. Permit scrutiny by ENAO of all records of internal audits, management review and client complaints;

- 4.5. Provide access to ENAO to all records of clients/customers using accredited services;
- 4.6. Permit scrutiny by ENAO of all certificates / reports and studies issued by the accredited CAB;
- 4.7. Assist ENAO in the investigation and resolution of any official complaints directly or indirectly involving the accredited accredited CAB.
- 4.8. Shall provide access to those documents that provide insight into the level of independence and impartiality of the CAB from its related bodies, where applicable.
- 4.9. To have where applicable legal enforceable arrangements with their clients that commit the clients to provide on request , access to accreditation body assessment teams to assess the conformity assessment body's performance when carrying out conformity assessment activities at the clients Site.

## **5 Duties of an Accredited CAB Accredited CAB**

An ENAO accredited CAB shall ensure that it:

- 5.1. Complies with all the conditions of this document and all other relevant ENAO and regional international requirements and / or national or regulatory requirements, as applicable;
- 5.2. Complies with transitional arrangements for changes to ENAO accreditation requirements;
- 5.3. To claim accreditation only with respect to the scope for which it has been granted
- 5.4. Pays fees as determined by Council of Ministers Regulation to Provide for Fee of Accreditation Service.
- 5.5. Provide or cover cost of transportation, accommodation and catering for the assessment team during onsite assessment.
- 5.6. Does not use accreditation in such a manner as to bring ENAO into disrepute and does not make any statement relevant to its accreditation which ENAO may reasonably consider to be misleading or unauthorized;

- 5.7. Upon suspension or termination of its accreditation status discontinue its use of all material which contains any reference to its accreditation and return any certificates of recognition to ENAO immediately;
- 5.8. Does not use the accreditation to imply product approval by ENAO, unless such product approval is specifically provided for in terms of the accreditation;
- 5.9. Promptly investigates any complaint in accordance with the accredited CAB's documented procedure and maintains a record of all such complaints and the corrective actions (where relevant) taken by the accredited CAB to ensure a re-occurrence does not occur;
- 5.10. Obtains ENAO approval prior to making reference to its accreditation status in communication media, brochures or advertising;
- 5.11. Whenever the results of proficiency testing is characterized as poor/not within acceptable limit/ the accredited CAB must communicate ENAO of the outcome and conduct root cause analysis and plan corrective action. After taking corrective actions progress of performance shall be communicated to ENAO.
- 5.12. Notifies ENAO of any changes affecting the accredited CAB and which may have an effect on the accreditation status, especially with regard to any changes in:
- legal, commercial, ownership or organisational status;
  - Accredited CAB or key management staff, especially with regard to authorised signatories, quality assurance personnel, study directors or any other staff which may have an effect on the accreditation status;
  - changes in premises, telephone or fax numbers;
  - any resources, (financial or otherwise) which may impact on the accreditation status;
  - capability to adequately service its scope of accreditation;
  - ability to comply with the requirements of accreditation;

- Any changes to its documentation, policies or procedures.

All such notifications to ENAO regarding any of the above shall initially be by telephone, e-mail or fax on or before the change and followed by written notification. Facilities that are unsure of the consequences of any such changes should notify ENAO prior to the changes to obtain an opinion regarding the effect of the changes on their accreditation status. A re-assessment / follow up / inspection visit may be required after any of the above changes. The decision regarding an additional visit is made by the Accreditation Director of ENAO and is for the accredited CAB's account.

## 6 Impartiality and Integrity

- 6.1. ENAO requires all accredited CABs to maintain impartiality, independence and integrity. In particular ENAO's accredited CAB may not allow any person or accredited CAB to influence its working process contrary to normal accepted procedures. The accredited CAB should not engage in any activity that endangers the integrity and impartiality of its judgement in relation to its accredited activities.
- 6.2. ENAO does not allow certification bodies to consult with regard to implementing systems and then to certify that system as complying with the relevant standard. ENAO subscribes to the IAF guidelines in terms of consultancy and certification by the same accredited CAB or related accredited CAB. An accredited CAB that breaches these guidelines shall lose its accredited status. The IAF guidance is obtainable from [www.iaf.nu](http://www.iaf.nu)

## 7 Maintenance of Accreditation

- 7.1. Continuing accreditation demands continuous compliance with the general and special requirements for accreditation laid down in the relevant ENAO documents. Continuous compliance is monitored by means of follow up visits at pre-determined intervals as prescribed in P07.0. Follow up visits are based on a sampling basis and a sufficient sample of the accredited CAB is taken to allow the assessment team to make a valid decision that reflects the actual status of implementation within the accredited CAB.

- 7.2. Additional visits may be made to an accredited CAB at any time by ENAO. Access shall be granted to the ENAO team on all such visits at all reasonable times and facilities for proper inspection shall be made freely available.
- 7.3. Unscheduled visits may be carried out by ENAO under special conditions as specified in the ENAO P7.0 *to accredited CABs*.
- 7.4. Accreditation is retained for the period specified on the accreditation certificate provided that it has not been withdrawn by ENAO for any reason whatsoever.
- 7.5. Renewal of accreditation will normally be made by the issue of a new accreditation certificate. This certificate is normally issued after the re-assessment at the beginning of the next assessment cycle as prescribe in P07.0.

## **8 Suspension or Withdrawal of Accreditation**

- 8.1. Accreditation may be suspended if the accredited CAB temporarily fails to comply with the accreditation requirements. The accredited CAB's nominated person in terms of the accreditation is responsible for ensuring that no reports/certificates are issued by an accredited CAB during any such suspension. The nominated person is also obligated to inform ENAO of any circumstance which may lead to the accredited CAB not complying with ENAO accreditation requirements.
- 8.2. Accreditation may be withdrawn for a breach of the accreditation requirements if, in the opinion of ENAO, satisfactory conditions cannot be restored within a specified period.
- 8.3. An accredited CAB that has its accreditation withdrawn or which is in suspension shall have to undergo a full assessment (re-assessment) of the activities prior to re-instatement of accreditation. Any such assessment shall be for the accredited CAB's account. All corrective actions shall be cleared prior to the re-instatement of accreditation status.

## 9 Variation in the Scope of Accreditation

- 9.1. An accredited CAB may have its scope of the accreditation changed at any time subject to fulfilling ENAO requirements in this regard. A accredited CAB wishing to change the scope shall contact ENAO and complete the appropriate form according to P7.0
- 9.2. Reduction in the scope shall normally not require an on-site evaluation by ENAO. Any extension will normally require an assessment by ENAO and the applicant accredited CAB shall be liable for all costs associated with the assessment and for the finalization of the extension to the accreditation scope.

## 10 Publicity

- 10.1. The certificates and scope of accreditation issued by ENAO belongs to ENAO. They may not be regarded as confidential by the accredited CAB and shall be available to the public at all reasonable times. ENAO maintains a copy of the accreditation certificate and scope of each accredited CAB and this shall also be available to the public at all reasonable times.
- 10.2. The accredited CAB shall ensure that all claims made by the accredited CAB are within the scope of the Accreditation certificate and scope.
- 10.3. No claims to an accredited CAB's accredited status shall be made (either explicitly or by implication) by an accredited CAB without a statement of the full details of the accreditation as given in the scope of accreditation.
- 10.4. An accredited CAB may use without variation, the phrases:
- "Listed in the Ethiopian National Accreditation Office directory of Certification Bodies" and/or (as may be appropriate) "Listed in the Ethiopian National Accreditation Office directory of Accredited Laboratories" and/or (as may be appropriate) "Listed in the Ethiopian National Accreditation Office directory of Inspection Bodies"
  - If it is desired to accompany this by a statement of the services offered, these shall be specified only by reproduction in full of the relevant part of the accreditation scope and any special conditions imposed.



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A accredited CAB shall have authorisation from ENAO for use of the logo. The logo may be reproduced on various media material of the accredited CAB and on house flags. The logo and emblem may be used by a accredited CAB subject to the accredited CAB complying with the requirements in ENAO document R4.1, Reference to and use of ENAO

Accreditation Symbols and symbols *and reference to ENAO accreditation by ENAO accredited facilities.* When authority has been granted by ENAO for reproduction of the logo it must be accompanied by the relevant wording and accreditation number of the accredited CAB.

### 11 Issuing of Certificates / Reports by Accredited CAB

11.1. The accredited CABs shall use ENAO's symbol as appropriate in their schedule of accreditation

11.2. Any work done by an accredited CAB falling outside the scope of the accreditation shall include a statement to the effect that the work does not carry ENAO accreditation. The reporting of non-accredited work must be such that the client is not misled into believing that the work was accredited. It is the responsibility of the accredited CAB to ensure that the client is fully aware that the said work was not accredited and falls outside the scope of ENAO accreditation.

When reports/test results are generated together accredited and non-accredited parameters, then the report/test result shall clearly indicate the non-accredited parameters with in the report/test result.

11.3. On the scope where the CAB granted accreditation shouldn't provide non-accredited service.

### 12 Records

An accredited CAB shall keep sufficient records to enable a full trace back of all details of a certificate / report.





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### 13 Nominated Representative

Each accredited CAB shall have a Nominated Representative (NR). The NR maintains the link between the accredited CAB and ENAO. The NR shall be familiar with all ENAO rules and regulations and shall ensure that all such rules and regulations are complied with by the accredited CAB. They are also responsible for ensuring that the accredited CAB behaves in a manner that does not interfere with the integrity of ENAO. Only the NR shall receive communication from ENAO, and he/she in turn must ensure that the information is distributed internally in the accredited CAB.

**Note:** The nominated representative for conformity assessment bodies is advised to represent by quality manager

### 14 Arrangements between Accredited CAB and their Clients

The arrangements between accredited CABs and their clients are ordinary commercial transactions. The amounts charged by facilities are decided on by the accredited CAB itself and ENAO does not have any control or input to any such charges. ENAO is not responsible for any loss or damage alleged or incurred from any such transaction. Furthermore the accredited CAB shall indemnify and hold ENAO and its agents blameless from or against any claim for any such loss or damage.

<b>Revision No.</b>	<b>Date approved</b>	<b>Revision History</b>
1	2013-12-23	<p>Clause 4 was revised to indicate that the CABs shall report ENAO in case of poor results of PT or out of limit</p> <p>Clause 3 was revised to indicate CBs Shall provide access to those documents that provide insight into the level of independence and impartiality of the CAB from its related bodies, where applicable.</p> <p>This document was revised according to the new ISO/IEC 17011:2017</p>
1.1	2018-10-17	Separate purpose and scope
1.2	2021-05-17	<p>Add reference : ENAO R04.2 Rules for the use of the ILAC and /or AFRAC MRA mark and the IAF MLA mark</p> <p>Clause 5.5. Provide or cover cost of transportation, accommodation and catering for the assessment team during onsite assessment added.</p> <p>Clause 11.2. When reports/test results are generated together accredited and non-accredited parameters, then the report/test result shall clearly indicate the non-accredited parameters with in the report/test result.</p> <p>Clause 11.3 On the scope where the CAB granted accreditation shouldn't provide non-accredited</p>



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Clause 13 **Note:** The nominated representative for conformity assessment bodies is advised to represent by quality manager added