

# **Ethiopian National Accreditation Office (ENAO)**

## ***Minimum Requirements for the Operation of Inspection Bodies***

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	<b>Content</b>	<b>Page</b>
1	Introduction	2
2	Scope	2
3	Definitions	2
4	Requirements for the operation of inspection bodies.	3
4.1	Administrative Requirements	3
4.2	Independence, impartiality and integrity	3
4.3	Confidentiality	4
4.4	Organizational and Management	5
4.5	Quality System	5
4.6	Personnel	5
4.7	Facilities and Equipment	6
4.8	Inspection methods and procedures	6
4.9	Handling inspections samples and items	6
4.10	Records	7
4.11	Inspection reports and inspection certificates	7
4.12	Sub-contracting	8
4.13	Complaints and Appeals	8

## Minimum Requirements for the Operation of Inspection Bodies

### 1. Introduction

This document set out minimum requirements for the operation of inspection bodies. And it is prepared based on international standard (ISO/ IEC 17020: 1998).

### 2. Scope

This requirements document is applicable to all organization performing inspection.

### 3. Definitions

- Inspection body :- body, that performs inspection
- Inspection:- Examination of a product design, product process or installation and determination of its conformity with specific on requirements or, the basis of professional judgments, with general requirements.
- Requirement:- expression in the content of a document conveying criteria to be fulfilled if compliance with the document is to be claimed and from which no deviation is permitted.
- Corrective action:- action to eliminate the cause of a detected nonconformity or other undesirable situation.
- Appeal:- request by the provider of the object of conformity assessment to the conformity assessment body or accreditation body for reconsideration by that body of a decision it has made relating to that object.
- Complaint:- expression of dissatisfaction, other than appeal by any person or organization to a conformity assessment body

## Minimum Requirements for the Operation of Inspection Bodies

or accreditation body relating to the activities of that body, where a response is expected.

### 4. Requirements for the Operation of Inspection Bodies

#### 4.1 Administrative Requirements

- 4.1.1 The inspection body, or the organization of which is forms a part, shall be legally identifiable.
- 4.1.2 An inspection body that is part of an organization involved in functions other than inspection shall be identifiable within that organization.
- 4.1.3 The inspection body shall have adequate liability insurance unless its liability is assumed by the state in accordance with national laws or by the organization of which it forms a part.
- 4.1.4 The inspection body shall have documentation which describes its functions and the technical scope of activity for which it is competent.
- 4.1.5 The inspection body, or the organization of which it forms a part, shall have independently audited accounts.

#### 4.2 Independence, impartiality and integrity

- 4.2.1 The inspection body shall be independent to the extent that is required with regard to the conditions under which it performs its services.
- 4.2.2 The categorization 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

## Minimum Requirements for the Operation of Inspection Bodies

confidence of the inspection body's customers in the body's

## Minimum Requirements for the Operation of Inspection Bodies

ability to carry out inspection work with impartiality and objectivity.

4221 Type A inspection body is inspection body which provides “third party” inspection service. The inspection body and its staff shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their inspection activities.

4222 Type B inspection body is the inspection body which forms a separate and identifiable part of an organization and has been established to supply inspection services to its parent organization.

### 4.2.2.2 Type C inspection body

The inspection body which is involved in the design, manufacture, supply, installation, use or maintenance of items it inspects or of similar competitive items and may supply inspection services to other parties not being its parent organization.

## 4.3 Confidentiality

The inspection body shall ensure confidentiality of information obtained in the course of its inspection activities. Proprietary rights shall be protected.

- 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 and by any subcontractors engaged by it, taking into account any relevant legal requirements. For mandatory inspection the procedures

## Minimum Requirements for the Operation of Inspection Bodies

should set out who, besides the client, is entitled to have access to the results.

### 4.4 Organization and Management

- 4.4.1 The inspection body shall define and document the responsibilities and reporting structure of the organization. Where the inspection body also supplies certification and/or testing services, the relationship between its functions must be clearly defined.
- 4.4.2 The inspection body shall have a technical manager, who is qualified and experienced in the operation of the inspection body.
- 4.2.3 The inspection body shall provide effective supervision by persons familiar with the inspection methods and procedures, the objectives of the inspection and the assessment of the examination results.
- 4.2.4 The inspection body shall describe job descriptions including requirements for education, training, technical knowledge and experience of its personnel affecting the quality of inspection services.

### 4.5 Quality System

- 4.5.1 The inspection body's management shall define and document its policy and objectives for, and commitment to quality.
- 4.5.2 The inspection body shall have documented procedures for dealing with feed back and corrective action whenever discrepancies are detected in the quality system and/or in the performance of inspections.

## Minimum Requirements for the Operation of Inspection Bodies

### 4.6 Personnel

4.6.1 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.

### 4.7 Facilities and Equipment

4.7.1 The inspection body shall have available to it suitable and adequate facilities and equipment to permit all activities associated with the inspection services to be carried out.

4.7.2 Identification, maintenance, calibration of equipment according to a program which must kept up-to-date. Where relevant, equipment shall be subjected to in-service check between regular recalibrations.

4.7.3 Defective equipment shall be removed from service by segregation, prominent labeling or marking.

### 4.8 Inspection methods and procedures

4.8.1 The inspection body shall use the defined methods and procedures.

4.8.2 When the inspection body has to use inspection methods or procedures which are non-standard, such methods and procedures shall be appropriate and fully documented.

### 4.9 Handling inspections samples and items

4.9.1 The inspection body shall ensure that samples and items to be inspected are uniquely identified to avoid confusion regarding the identity of such items at any time.



## Minimum Requirements for the Operation of Inspection Bodies

- 4.9.2 Any apparent abnormalities notified to, or noticed by, the inspector shall be recorded before commencement of the inspection.
- 4.9.3 The inspection body shall have documented procedures and appropriate facilities to avoid deterioration or damage to inspection items while under its responsibility.

### **4.10 Records**

- 4.10.1 The inspection body shall maintain a record system of its inspection activities. All records shall be safely stored for specific period, to avoid deterioration or damage.
- 4.10.2 The records shall include sufficient information to permit satisfactory evaluation of the inspection.
- 4.10.3 The inspection body shall maintain records of academic qualifications, training and experience of each member of its personnel.
- 4.10.4 The inspection body shall record relevant information on the equipments.
- 4.10.5 The inspection body shall maintain a record of all complaints and appeal and of the action taken.

### **4.11 Inspection reports and inspection certificates**

- 4.11.1 The work carried out by the inspection body shall be covered by a retrievable inspection report and/or inspection certificate.
- 4.11.2 The inspection report and/or inspection certificate shall include all the results of examinations and the determination of conformity made from these results as well as information needed to

## Minimum Requirements for the Operation of Inspection Bodies

understand and interpret them. All this information shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results Supplied by subcontractors, these results shall be clearly identified.

### 4.12 Subcontracting

- 4.12.1 When an inspection body subcontracts any part of the inspection, it shall ensure and be able to demonstrate that its subcontractor is competent to perform the service in question.
- 4.12.2 The inspection body shall advise the client of its intention to subcontract any part of the inspection. The subcontractor shall be acceptable to the client.
- 4.12.3 The inspection body shall record and retain details of its investigation of the compliance of its subcontractor. The inspection body shall maintain a register of all subcontracting.
- 4.12.4 Where the inspection body subcontracts certain specialized activities, it shall have access to a qualified and experienced person who is able to form an independent assessment of the results of these subcontracted activities. The responsibility for the determination of conformity with the requirements rests with the inspection body itself.

### 4.13 Complaints and Appeals

- 4.13.1 The inspection body shall have documented procedures for dealing with complaints received from clients or other parties about the inspection body's activities.

**Minimum Requirements for the Operation of Inspection Bodies**

4.13.2 The inspection body shall have documented procedures for the consideration and resolution of appeals against the results of its inspection.

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