

HEALTH AND SAFETY AT WORK ACT 2015

As the 'host' 'person conducting a business or undertaking' (PCBU, under the Act) at your site, please ensure that all members of the IANZ assessment team are provided with appropriate information and instruction (and where necessary, supervision) relating to health and safety hazards and associated procedures at your site prior to, or at the commencement of the on-site assessment. While at your site, all members of the IANZ assessment team will comply, at all times, with any instructions given.

If any assessment activities are planned to be undertaken at sites other than your own e.g. at the site of your client, please actively seek health and safety information and instruction from the 'host' PCBU at these sites and ensure that this information is also formally passed onto all members of the IANZ assessment team at an appropriate time.

If there are any particular information or requirements the IANZ assessment team should be aware of prior to travelling to the site(s) of the assessment, please inform me (Lead Assessor) as soon as possible. In particular if personal protection equipment (PPE) is required, details must be provided in sufficient time for IANZ to make arrangements for its provision if not otherwise provided by your organisation. If an on-site health and safety induction is required at yours or client sites, this fact and the likely time involved must be communicated to the IANZ Lead Assessor so that this can be taken into account in the assessment planning process.

INITIAL, ROUTINE REASSESSMENTS AND SPECIAL ASSESSMENTS

Entry Meeting

The assessment will commence with a formal entry meeting between the International Accreditation New Zealand (IANZ) assessment team and your senior staff, including those staff members who have been responsible for the development and implementation of your technical and quality systems. You are requested to designate a senior staff member with sufficient authority to provide access to all documents, personnel and requested activities throughout the assessment.

Assessment Logistics

We request that you set aside a meeting room suited for both entry and exit meetings and for use by the team throughout the assessment. In the interests of saving time it is preferable for the assessment team to have a light working lunch in the room set aside for their use.

Assessment Objective

The objective of the assessment will be to confirm that facilities, operations and procedures within your organisation comply with the requirements of accreditation (as detailed in the IANZ documents "Procedures and Conditions of Accreditation" and the relevant accreditation standards/codes/ supplementary criteria/specific criteria). Information gathered will include, but need not be limited to: records, discussions with organisation management and personnel and the observation of activities. As the assessment of technical competence is fundamental to the accreditation process it is normally necessary for the assessment team to observe a number of work procedures relevant to the scope of accreditation being assessed. The timing of these will be discussed at the entry meeting and throughout the assessment process.

IANZ personnel and technical experts are bound by a signed confidentiality and impartiality agreement with regard to client information.

During the course of the assessment, members of the assessment team will discuss any aspects of your facilities, operations or procedures which are considered to not comply with accreditation requirements. Non-conformities against protocols established as normal industry or organisation practice will also be brought to your attention. The assessment team will maintain a record of discussions as the assessment proceeds.

The assessment is a cooperative joint fact-finding exercise undertaken with your staff and the IANZ assessment team. We encourage each organisation to consider the positive, constructive elements of the assessment and to view the process as an opportunity to obtain professional advice in the fields of technical and quality management. The assessment team is not there to find fault. Their role is to provide constructive comment and advice to assist you in the implementation of effective systems and technologies.

Should you have any queries about the assessment process, please contact the IANZ Assessment Coordinator or Programme Manager. An overview of the process, including comprehensive information on the stages that occur after completion of the assessment itself may be found at: www.ianz.govt.nz/services/accreditation-2/becoming-accredited/

Exit Meeting

A formal exit meeting will provide you with a summary of the findings of the assessment, including details of any nonconformities raised. Any nonconformities will be fully discussed with you. Where applicable, the assessment team will also provide recommendations for the organisation's systems or practices.

Within approximately ten working days of the assessment you will receive a comprehensive written report on the assessment findings, as outlined at the exit meeting. The report will generally place the findings into two categories: Corrective Action Requests and Recommendations. Some IANZ accreditation programmes also use a third category of Strong Recommendations.

Corrective Action Requests and Recommendations

Corrective Action Requests are non-conformities that require corrective action to be implemented before accreditation can be awarded or continued. For organisations already holding accreditation a mutually acceptable time period for the clearance of corrective actions (related to the significance of the non-conformance) will be negotiated.

Corrective Action Requests are non-conformities with the any of the following:

- 'Procedures and Conditions of Accreditation'.
- Relevant accreditation standard/code. (e.g. ISO/IEC 17025, ISO 15189, ISO/IEC 17020, etc.)
- Specific technical requirements listed in the application.
- Non-conformities against your own documented system.

Recommendations are actions that you are urged to implement in the interests of good organisational management practice and are not considered to be conditions of accreditation.

Once IANZ is satisfied that all required corrective actions have been appropriately implemented the formal accreditation process is activated, or if already accredited, accreditation is continued. (See www.ianz.govt.nz/services/accreditation-2/becoming-accredited/ for details)

SURVEILLANCE VISITS

In most accredited programmes organisations receive annual surveillance visits between their cycles of routine reassessments. The purpose of the surveillance visit is to monitor continuing compliance with the requirements of accreditation and is usually comprised of a one day (or more) visit to the organisation.

A typical surveillance visit to an organisation will review the following items:

- The current Schedule to Certificate of Accreditation to ensure that it is still up-to-date. Confirmation will be made of any changes to company name, address, telephone or facsimile, authorised representative, and the status of Approved Signatories (where relevant).
- Follow up of any matters arising from the last assessment (where relevant).
- The organisation's quality management system documentation (manuals) with an emphasis on any recent changes.
- The effectiveness of the organisation's document control systems.
- Customer feedback and continuous improvement records.
- Customer complaints and the way they are investigated and addressed.
- Corrective action and preventive action records.
- Internal audit and management review meeting records.
- Staff training, competence, and continuing development records.
- Equipment maintenance and calibration records with emphasis on measurement traceability for critical measurements.
- Quality control data, including results from inter-laboratory comparison/external proficiency testing programmes (where relevant).
- Recent reports (endorsed where relevant) and associated primary data records.
- Compliance with a random selection of clauses from the relevant conformance standard/code. (ISO/IEC 17025, ISO 15189, ISO/IEC 17020 etc.)

An exit meeting will be held at the end of the assessment, with the process continuing as outlined above.