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**GENERAL GUIDELINE FOR
ACCREDITATION CONDITIONS
OF INSPECTION BODIES**

G-02/21
Issue Date: 02/04/2010
Rev No: 00

0.1 Purpose

This document describes the conditions, which have to be fulfilled by accredited Inspection Bodies (IBs) and by Inspection Bodies seeking accreditation with Pakistan National Accreditation Council (PNAC).

0.2 Introduction

Pakistan National Accreditation Council (PNAC) is an autonomous body working under the administrative control of Ministry of Science and Technology. PNAC has the authority to accredit inspection bodies, calibration/testing laboratories, medical laboratories, Certification bodies, and personnel certification bodies etc.

This document gives an overview of the conditions, which an accredited Inspection body (IB) must fulfil. Documents referred are listed at the end of this document.

Accreditation will be provided to those inspection bodies, which are able to produce documented evidence that they comply with the accreditation requirements. Moreover, the IB is required to register as legal entity with the concerned Government authority e.g., SECP before applying for accreditation with PNAC. The inspection body shall fulfil the requirements of technical regulations or adopted standards where applicable prior to application.

Further information regarding the accreditation scheme (s) may be inquired from:

Pakistan National Accreditation Council
4th Floor, Evacuee Trust Complex
F-5/1, Islamabad.
Phone: 051 9222310-312
Fax: 051 9209510
www.pnac.org.pk

1.0 Definitions & Abbreviations:

Accreditation

Third party attestation related to a conformity assessment body (e.g. Inspection Body) conveying formal demonstration of its competence to carry out specific conformity assessment tasks.

Accreditation Body

Authoritative body that performs accreditation (e.g. PNAC)

Accreditation Certificate (Certificate of Accreditation)

A formal document provided by PNAC to be used by accredited inspection bodies to indicate their accredited status.


Assessment:

Process undertaken by PNAC to assess the competence of an inspection body, based on particular standard(s) and/or guide(s) and/or other normative documents for a defined scope of accreditation

Assessor:

A person assigned by PNAC to perform, alone or as part of an assessment team, an assessment of an inspection body.

PNAC	Pakistan National Accreditation Council
CAB	Conformity Assessment bodies, e.g., Inspection Bodies, Laboratories etc.
IB	Inspection Body
AIB	Accredited Inspection Bodies
IBAC	Inspection Bodies Accreditation Committee
IAF	International Accreditation Forum
ILAC	International Laboratory Accreditation Cooperation
APLAC	Asia Pacific Laboratory Accreditation Cooperation
PAC	Pacific Accreditation Cooperation
ISO	International Organization for Standardization
IEC	International Electrotechnical Commission
DG	Director General of PNAC

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2. Compliance with requirements.

Accredited inspection bodies shall at all times comply with the requirements for accreditation. The inspection bodies shall adjust to new requirements or alterations in existing requirements within the time limits determined by PNAC. All new applicants seeking PNAC's accreditation are required to meet & comply with the requirements for Accreditation given in this document and other referred documents. As a supplement to the requirements described in this document, the requirements are specified in the documents listed below:

2.1 General requirements:

- ISO/IEC 17020:1998- *General criteria for the operation of various types of bodies performing inspection.* This international standard specifies general criteria for the competence of impartial bodies performing inspection respect of the sector involved. It also specifies independence criteria.
- PNAC Policies
- Accreditation Criteria
- IAF/ILAC & APLAC Policies
- PNAC Doc. F-01/13 Agreement between PNAC and an accredited Inspection Bodies
- PNAC Doc. F-01/14 Fee schedule for IBs
- G-02/21 General Guideline "Accreditation Conditions of Inspection Bodies"

PNAC has the right to formulate and amend the accreditation requirements of Inspection as and when needed.

3.0 Application for accreditation;

Inspection bodies interested to get accreditation by the PNAC may obtain the application form, F 01/10 by sending a request to the IB section of PNAC or can be downloaded from the website (www.pnac.org.pk). Applications in any other format are not acceptable.

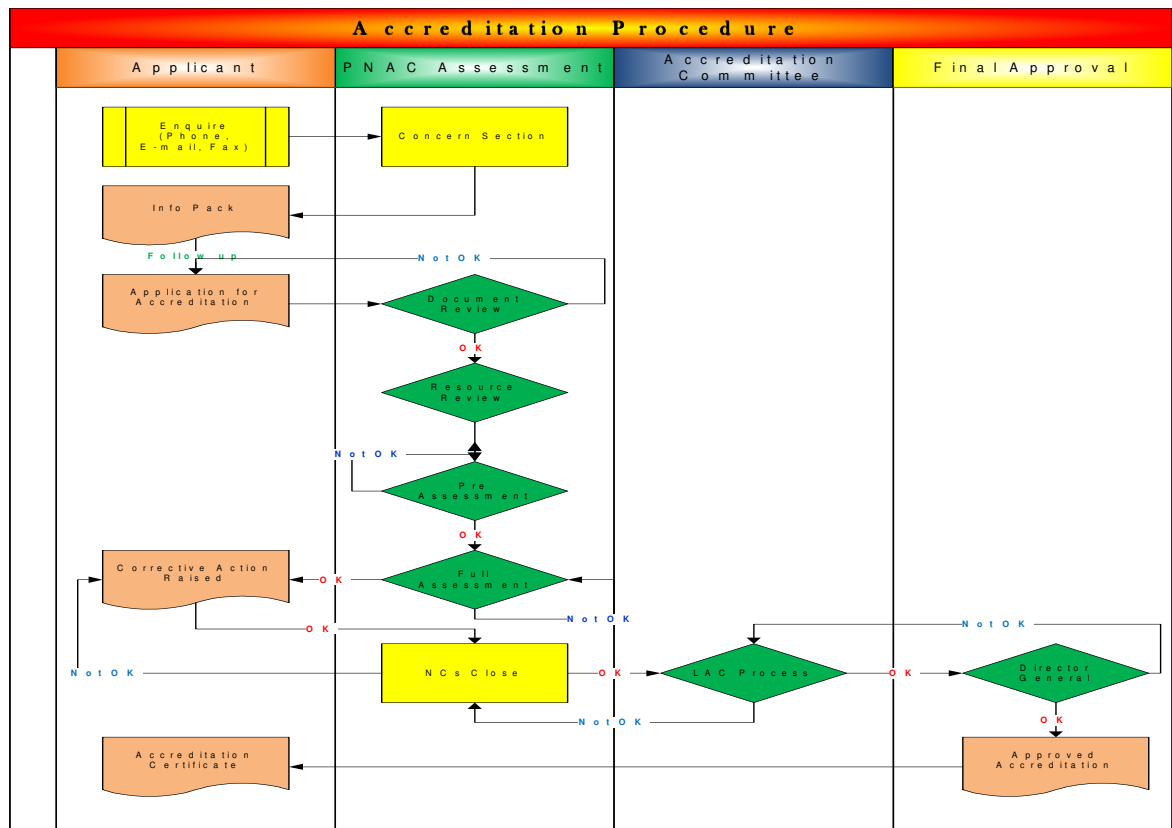
The IBs info pack includes the latest copies of the following documents:


- a) F-01/10 Application form for IB
- b) F-01/11 Cross reference Matrix for Inspection Bodies
- c) F-01/12 Applicants Guide for IB
- d) F-01/13 Agreement between PNAC & IB
- e) F-01/14 Fee Schedule for IBs
- f) G-02/21 General Guideline for Accreditation conditions of Inspection Bodies

Any additional information required by the applicant will be provided by the Director IB/Dy. Director IB on behalf of the PNAC, on request.

Before applying for accreditation, the applicant body should fulfill the following conditions:

- a. The applicant should have adequate number of personnel in its “board of Directors” staff with the required qualification, training and experience in the relevant field of inspection for getting accreditation, as described by the council to carry out or supervise the business of inspection.
- b. The applicant IB has operated the inspection process for at least six months or as described by the council and has performed at least two Inspections in each field of applied scope. This is necessary to assess the ability of the IB to carry out the inspection process as per documented system.
- c. The applicant IB has carried out minimum one internal audit against the applicable criteria of accreditation and one management review for the documented Quality system prepared as per ISO/IEC 17020.
- d. The complete Application Form duly signed by the authorized representative/s of the organization should be forwarded to PNAC alongwith application fee. The application fee is non refundable. Normally the application received is acknowledged within a week to the applicant IB.
- e. The application is reviewed by the IB section for completeness, clarity of accreditation requirements. Any mismatch/gaps are identified and the outcome of the review is communicated to the applicant for further processing to complete the requirements.
- f. Fee schedule along with boarding/logging expenses would be communicated to the applicant IB. Assessment fee will be charged in advance before the visit. Suitable Logistic arrangements including the traveling and boarding etc. would be the responsibility of the IB.



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4.0 Criteria for Accreditation:

4.1 Adoption of Criteria;

The PNAC shall adopt and document the accreditation criteria for inspection body based on international standards and guides, supported by the guidance documents released by the International Laboratory Accreditation Cooperation (ILAC), International Accreditation Forum (IAF) & Asia Laboratory Accreditation Cooperation (APLAC). Definitions of various terms related to conformity assessment shall be adopted as per ISO/IEC 17000 and ISO/IEC 17011.

4.2 Amendment to the Criteria

The amendment to the criteria shall be based on the nature of change required. The criteria of accreditation and the guidance documents shall be taken up for amendment based on following conditions individually or collectively,

- a) Any change in the International Standards and/or Guides
- b) Any change in the ILAC/IAF or APLAC Guidance documents for implementation of international standards and/or guides
- c) Feedback from the Peer Review assessment team that warrants amendment
- d) Critical feedback from the implementation of the criteria
- e) Any other reason deemed to be fit by the PNAC

4.3 Communication of changes to the Criteria


Any change in the criteria shall be notified to the accredited / applicant inspection bodies by registered post / other means and a suitable time frame shall be given for implementing the modified criteria. The accredited inspection bodies shall communicate their acceptance in writing by registered post / other means within 30 days of the receipt of the amended criteria. If the communication is not received within 30 days, it will be presumed that the accredited inspection body has accepted the revised accreditation criteria. The implementation of the changed criteria shall be verified during the surveillance assessment of each inspection body. In the event of any major change in the criteria, the PNAC reserves the right to carryout an additional assessment and the fee of such assessment visit and the and the express of the logistic arrangements of team shall be borne by the inspection body. In the event that an accredited inspection body is not willing to adopt the changed criteria, it is allowed to opt out of the accreditation scheme and the accreditation is withdrawn with effect from the date of the implementation of revised criteria.

5.0 Conditions for Accreditation

5.1 Granting of Accreditation

The accreditation is granted to an applicant IB on completion of assessment process and after the following conditions has been met by the applicant body

- a. The applicant has the inspection system in operation for at least six months or as described by the council before the office assessment is taken up.
- b. The applicant meets the criteria of accreditation and all non-conformities found against the criteria of accreditation during assessment have been closed to the satisfaction of the PNAC in accordance with the guidelines on the subject.
- c. There are no adverse reports / information / complaints about the applicant regarding the quality and effectiveness of implementation of inspection system as per the defined criteria of PNAC.
- d. The applicant body has paid all the outstanding dues.

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- e. The initial accreditation shall be for a period of 3 years. Subsequent renewals are for a period of 3 years subject to satisfactory operation of accredited inspection scheme and a reasonable number of PNAC accredited certificates being issued by the IB.
- f. PNAC would publish it in its newsletter / website, grant of any new accreditation for information.

5.2 Surveillance and renewal; Updating of Quality Manuals and related Documents

PNAC will perform regular surveillance of the accredited inspection body preferably within 12 months after the first assessment to verify that the requirements for accreditations are met. Requirements for new applicants, as given in section 3.0 in this document, are also valid for already accredited inspection bodies.

During the assessment the IB's key personnel shall be available whole time for the assessment team. The management of the organization shall be present at the closing meeting.

The accreditation is renewed after three years, normally followed by two surveillances. The reassessment is comprehensive as a first time assessment. In addition PNAC may accomplish further surveillance activities, when required.

Accredited inspection bodies shall send its updated versions of relevant documents before an ordinary surveillance or renewal visit. However, PNAC may omit the pre-assessment of the pre accredited inspection bodies after review of documents.

The following documentation shall be sent directly to the IB section of PNAC not later than 4 weeks before a surveillance and renewal visit, if nothing else is agreed on by PNAC.


- a. Copy of the quality manual including Appendixes,
- b. Copy of procedures
- c. An index of other documents and forms in the quality system,
- d. Scope of accreditation
- e. Education and work experience (CV's) of new inspectors.
- f. List of technical experts (internal, external)
- g. Copy of reports from internal audits and management's review performed last year,

Regarding substantial changes in e.g. the quality system, or by renewal of accreditation, the IB shall fill and send a checklist to PNAC.

5.3 Application for Extension.

Accredited Inspection bodies may apply for extension of the accreditation, when required. When applying for an extension the IB has to send a completely filled application form together with the necessary appendixes.

If the application of extension is received by PNAC before two months of an ordinary surveillance or renewal, the application for extension will be treated normally during the planned visit. In such cases fully documentation for evaluation of the application (procedures and other relevant documents must be sent to PNAC within 4 weeks before the date of the planned visit.

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5.4 Access to Premises and Availability of Documents.

It is in the responsibility of IB to arrange necessary access to their premises and to all relevant documentation to the representatives of PNAC.

Necessary access means access, which is necessary to be able to verify in accordance to the requirements in the relevant requirement-standard.

Relevant documentation means documentation, which gives support in the evaluation according to relevant requirement-standards, including the documents, concerning the work done by the IB. Relevant documentation shall be available to PNAC on request as soon as possible.

At the time of assessment, the IB should schedule their normal activities in a way so that the assessment team can perform accordingly.

In normal practice PNAC gives suitable time before visit. However, PNAC is not bound in case of a surprise visit as and when required.

Documentation and premises shall be accessible for staff employed by PNAC as well as the assessors/ experts, who is engaged by PNAC through acceptance by the IB.

5.5 General Information Obligation


Accredited inspection bodies shall keep inform PNAC all the times regarding changes in the organisation which may influence the organisation's ability to comply with the terms of accreditation. The IB shall inform PNAC immediately if there is change in:

- a) Legal status, ownership, name, E-mail address, phone, fax no, etc.
- b) The organization, management and key personnel, i.e. quality manager, technical manager etc.
- c) The quality system if that is significantly amended or changed.

5.6 Use of the Pakistan National Accreditation Council Logo, and reference to the accreditation.

Accredited inspection bodies are requested to use PNAC's logo. Use of PNAC's logo and reference to accreditation shall be in accordance with PNAC's requirements G-02/02.

The Inspection bodies should have rules for how they refer to the accreditation in advertising materials and in other connections.

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5.7 Accreditation Fees

Applicants and accredited inspection bodies are obliged to pay fees in accordance with the existing fee document for the services performed by Pakistan National Accreditation Council. PNAC has the right to revise accreditation fees annually/bi-annually.

5.8 Sanction when failing to comply with the conditions

If the accredited inspection body fails to comply with the requirements for accreditation, PNAC can put in effect one or more of the following sanctions, depending on how serious the non-compliances are:

PNAC will evaluate the sanctions applied. When it is necessary to do withdrawals, instructions of corrective actions and/or suspension shall be used first if PNAC finds that appropriate.

The sanctions can be described as following:

- I. Instructions corrective actions (non-compliances).
- II. Suspend the accreditation or parts of it
- III. Withdraw the accreditation or parts of it


I) Instructions of corrective actions (non-compliance).

PNAC can require that the Inspection Body (IB) would correct the non-compliance within a specified date. If the IB wishes to keep the accreditation, it must prove that the non-compliance has been closed satisfactory within the specified time limit. PNAC may also decide an extraordinary visit to the IB to check the satisfactory implementation of the corrections.

II) Suspension:

- a) If the non-compliance is not corrected within the specified time, or if the non-compliance is substantial, the accreditation – or part of it- can be suspended for a limited time. A suspension is a blocking of the IB's accredited activity because of serious deficiency in fulfilling the requirements set by PNAC.
- b) An IB can ask to be **suspended** on voluntary base. An argument for this voluntary suspension can be i.e. that the IB itself register that the requirements for accreditation are not fulfilled.
- c) Suspensions are time limited upto 3 months, but PNAC may prolong the limit up to 6 months according to the condition of non-compliance.

The accreditation can be re-established by PNAC if the conditions of suspension have been improved in a satisfactory way within the specified time limit. This would be decided by Director IB either alone or if needed in consultation with the lead/technical assessor to lift suspension without a visit.

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III) **Withdrawal of accreditation or part of it:**

If the IB does not want to or is unable to correct the non-compliances, within the specified time limit, or the non-compliance is very serious and the IB has no longer necessary facilities, manpower likes, managers, inspectors to carry out accredited scope, the accredited scope or parts of the scope will be withdrawn. In this case the IB's accreditation is terminated by the withdrawal. By the termination of the accreditation, the IB is required to return the accreditation certificate and the accreditation documents to PNAC.

If parts of the accreditation are withdrawn then IB shall hand over accreditation documents to PNAC for destruction or alteration. The IB shall not be allowed to carry out accredited services within withdrawn areas of accreditation.

If the accreditation is fully or partially withdrawn, the IB shall inform in writing to its clients concerned about the consequences. A copy of this information shall be sent to PNAC.

In the case of withdrawal or suspension, paid fees will not be refunded. The IB shall be bound to pay all the incurred costs. During a period of suspension the regular fees shall be paid as normal.

Before the final decision to suspend or withdraw accreditation, the IB will be given a notice and the opportunity of a hearing, except in case of clause 5.2 of P-12/01, where immediate suspension is needed due to unsatisfactory performance.

Appeals on decisions concerning sanctions can be made.

5.9 **Transferring of Accreditation.**

In cases where accredited inspection bodies wishes to transfer an accreditation from one organization to another by purchase, merger, and changes of name etc., should inform PNAC in writing.

The transfer implies that an assigned accreditation may be transferred from one organization to another organization. Normally the same accreditation number will be adopted.

Conditions for approval of transmission are as follows:

- a) The system of performance of the accredited scope shall not be changed in principal and the changes shall not be in conflict with the accreditation conditions.
- b) The changes do not lead to weakening of the quality of the work or the integrity of the organization.
- c) The changes have no influence on fulfilment of the requirements of accreditation.
- d) The transferring of accreditation does not mislead the market.
- e) The organization obliges the responsibility towards customers and PNAC.
(This implies that in the transmission process there should be a clearly defined legal body which is responsible towards the satisfaction of customers and PNAC throughout the process).
- f) The changes should not be in conflict with Pakistan's laws.

If transmission is requested the accredited IB should send an application by title of **“transmission of the accreditation”**. The application must include:

- g) Complete description of the background of the application.
- h) Clear and precise description of new legal status and its relevant evidence.
- i) Description of possible changes in the quality system.
- j) Company-attestation
- k) Binding statement from the new owner/management that they will fulfil the requirements for accreditation.
- l) Binding statement from the new owner/management that the possible relevant responsibility is taken over from the one the accreditation was transmitted from (e.g. abidance of offers which are already contracted make for delivery of accredited services).
- m) Plan for updating of the quality manual, procedures, catalogues, and other affected documents (e.g. change of name).
- n) Updated relevant information regarding necessary contract of employments, agreement with subcontractors etc.

In accordance with the conditions of transmission, PNAC will decide whether verification is required at the location of the applicant or transmission may be declined on the basis of evaluation of the received documents.

In the cases where changes will lead to a new accreditation certificate and accreditation document the one who is accredited have a duty to return the earlier edition of these to PNAC when the transmission is declined.

5.10 Notice to relinquish / dissolve

An accredited inspection body may terminate its accreditation, without any argument, with a 2 months notice in writing to PNAC. In special cases this period might be shortened.

If the organization is dissolved, it has a duty to immediately inform PNAC, which will withdraw the accreditation at once. The requirements, which are described in this document regarding withdrawing, are valid. The same requirements are valid if the IB for different reasons has to reduce the accreditation size.

5.11 Financial Responsibility in connection with accreditation

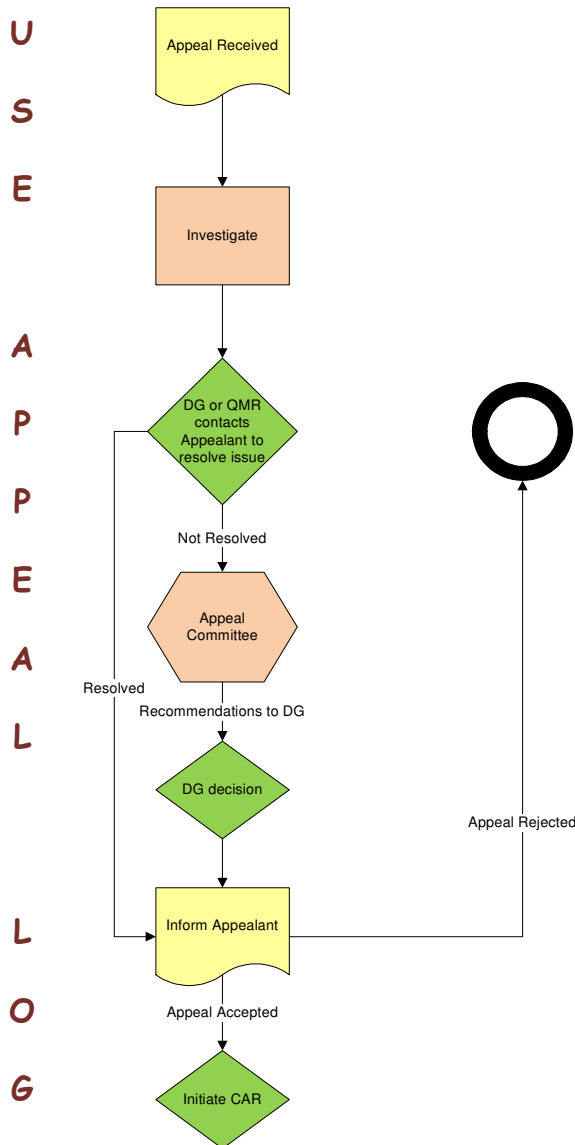
PNAC should not be held responsible for the inspection body's obligations towards their clients.

5.12 The Right to Appeal against Decisions made by PNAC.

Any appeal against PNAC’s decisions must be presented to PNAC within 3 weeks after the IB received PNAC’s decision. PNAC shall perform the necessary investigations and may annul or alter the decision, or reject the complaint. If the decision is not altered, PNAC shall send all documents concerning the matter to the Appeal Committee. The Appeal committee recommends to DG for decision. The Appeal committee recommends to DG for decision.

The inspection bodies have the opportunity to appeal anytime towards PNAC’s activities, e.g. executive work and interpretation of the requirements for accreditation. Appeals must be sent in writing. During handling of appeals the given deadlines for closing of non-compliance shall be postponed.

PROCEDURE FOR HANDLING OF APPEALS



6.0 Accreditation Scopes and Norms for witness audits

6.1 Witness audit plans for initial assessment/ reassessment/scope extension

PNAC will conduct witness audit for each field of inspection applied for accreditation. Categories/fields for accreditation scope is defined in this guide at para 6.6 of this guideline.

PNAC shall have an access to make witnessing of inspections carried out by the inspection body. The inspection body shall provide access to the process of inspection for witness on request of PNAC. Accredited IB will inform their customers when the witness activities are requested at the premises of the customer.

Usage of witnessing in connection with application of extension of scope could be relevant for those;

- Applicant who has limited experience of inspections within the applied accreditation area.
- Applications on extension of areas of business that does not have a close relation to the already accredited areas of business.

Eventually witness is carried out prior to the final decision on extension of the accreditation. PNAC will decide about the criteria of witnessing.

Normally PNAC will perform one annual witnessing of each field of inspection performed by the inspection body. PNAC will choose the activity which should be witnessed. The IB shall forward its updated list of planned inspections to PNAC on request for the accomplishment of effective witnessing.

In case of witnessing of inspection, the IB shall send summary showing the client's of industrial sector, the CV of inspectors, planned time, the field of inspection to PNAC.

The inspection body bound to provide resources conditions to enable PNAC to carry out these witnessing.

6.2 Witness audit plans for surveillance assessments.

Witnessing is a part of the surveillance program. The witness audit plans would depend on various factors including the number of inspectors employed / empanelled by the IB and inputs from any office assessment. PNAC may demand to witness a specific inspector or any field of inspection at any time. Witness will be performed at site.

6.3 Use of Technical Assessor/Expert:

PNAC will use the services of technical assessor/experts in relevant field of inspection for witness the competence of inspectors and/or for office assessment where required. These experts are empanelled by PNAC and will be the part of PNAC assessment team as per the requirements of accreditation standard. IB/Clients of the inspection bodies may request to change the expert. Reasons for such changes must be given.

6.4 Inspectors competence

This guide provides the scope classification used by PNAC for its accreditation program which may serve as a starting point for determining inspector competence. However, it should be recognized that the technical areas in which an IB operates and where competence needs to be demonstrated, the IB is required to be more specific than the broad description, given in this guide.

PNAC requires that the IBs should define their inspector competence criteria in terms of knowledge and skills as identified in the initial competence analysis done by the IB. The knowledge would also include applicable regulations & statutory requirements, if any. In the absence of basic educational qualification relevant to the technical area, the IB is required to demonstrate how the knowledge requirements identified for the technical area have been met by the qualified inspector.

6.5 Restrictions in Scopes

Based on the available competence and / or the recommendation of the assessment team, PNAC may decide to restrict grant of accreditation to a part of the broad scope sectors described at 6.6 of this guide.

6.6 List of Accreditation Scopes

The inspection body may apply for accreditation of any type of inspection work in accordance with requirements of ISO/IEC 17020. The following are categories for accreditation scope as a guideline. The IB can apply for other inspection field (s), even not listed in this guide.

Categories for accreditation Scope of Inspection Bodies

Category 1	Pre-Shipment Inspections
1. Field	Agricultural Products
Sub-fields	I) Livestock: 1. Meat (Beef, Mutton, etc.) 2. Meat products (cooked or fresh) 3. Milk /Dairy 4. Dairy Products (Butter, Oil, etc.) 5. Wool II) Crops: 1. Grain (wheat, Rice, Corn, Pulses, etc.) 2. Grain Products (Cereals, Snacks, Bakery Items, etc.) 3. Cotton fiber

2. Field	Manufactured Goods
Sub-fields	<ol style="list-style-type: none"> 1. Fabricated metal components and products 2. Moulded polymers and composites 3. Electrical and electronic products 4. Telecommunication devices 5. Food and beverages 6. Textiles and textile products 7. Refractories and ceramics 8. Timber products 9. Footwear 10. Toy & nursery products 11. Pharmaceutical products 12. Automotives and components 13. General manufactured products
3. Field	Natural Resources and Refined Products
Sub-fields	<ol style="list-style-type: none"> 1. Ores and minerals 2. Ore concentrates 3. Energy minerals or materials, incl coal and coke 4. Gas, petroleum and petrochemical products 5. Timber 6. Biofuel 7. Metallurgical products, incl precious metals and minerals 8. Fertilizers and other chemicals 9. Rubber
4. Field	Reused and Recycled Products
Sub-fields	<ol style="list-style-type: none"> 1. Scrap metals 2. Paper 3. Plastics 4. Concrete
Category 2.	Industrial Equipment
5. Field	Pressure equipment
6. Field	Lifting and lifted equipment
7. Field	Lifting devices
8. Field	Lifted equipment
9. Field	Rigging
10. Field	Elevators and lifts
11. Field	Conveyors
12. Field	Forklifts
13. Field	Mobile equipment
14. Field	Industrial machinery
15. Field	Explosion-protected equipment
16. Field	Construction equipment

17. Field	Fabricated assemblies and structures
18. Field	Electric generators, motors and related equipment
19. Field	Power transmission equipment
20. Field	Pressurized machines
21. Field	Storage tanks
Category 3	Building & construction Materials and Products
22. Field	Building products
23. Field	Underground conduits
24. Field	Steel fabricated structures and assemblies
25. Field	Concrete structures
26. Field	Fire protection equipment
27. Field	Playground equipment
Category 4	Non Distractive Testing (NDT)

7.0 Specific Requirements:

Specific requirements are interpretations based on ISO/IEC 17020. The Inspection Bodies have to fulfill the requirements of ISO/IEC 17020 in addition to the following specific requirements. These are general guideline, each inspection body has to comply with accreditation criteria covered in their scope listed at 8.0.

7.1 Administrative Requirements: (Clause 3.0, ISO/IEC 17020)

As per the requirements of ISO/IEC 17020 clause 3.0.

7.2 Independence, impartiality and integrity: (Clause 4.0, ISO/IEC 17020)

Inspection Bodies can apply as Type A, B or C as defined in ISO/IEC 17020. The organizational structure of Type B and Type C Inspection Bodies shall be such that the Inspection Body's management shall not report directly to the operational management responsible for the day to day operation or maintenance of the applied activity.

7.3 Confidentiality: (Clause 5.0, ISO/IEC 17020)

As per the requirements of ISO/IEC 17020 clause 5.0.

7.4 Organization and Management: (Clause 6.0, ISO/IEC 17020)

7.4.1 The following requirements shall apply:

7.4.2 The technical manager, in charge of, and having overall responsibility for, an inspection body seeking accreditation is to be of Category 1 status and be directly employed by the inspection body.

7.4.3 For effective supervision, the technical manager may delegate supervisory responsibilities to locally appointed managers.

7.4.4 In addition to management personnel there will be requirements for personnel working on site who are qualified at lower levels but who have the ability to undertake inspection tasks and duties at the level assigned to them.

7.4.5 Where sub-contracted service providers are required, they shall be able to demonstrate their technical competence and ability to undertake the required tasks to the satisfaction of the technical manager.

7.4.6 SUPERVISION

7.4.6.1 The inspection body should be able to demonstrate that it is organised in such a way that the work of the staff performing inspections is supervised by personnel who are familiar with the objectives of the inspections, the inspection methods and procedures being used and the assessments of the inspection results. The extent, nature and level of supervision exercised should take in to account the qualifications, experience, training and technical knowledge of the inspection staff and the inspections being undertaken.

7.4.6.2 Effective supervision of inspections can be claimed only in situations where a supervisor is able to review, if required, actual observations and inspection decisions or otherwise personally verify that inspection decisions are reliable.

7.4.6.3 Supervision of inspection personnel may include, but not be limited to, the regular review of inspection reports to ensure that they are in accordance with relevant legislation, inspection body's procedures and as necessary, contractual obligations agreed with the client.

7.4.6.4 Monitoring of performance of inspections should include on-site witnessing of inspections. On-site witnessing of inspections should be carried out by technically competent personnel, who are sufficiently independent to carry out the witnessing of inspections objectively.


7.5 Quality System: (Clause 7.0, ISO/IEC 17020)

7.5.1 The policy statement shall include a commitment in compliance with ISO/IEC 17020.

7.5.2 The quality manager should have a key position and it should be identified on the organisation chart. The quality manager may have other duties but should have direct reporting access to top management for quality matters. This is a different function to that of the technical manager described in clause 7.4.2 and, as a rule, it may be the job of a different person.

7.5.3 The purpose of internal quality audits is to verify that the documented operational procedures of the inspection body are being implemented. Internal audit shall include the on-site assessment of staff conducting inspections. This assessment shall be carried out by the trained personnel with the relevant technical qualifications, experience in internal auditing and are sufficiently independent to carry out the assessment audit objectively.

7.5.4 The internal audit programme for on-site assessments shall be designed so that every year it shall include at least one inspection of every field, type and range for which the body is accredited. At the same time, the plan shall ensure that every inspector is assessed on-site at least once in a three year period for every field, type and range of inspection for which he/she is considered to be competent.

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7.5.5 System review should take place at least once per year.

7.6 Personnel: (Clause 8.0, ISO/IEC 17020)

The Inspection Body shall have sufficient number of permanent management personnel of required qualification with at least 4 years experience. The persons engaged should have experience in single or combined operation or maintenance of the specific inspection field with the technical knowledge to make professional judgment on the range of safety problems.

7.6.1 Qualification categories:

Category 1.

Graduate with at least 4 years experience in a relevant discipline of which at least two years shall have been spent working within a discipline associated with relevant inspection field.

Category 2.

Bachelor of technology from respective Board of Technical Education with at least 5 years experience in a relevant discipline of which at least two years shall have been spent working within a discipline associated with relevant inspection field.

Category 3.

Person having three years diploma of Associate Engineers with at least 6 years of experience in a relevant discipline of which at least three years shall have been spent within a discipline associated with relevant inspection field.

Category 4.

Person having two years vocational technical training with at least 7 years of experience in a relevant discipline of which at least three years shall have been spent working within a discipline associated with relevant inspection field.

Category 5.

Person having three years apprenticeship training with at least 9 years of experience in a relevant discipline of which at least 5 years shall have been spent working within a discipline associated with relevant inspection field.

Category 6.

Person employed prior to the date of application for accreditation in the inspection of relevant inspection systems with less than tradesman's apprenticeship but having minimum Matriculation qualification with a minimum of 10 years spent working with an industry associated with relevant field of inspection and has general knowledge of relevant field of inspection and its operating environment.

7.7 Facilities and Equipment: (Clause 9.0, ISO/IEC 17020)

7.7.1 For equipment which has significant effect on the inspection or sampling results, it is preferable that the inspection body should use equipments under its control to perform inspections and sampling. Where this is impracticable, equipment may be used after the inspectors have verified that the equipment is suitable for the purpose, including its measurement range, accuracy and calibration traceability. Records of verification shall be kept. Standard verification procedures shall be provided and the inspectors shall be trained to conduct such verification checks. Where necessary, the inspectors shall also be provided necessary reference standards or equipment to conduct the verification checks.

When sufficient confidence has been established on the fitness of the equipment provided by suppliers, equipment verification process may be simplified. For example, when:

- a. the inspection body has a long term working relationship with a supplier and previous verification records confirmed that specific instruments provided by the supplier have a stable and consistent performance over an extended period of time;
- b. periodic equipment sample verifications should be carried out to monitor the reliability of the instruments, and the verification results should confirm the continually stable and consistent performance of the instruments. Records of such sample verification shall be documented and analyzed;
- c. the instruments should be suitably and properly calibrated by competent organizations (e.g. accredited calibration laboratories) to provide the necessary measurement traceability; and
- d. the inspectors should be trained to appraise the information included in calibration reports or certificates to determine the relevance and adequacy of the calibrations.

Justification for any simplification to the equipment verification process or the continuation of any simplified verification regime shall be documented.

7.7.2 To ensure that the necessary equipment is available on-site, the inspection body shall consult the responsible person of the supplier at the inspection site to confirm whether equipment of the necessary specifications and quality, including calibration traceability, is available.

7.7.3 When an inspector brings his own equipment, he shall perform a verification check on arrival at the site to ensure that its function and calibration have not been affected by transportation. Such checks shall be recorded.

7.7.4 When electronic means are used for the processing, storage and transfer of information, the shall be paid to the validation of software, safety and security of information, maintenance of confidentiality and identity authentication.

7.8 Inspection Methods and Procedures: (Clause 10.0, ISO/IEC 17020)

7.8.1 Inspection bodies shall provide adequate and up-to-date documented work instructions to inspectors to ensure that all the inspections are performed according to the requirements and acceptance criteria of the clients. Proforma worksheets or log books for recording results and other details of inspections shall also be provided.

7.8.2 Where a client does not specify an inspection specification or the specification is incomplete, the inspection body shall discuss with the client and would agree on a suitable specification. The inspection specification, whether provided by the client or the inspection body, shall be documented. Where an alleged up-to-date inspection specification is provided to the inspector on-site, for replacing the specification provided by the inspection body, the inspector shall verify that the updated inspection specification is issued by the client and is applicable to the inspection to be conducted. A documented procedure governing such cases shall be provided by the inspection body.

7.8.3 Work instructions provided to inspectors shall include the following information:-

- a. What is to be inspected type of inspection (e.g. pre-shipment), identification of the product, the quantity of the product, the location where inspection is to be performed and the contact person, the inspection time and date and any other relevant general

- information;
- b. The sampling method, including the sampling plan and the sample size;
 - c. The inspection method, including features of the products to be examined;
 - d. The inspection and sampling equipment to be used;
 - e. Instructions for recording inspection findings;
 - f. Details and quantity of any samples to be sent back to the inspection body for further examination or testing;
 - g. The method for affixing identification marks to inspection samples and sub-samples, where necessary;
 - h. The acceptance criteria, including the workmanship standard and classification of observed defects shall be classified. Where the client provides reference samples are against which the products to be inspected should be compared. These standard samples shall be provided to the inspector. The inspection body shall have a system for identification of reference samples to avoid confusion; and shall meet.
 - i. Any special requirements and instructions relevant to the inspection, e.g. instruction for inspection and sampling equipment, environmental condition requirements and preservation of the collected samples.
 - j. Instructions regarding the calibration status of the equipment and handling of calibrated equipment to be use for inspection work.
- 7.8.4 Where the environmental conditions affect the inspection or sampling results, the inspection body shall ensure that they are within the specified limits and are recorded in the inspection records. It may be necessary for the inspector to bring the necessary monitoring equipment.
- 7.8.5 To unify the basis of making professional judgments based on the inspection results, the inspection body shall establish and document appropriate guidelines.
- 7.8.6 The samples selected for inspection shall be representative of the batch of product. Random sampling shall be used unless there are evidences to show that an alternative sampling selection method will give equally representative results.
- 7.8.7 The inspection body shall ensure that proper arrangements and permission for inspection have been made with the owner of the product to be inspected prior to performing the inspection.
- 7.8.8 Where the sampling procedure is labour intensive, the inspection body shall make prior agreement with the supplier or other responsible party to ensure that sufficient manpower is available to assist the inspector.
- 7.8.9 Before carrying out an on-site inspection, the inspector shall brief the responsible person of the site about the purpose and procedure of the inspection and solicit his cooperation.
- 7.9 Handling Inspection Samples and Items: (Clause 11.0, ISO/IEC 17020)**
- 7.9.1 Samples and items to be inspected shall be uniquely identified to avoid confusion regarding their identity at any time. Where there is a need to identify the exact sources or origins of individual sub-samples, it may be necessary to assign a unique code to each sub-sample and record the details of its origin, e.g. the carton number, the time and date when the sub-sample is taken from which production line, etc. These identification codes shall be referenced in the inspection records.

Where it is necessary to send samples to laboratories for testing or retain samples for reference, the inspection body shall ensure that they are adequately identified to avoid confusion.

- 7.9.2 Where there is a need to keep inspected samples, e.g. to show what defects have been observed, consent of the owner shall be obtained. The procedures for the disposal of retained samples shall also be agreed with the owner. Before disposing, samples may have to be destroyed to an extent such that client information confidentiality is maintained.

7.10 Records: (Clause 12.0, ISO/IEC 17020)

7.10.1 Inspection records shall include sufficient information to permit satisfactory evaluation of the inspection. The record system shall permit the ready retrieval of information supporting the results reported to the client. In general the following items of information shall be kept:

- I. What have been inspected, including the type of inspection (e.g. pre-shipment), identification and quantity of the inspected product, the inspection location, the identities of the inspectors, the inspection time and date where relevant, the identity of the client and any other pertinent information;
- II. Identification of the inspection and sampling method, including the sampling plan and sample size, and any deviations from them;
- III. The identification and specification of the equipment used, where relevant. Where equipment not under the control of the inspection body is used for the inspection or sampling, verification records for the equipment must be kept;
- IV. Calibration status shall be recorded and copy of calibration certificate (s) shall be retained by the inspection body.
- V. Environmental conditions during inspection and sampling, where relevant;
- VI. Clear and unambiguous inspection findings, including any findings obtained from samples sent back to the premises of the inspection body for further examination and testing and results obtained by any subcontractor. Details of any defects or abnormality (which may not constitute a defect) observed shall be recorded. Diagrams and photographs are sometimes useful;
- VII. Identifications of the source and origin of individual sub-samples, where necessary;
- VIII. Identification of the acceptance and defect classification criteria;
- IX. Rationale and basis of any conclusion and professional judgment; and
- X. Evidence that the inspection results have undergone all the necessary quality assurance checks, e.g. the identity and signatory of the checking and reviewing staff member.

To enable results checking and verification or to demonstrate the validity of the results, more information may have to be recorded. For example, photographs and video image may have to be taken and kept to demonstrate that the samples have been correctly taken or to show the details of any observed defects.

For record traceability, it may be useful to include the report number, or an equivalent identification number on every document relating to that inspection.

Supplementary information required for the interpretation of the recorded data shall also be kept. Samples may be kept for reference.

7.11 Inspection Reports and Inspection Certificates: (Clause 13.0, ISO/IEC 17020)

7.11.1 Where it is necessary to issue interim results on-site, the inspection results shall be adequately checked, preferably by a staff member of the inspection body other than the one performing the inspection. The checker shall sign the inspection record and the interim report to indicate that he has carried out the checks. The interim report shall clearly state that the results are not final and may be amended after reviewing by the inspection body. The inspection body shall ensure that issuing of such an interim document is allowed by the client and it is given only to the person he has designated. The format of the interim report shall be designed to present the results clearly and unambiguously. The inspection body shall also ensure that only inspectors appraised to be competent to issue interim reports are allowed to do so. They shall also be properly authorized for issuing such reports. Such interim reports shall not bear any PNAC endorsement.

7.11.2 Inspection Result Verification


Before issuing the final inspection result to the client, the inspection body shall ensure that all the inspection results, calculation, data transfer, inspection conclusions and professional judgment have been properly checked. Checks shall confirm the following:

- a. The instructions of the clients have been accurately and comprehensively executed;
- b. Proper inspection and sampling methods have been used;
- c. The inspection has been performed by qualified inspectors;
- d. The equipment used are suitable and properly checked and calibrated;
- e. Samples have been obtained according to the sampling plan, including the location, size, environmental condition, etc;
- f. Samples and where necessary, sub-samples have been properly identified;
- g. The inspection results have been properly recorded and all records are traceable.
- h. The inspection findings have been properly recorded and all records are traceable.
- i. All the necessary data required for arriving at the conclusion, including results obtained from any laboratory or subcontractor, have been obtained;
- j. Observed defects have been properly classified;
- k. The conclusions have been properly derived from the inspection findings;
- l. Any professional judgments have been properly made in accordance with any guidelines issued by the inspection body and the basis of the professional judgment has been clearly recorded; and
- m. Information included in reports and certificates are correct.

The checker shall sign on the record sheet to authenticate that the results have been properly checked. Other alternative means of authentication providing equivalent assurance is also acceptable.

7.12 Sub-contracting (Clause 14, ISO/IEC 17020)

7.12.1 Work shall only be sub-contracted in exceptional cases, for example temporary overload. Accreditation is only granted to a body that demonstrably has the staff and the expertise to carry out the normal functions for which accreditation is sought (see also ISO/IEC 17020, sub-clause 8.1).

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7.12.2 When sub-contractors have to be used the inspection body shall sub-contract to another body accredited to ISO/IEC 17020 by PNAC. When the laboratory testing is a part of the inspection, the laboratory should be accredited against ISO/IEC 17025 by PNAC.

7.13 Complaints & Appeals: (Clause 15.0, ISO/IEC 17020)

As per the requirements of ISO/IEC 17020 clause 15.0

7.14 Co-operation: (Clause 16.0, ISO/IEC 17020)

7.14.1 Inspection bodies should be aware of the current developments, research and industry led initiatives associated with improving reliability of inspection techniques. The IBs should cooperate with each other.

8.0 List of Accreditation Criteria:

These guidelines are available on PNAC web: www.pnac.org.pk

- 8.1 G-2401 Accreditation Criteria for Inspection of Electrical Equipment
- 8.2 G-2402 Accreditation Criteria for In-service Inspection of Lifting Equipment
- 8.3 G-2403 Accreditation Criteria for Inspection of Local Exhaust Ventilating _LEV
- 8.4 G-2404 Accreditation Criteria for Inspection bodies performing NDT
- 8.5 G-2405 Accreditation Criteria for In-service Inspection of Power Presses
- 8.6 G-2406 Accreditation Criteria for In-service Inspection of Pressure Systems
- 8.7 G-2407 Accreditation Criteria for In-service Inspection of TPRs
- 8.8 G-2408 Accreditation Criteria for Inspection of Food Inspection Bodies
- 8.9 G-2409 Accreditation Criteria for the Inspection of Electrical Equipment
- 8.10 G-2410 Accreditation Criteria for the Inspection of L V E Installations
- 8.11 G-2411 Accreditation Criteria for the Inspection of Non-public HV E System

9.0. References

- (1) ISO/IEC17011 Conformity assessment — General requirements for accreditation bodies accrediting conformity assessment bodies.
- (2) ISO/IEC 17020- *General criteria for the operation of various types of bodies performing inspection.*
- (3) PNAC- G-02/02 Regulations on the use of PNAC's logo and reference to accreditation
- (4) F-01/10 Application form for IB
- (5) F-01/11 Cross reference Matrix for Inspection Bodies
- (6) F-01/12 Applicants Guide for IB
- (7) F-01/13 Agreement between PNAC & IB
- (8) F-01/14 Fee Schedule for IBs

Other Related Documents:

Documents published by PNAC are available on Internet: www.pnac.org.pk

Documents published by ILAC are available on Internet: www.ilac.org/

Documents published by IAF are available on Internet: www.iaf.nu/

Documents published by APLAC are available on Internet: www.aplac.org