

## **Understanding ISO/IEC 17020:2012** **Two Training Days**

### **What?**

Learn about the international inspection body competence standard from an APLAC Lead Evaluator. Learn the requirements imposed upon an accredited inspection body by the international community.

### **Who?**

For all inspection body, accreditation body, and specifier staff who:

- Manage the operations of the organisation
- Participate in the operation of the inspection body quality system
- Conduct inspections
- Train inspectors and inspection body staff
- Assess against the requirements of ISO/IEC 17020

### **How?**

This 2-day Training Course examines structural components of the standard. See the syllabus to the right. Quality system and technical requirements are grouped in a manner that makes them clear and understandable.

Technical considerations include impartiality and competence in inspection, and traceability of measurement. Quality system discussions include easy-to-understand approaches that correlate to other internationally recognized, conformity assessment standards.

The course contains extensive reference to the accreditation body interpretation and implementation guidance documents

### **International Delivery?**

The course is normally lengthened to three days to cater to participants whose native language is not English.

### **Day 1 Syllabus - (09:00-16:30)**

#### **Introduction and Approaches to Learning**

#### **Background and Principles of Inspection**

- The scope of inspection body operations
- Principles behind inspection
- Integrity requirements (impartiality)  
- - **Break (15 minutes)** - -

#### **Inspection Process Overview**

- Interoperability of conformity assessment standards

#### **Safeguarding Integrity in Inspection**

- Impartiality
- Confidentiality  
- - **Lunch (1 hour)** - -

#### **Organization and Structure**

- Top Management and requirements
- Interested parties  
- **Break (15 minutes)** - -

#### **Competence & Infrastructure Requirements**

- Demonstrating competence
- Acquiring competence
- Equipment and plant

### **Day 2 Syllabus (09:00-16:30)**

#### **Inspection Process Requirements**

- Application and review
- Inspection methods
- Decisions, reports and certificates
- Directory and Listing  
- **Break (15 minutes)** - -
- Surveillance
- Continuing inspection requirements

#### **Management System Requirements**

- Options A (17020) and B (9001)  
- - **Lunch (1 hour)** - -
- Management system documentation
- Document Control
- Control of Records
- Feedback (including complaints)  
- **Break (15 minutes)** - -
- Disputes and Appeals
- Continual Improvement (NCs, PNCs, OFIs, CAPA)
- Internal Audit
- Management Review

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