



ISO/CASCO Enhancing Trust and Confidence

SAACB
Conference
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Agenda

- 1) WTO and Conformity assessment
- 2) The Quality Infrastructure (QI)
- 3) The role of Conformity Assessment in the QI
- 4) Implementing the CASCO toolbox
- 5) Accreditation and trust
- 6) Economic benefits of Conformity assessment
- 7) Finally some WG information

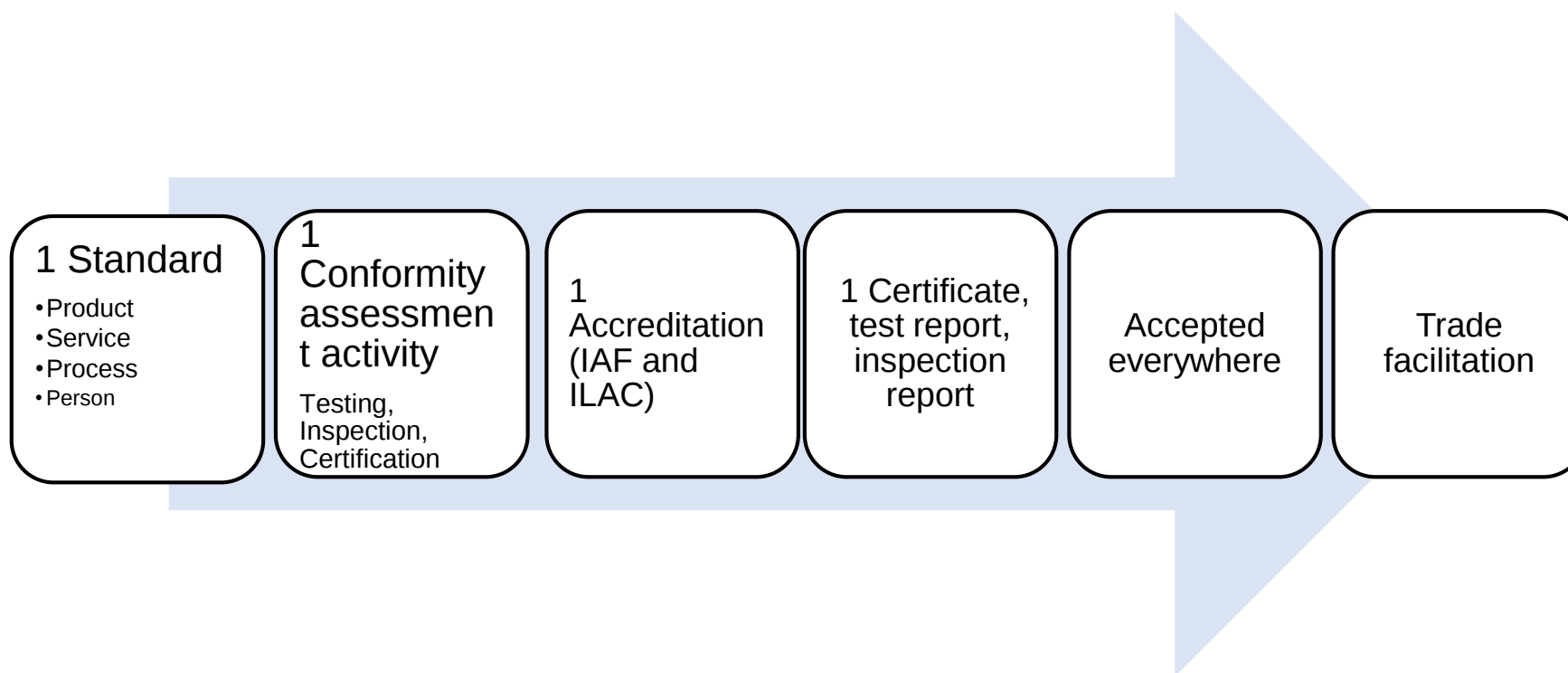
WTO TBT and Conformity Assessment

Non acceptance of test reports and certificates is a major non tariff obstacle to trade (WTO TBT)

WTO Principles for conformity assessment:

- Non discriminatory everyone treated equally
- No more strict than necessary
- Recognition of foreign conformity assessment results and
- Use of international or regional systems for conformity assessment (IAF and ILAC)

Conformity assessment dream



Conformity assessment, Accreditation and Trade

Exchange of goods and services (nationally and internationally) requires:

- A internationally acceptable **quality infrastructure** in place
- Adopting a **harmonized approach** to conformity assessment and accreditation activities at the international level

To achieve the dream we have
an (Inter)national system

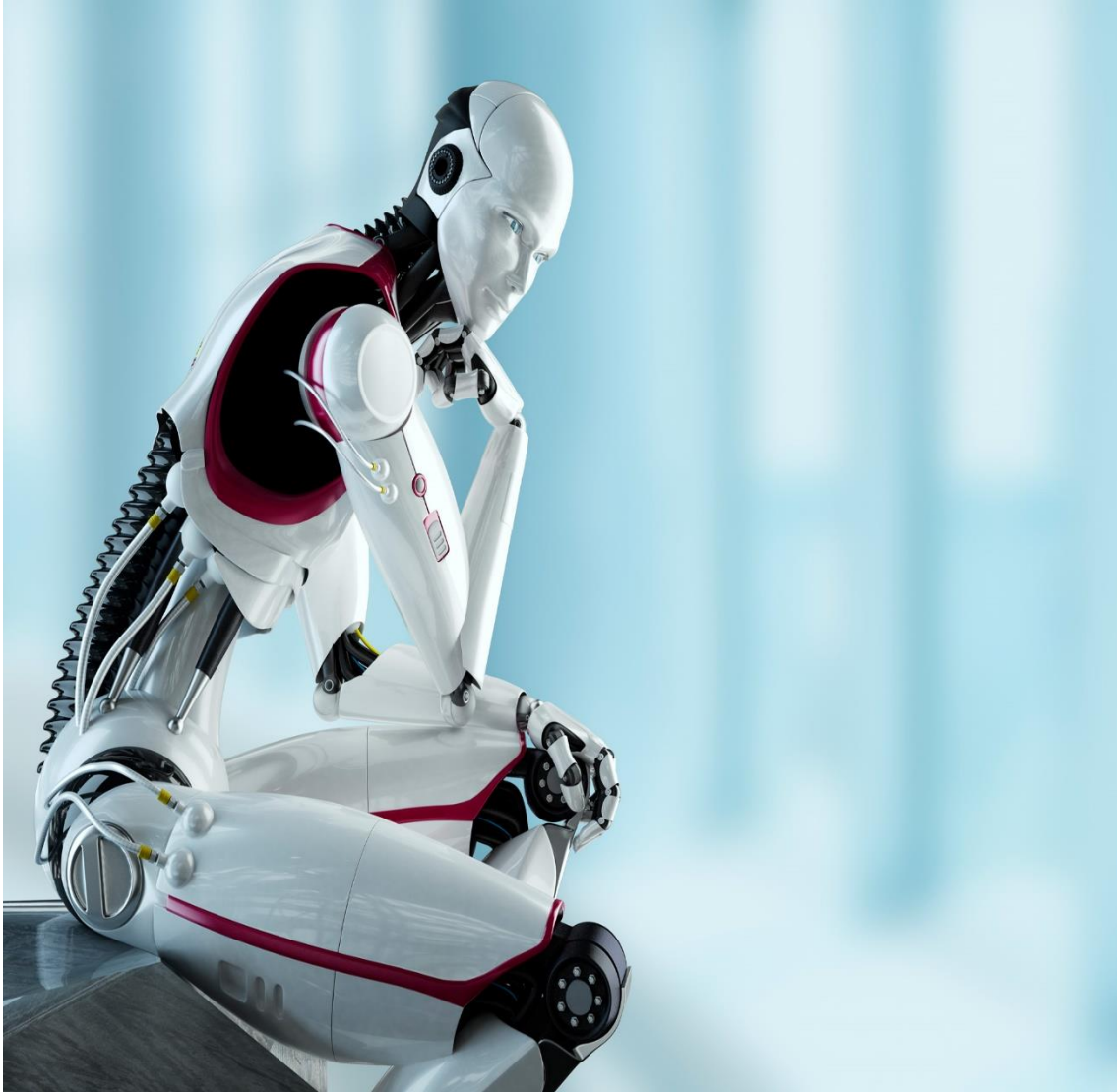
Quality Infrastructure

In simple terms is the organizations (public and private) that establish and implement ...

- standardization
- metrology
- accreditation
- conformity assessment
- market surveillance

Some are seen as key organizations supporting conformity assessment

Standards



- Standards provide requirements, specifications, guidelines or characteristics to ensure that materials, products, processes and services are fit for their purpose.

Standards bring real value only if they are implemented!



- How do we know how well standards are implemented and requirements are met?

Through Conformity Assessment and Accreditation!



Role of conformity assessment in the QI

- The value of conformity assessment is the degree of **trust and confidence** it generates with:
- Industry
- Governments and Regulators
- Stakeholders
- Consumers

CAB's are responsible for the CA system

How does a CABs generate trust and confidence?

- Implement the relevant ISO/IEC standard(s) for their conformity assessment activity (certification, inspection testing)
- Become accredited by an accreditation body (AB) that meets the requirements of ISO/IEC 17011.

Implementing the CASCO toolbox

Conformity assessment and the CASCO toolbox



The CASCO toolbox when implemented with integrity ensures consistency of conformity assessment activities

CASCO toolbox principles to provide trust and confidence

Impartiality of structure and operation of the CAB (Objectivity)

Confidentiality maintains integrity of process

Complaints being responsive to complaints maintains trust and confidence

Openness and transparency

Competence of the persons and organization for its scope

Responsibility for your actions and decisions

Risk based approach do not over prescribe



The principles
eliminate or at least
manage potential
conflicts of interest by
ensuring...

- **Separation** of conformity assessment (certification, testing and inspection) activities from accreditation
- Separation of accreditation and provision of proficiency testing
- Separation of consultancy and certification of management system
- Impartiality of operations of CAB's
- Implementation of the 4 eyes principle (decisions taken by others)

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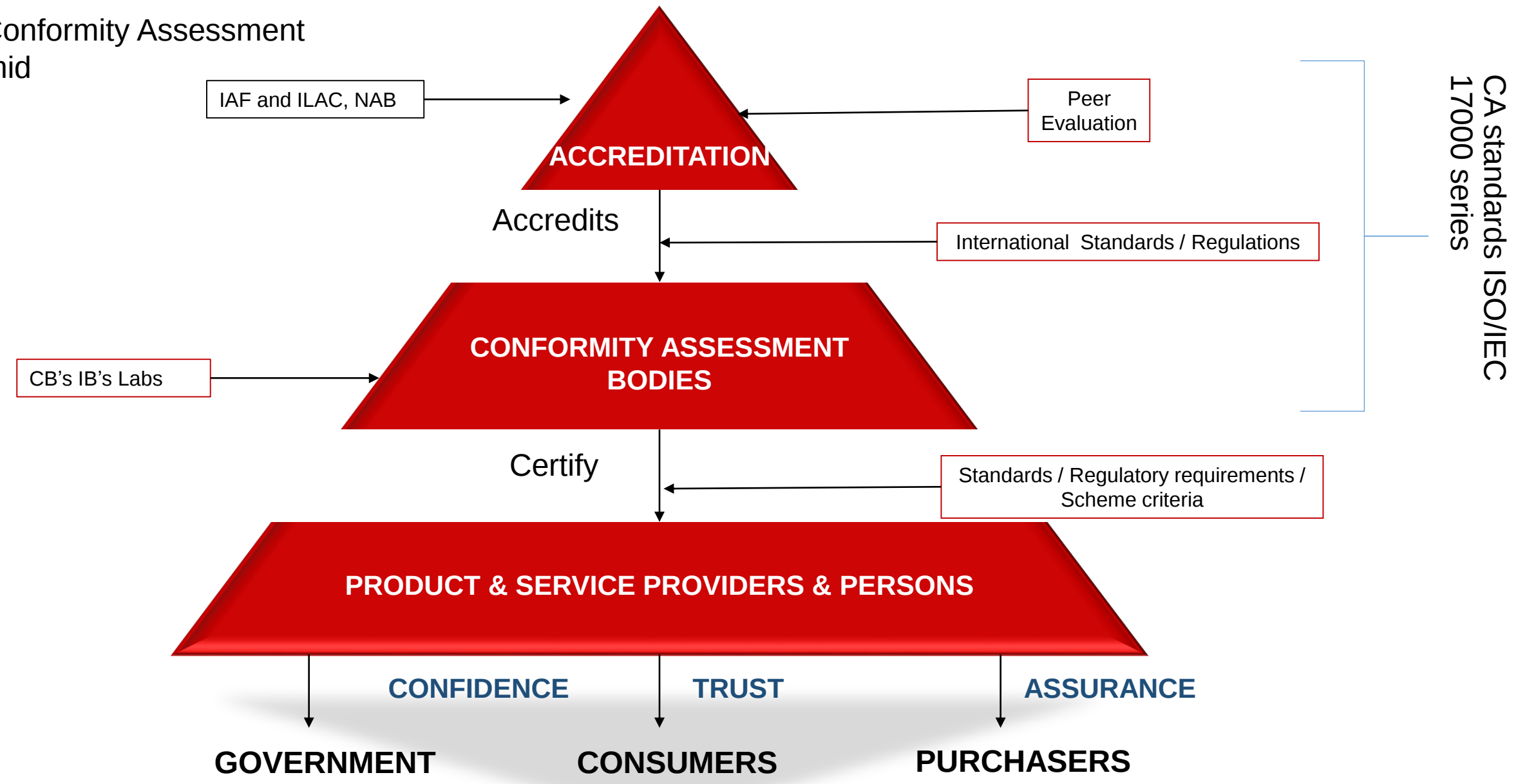
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Accreditation and trust

Main aim of IAF and ILAC

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The Conformity Assessment Pyramid



Accreditation

Accreditation brings an additional layer of trust and confidence in the conformity assessment results

AB's also need to demonstrate their competence by implementing ISO/IEC 17011

Peer evaluation of the AB's ensures the apex at top of the CA pyramid is operating with integrity

Economic benefits of Conformity Assessment

Economic benefits of Conformity assessment and accreditation

- improves market access to local and export markets (facilitates trade by reducing barriers to trade)
- improves participation in global supply chains
- levels the playing field for SME's
- improves the quality of products and services
- facilitates compliance with regulations
- builds trust and confidence amongst manufacturers suppliers and customers (cooperation)
- facilitates consumer and environmental protection

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Nearly Finally

Most “World class” organizations:

- Consider quality as a strategic imperative and as a differentiation factor towards the competition
- Invest in quality related areas
- Identified a positive relationship between quality and profitability
- Use quality tools to boost innovative solutions

Positive impacts from certification:

- Better operation efficiency
- Better cost control
- Client satisfaction and better client service
- Development of confidence and loyalty with customers
- Optimization of supply chain control
- Higher commitment and better communication with employees
- Improved corporate image
- Competitive advantages

A really finally

On-going WGs (1)

- **WG 23:** Revision of PROC 33, CASCO Common Elements
- **WG 46:** Development ISO/IEC 17029, General requirements for bodies performing validation and verification activities
- **WG 49: Revision ISO/IEC 17000:2004, Vocabulary and general principles**
- **WG 52:** Development of ISO/IEC TR 17032, Guidelines and examples of a certification scheme for processes
- **JWG 36:** Revision ISO/TS 22003:2013, Requirements for bodies providing audit and certification of food safety management system

Recently Published

- **ISO/IEC TS 17021-8**, Competence requirements for auditing and certification of management systems for sustainable development in communities
- **ISO/IEC TR 17032**, Guidelines and examples of a certification scheme for processes
- **ISO TS 17033**, Ethical claims - Labels and supporting information – Requirements

Thank you !

