

INSPECTION ACCREDITATION PROGRAM : ISO/IEC 17020



ISO/IEC 17020:2012 VISIT WORKSHEET

The ISO/IEC 17020 Visit Worksheet is designed to help you review your own system documentation to ensure that it complies with all relevant clauses of ISO/IEC 17020. The checklist should be used as preparation tool for all visits. Assessment team members can also use it during the assessment visit to facilitate the collection of relevant data.

The checklist includes all ISO/IEC 17020 clauses from clause 4 onwards. Clauses 1 to 3 have been omitted as they contain scope, reference and definition clauses only.

In the checklist, the major relevant issue of each clause is summarised in a few words as an aide memoire. There is provision for you to note the reference point in your own system covering the issue and/or explanatory comment. You should consult ISO/IEC 17020 and NATA's Inspection Accreditation Criteria for details of each clause and its intended application.

Some sections of this document may not apply to all inspection bodies. Please contact your NATA accreditation officer if you require any assistance.

Applicant Inspection Bodies are requested to complete and return this Review Checklist as this information is vital to the Document Review process. You should provide as much detail as possible and to return it as part of the overall submission.

To:
At:
By:

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0.5	Document system structure
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No.	Clause summarised	Your System Reference	Other Comment
4	General requirements		
4.1	<i>Impartiality and independence</i>		
4.1.1	Inspection activities shall be undertaken impartially.		
4.1.2	<p>Responsible for impartiality of inspection activities. Commercial, financial or other pressures not to compromise impartiality.</p> <p><i>If IB is a part of a larger organisation demonstrate no Conflict of Interest. Relevant information on activities of larger organisation shall be maintained up to date. (IAF GD 24 4.2.1, extract).</i></p> <p><i>Guidance should be provided regarding behaviours if undue pressure is applied.</i></p> <p><i>Records of situations where undue pressure has been applied to inspectors should be kept.</i></p> <p><i>Requirements relating to impartiality are also applicable to subcontractors (See 6.1.12).</i></p>		
4.1.3	<p>Identify risks to its impartiality on an ongoing basis.</p> <p>Consider activities, relationships. NOTE relationships can include ownership, governance,</p>		

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	<p>management, personnel, shared resources, finances, contracts, marketing (including branding), commissions or other inducement, etc.</p> <p><i>Periodic formal review may partially address this.</i></p> <p><i>IB should anticipate staff will encounter undue pressure, and respond, including:</i> <i>Guidance to staff on acceptable behaviour;</i> <i>Creation of systems to record and respond to undue pressure (from any source).</i></p> <p><i>If assessment finds failure around impartiality, investigate to confirm that control over potential conflicts of interest has been re-established.</i></p>		
P15 4.1.3a	<p>Risks to the impartiality of the inspection body shall be considered whenever events occur which might have a bearing on the impartiality of the inspection body or its personnel. (ILAC P15:07/2016)</p>		
4.1.4	<p>If a risk to impartiality is identified, demonstrate how eliminated / minimised.</p>		
4.1.5	<p>Top management commitment to impartiality.</p>		
4.1.6	<p>Independent to the extent needed</p>		
4.1.6.a	<p>Type A requirements Clause A.1</p>		
	<p>Fully independent of all involvement Consider</p> <ul style="list-style-type: none"> • Internal structures • Consider design, manufacture, supply, installation, purchase, ownership, use or maintenance of inspected items 		

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	<ul style="list-style-type: none"> • Ownership and management • Linked companies 		
4.1.6.b	Type B requirements of Clause A.2.		
	<p>Services only to parent organisation Consider</p> <ul style="list-style-type: none"> • Internal structures • Consider design, manufacture, supply, installation, purchase, ownership, use or maintenance of inspected items • Separation in responsibility, reporting 		
4.1.6.c	Type C requirements of Clause A.3.		
	<p>Where potentially conflicting services offered Consider</p> <ul style="list-style-type: none"> • Safeguards • Segregation of roles 		
4.2	Confidentiality		
4.2.1	<p>responsible, through legally enforceable commitments, for the management of information obtained or created.</p> <p>Inform client, in advance, of information open to public.</p> <p>Generally information is proprietary and confidential.</p> <p><i>Requirements relating to confidentiality are also applicable to sub-contractors (See 6.1.13)</i></p>		
4.2.2	Client notified of the information made public.		

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4.2.3	Information about the client obtained from other sources also confidential.				
5	Structural requirements				
5.1	Administrative requirements				
5.1.1	Legal entity, can be held legally responsible for inspection activities. NOTE A governmental IB is a legal entity due to governmental status.		ABN: _____		
5.1.2	If part of a legal entity involved in activities other than inspection then identifiable within that entity.				
5.1.3	Documentation outlining competence.				
5.1.4	Adequate provision (e.g. insurance or reserves) to cover liabilities. NOTE The liability can be assumed by other parties. <i>Show factors considered re level of provision. Also cover sub-contracting activities.</i>				
	Insurance	Insurer	Policy No	Value	Expiry
	Prof. indemnity				
	Public Liability				
	Other				
5.1.5	Documentation describing the contractual conditions for service, except for services to parent entity.				

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5.2	<i>Organisation and management</i>		
5.2.1	Structured, managed to safeguard impartiality.		
5.2.2	Organised, managed to maintain inspection capability. NOTE Inspection schemes can require exchange of technical experience. <i>Consider competence re infrequent inspections.</i>		
P15 5.2.2 a)	The size, structure, composition and management of an inspection body, taken together, shall be suitable for the competent performance of the activities within the scope for which the inspection body is accredited. (ILAC P15: 07/2016)		
P15 5.2.2 b)	“To maintain the capability to perform the inspection activities” implies that the inspection body shall take steps to keep it appropriately informed about applicable technical and/or legislative developments concerning its activities. (ILAC P15: 07/2016)		
P15 5.2.2 c)	Inspection bodies shall maintain their capability and competence to carry out inspection activities performed infrequently (normally with intervals longer than one year). (ILAC P15: 07/2016)		
5.2.3	Define and document the responsibilities and reporting structure.		

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P15 5.2.3 a)	The inspection body shall maintain an up-to-date organisational chart or documents clearly indicating the functions and lines of authority for staff within the inspection body. (ILAC P15: 07/2016)		
5.2.4	Where the IB is part of an entity performing other activities, the relationship between these other activities and inspection activities shall be defined,		
5.2.5	<p>Technical manager(s), responsible for inspection activities.</p> <p>Technical manager available, competent and experienced.</p> <p>If more than 1 technical manager. The specific responsibilities of each manager shall be defined and documented.</p> <p><i>Consider factors in appropriate "availability".</i></p>		
P15 5.2.5	In order to be considered as "available", the person shall be either employed or otherwise contracted. (ILAC P15: 07/2016)		
5.2.5b)	In order to ensure that the inspection activities are carried out in accordance with ISO/IEC 17020, the Technical Manager(s) and any deputy(ies), shall have the technical competence necessary to understand all significant issues involved in the performance of inspection activities.		
5.2.6	Deputies for technical manager.		

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5.2.7	"job description" for each position involved in inspection activities.		
6	Resource requirements		
6.1	<i>Personnel</i>		
6.1.1	Define and document competence requirements for all personnel involved in inspection activities including: <ul style="list-style-type: none"> • education, • training, • technical knowledge, • skills, • experience. NOTE See also 5.2.7 (<i>job description</i>).		
P15 6.1.1 a)	Where appropriate, inspection bodies shall define and document competence requirements for each inspection activity, as described in 5.1.3a. (ILAC P15: 07/2016)		
P15 6.1.1 d)	When professional judgment is needed to determine conformity, this shall be considered when defining competence requirements. (ILAC P15: 07/2016)		
6.1.2	Sufficient number of competent persons, for type, range and volume of work		
6.1.3	The personnel shall have appropriate: <ul style="list-style-type: none"> • qualifications; • training; • experience; and • satisfactory knowledge . 		

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	<p>Relevant knowledge of:</p> <ul style="list-style-type: none"> • technology; • processes; • delivery of services; • use of products; • operation of processes; • delivery of services; • defects, failures and deficiencies, and • significance of deviations. <p><i>Where relevant, inspection body staff must:</i></p> <ul style="list-style-type: none"> • <i>relevant qualifications or assessed as competent;</i> • <i>completed relevant in-house training;</i> • <i>familiar with principles & practices of inspections performed / supervised;</i> • <i>familiarity with inspection equipment, including its performance, use and calibration;</i> • <i>knowledge of standards / specifications used;</i> • <i>knowledge of management system;</i> • <i>can record findings and write clear and appropriate reports and/or certificates;</i> • <i>understand legal significance of approving and issuing reports;</i> • <i>know ISO/IEC 17020, NATA Rules, this document, and relevant NATA Documents;</i> • <i>participate in continuing professional development.</i> <p>Management of Inspector and staff competence <i>Staff may be appointed / authorised.</i></p> <ul style="list-style-type: none"> • <i>documented policy and procedure.</i> • <i>covers all staff affecting outcomes, inspectors, clerical, ancillary and service personnel.</i> • <i>may cover all, or limited elements or process steps associated with the inspection.</i> • <i>demonstrate that reports get appropriate technical review prior to issue.</i> <p><i>The following matters are required:</i></p> <ol style="list-style-type: none"> 1. <i>Identify the minimum qualification and experience necessary;</i> 2. <i>Manage the development and appointment of staff and procedures must be</i> 		

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	<p><i>documented;</i></p> <p>3. <i>Develop and implement competency assessment criteria for staff covering responsibilities, expectations on conduct of work, field activities, code interpretation;</i></p> <p>4. <i>Staff must participate in professional development;</i></p> <p>5. <i>Records of qualification, professional development, experience and training kept for each staff member;</i></p> <p>6. <i>Appointment dates and coverage and withdrawal date must be kept;</i></p> <p>7. <i>A system to assure confidence in inspections conducted by different inspectors must be developed & used at intervals throughout the employment of the inspector.</i></p> <p><i>Records of outcomes and any associated corrective actions must be retained.</i></p> <p>Records <i>Facilities should hold a current listing of staff authorised to issue reports, including as appropriate the range of activities for which they are approved.</i></p>		
6.1.4	Duties, responsibilities and authorities clear to each person		
6.1.5	<p>Documented procedures for</p> <ul style="list-style-type: none"> • selecting; • training; • formally authorising; and • monitoring inspectors and personnel involved in inspection activities. <p><i>Training records must be able to confirm the competency level of an individual for a given task.</i></p>		
6.1.6	<p>Procedures cover:</p> <p>a) an induction period;</p> <p>b) a mentored working period;</p> <p>c) continuing training.</p>		
6.1.7	The training requirements consider ability, qualifications and experience of each		

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	person and the results of monitoring (see 6.1.8).		
6.1.8	<p>Monitoring</p> <ul style="list-style-type: none"> • monitors familiar with the inspection methods and procedures; • for satisfactory performance; • results of monitoring shall be used as a means of identify training needs (6.1.7). <p>NOTE Monitoring can include a combination of techniques such as on-site observations, report reviews, interviews, simulated inspections and other techniques to assess performance, and will depend on the nature of inspection activities.</p>		
6.1.9	<p>Each inspector shall be observed on-site unless</p> <p>NOTE on-site observations should minimise disturbance of the inspections.</p>		
<p>P15 6.1.9 c)</p>	<p>In inspection areas where the inspection body has only one technically competent person the internal observation on-site cannot take place. In such cases the inspection body shall have arrangements in place for external observations on-site, unless other sufficient supporting evidence that the inspector is continuing to perform competently is available. (ILAC P15: 07/2016)</p>		
6.1.10	<p>records of</p> <ul style="list-style-type: none"> • monitoring; • education; • training; 		

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	<ul style="list-style-type: none"> • technical knowledge, • skills; • experience and • authorisation/s of each person in inspection activities. <i>Consider health records and specialist licences systems to prompt when checks or renewal due.</i>		
6.1.11	Remuneration not to influence the results of inspections.		
6.1.12	All personnel (internal and external) shall act impartially.		
6.1.13	All personnel (internal and external) shall maintain confidentiality		
6.2	Facilities and equipment		
6.2.1	Available, suitable and adequate facilities and equipment		
6.2.2	Rules for the access to, and the use of, specified facilities and equipment used to perform inspections.		
6.2.3	Ensure the continued suitability of the facilities and the equipment mentioned in 6.2.1 for their intended use.		
P15 6.2.3 a)	If controlled environmental conditions are needed, e.g. for the correct performance of the inspection, the inspection body shall monitor these and record the results. If conditions were outside acceptable limits for the inspection to be performed, the inspection body shall		

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	record what action was taken. See also clause 8.7. (ILAC P15: 07/2016)		
6.2.4	All equipment having a significant influence on the results of the inspection shall be defined and, where appropriate, uniquely identified.		
P15 6.2.4 c)	When appropriate (normally for the equipment covered by clause 6.2.6) the definition shall include the required accuracy and measurement range. (ILAC P15: 07/2016)		
6.2.5	All equipment (see 6.2.4) shall be maintained using documented procedures and instructions.		
6.2.6	<p>Where appropriate, measurement equipment having a significant influence on the results of the inspection shall be calibrated before use, and then according to a programme.</p> <p><i>Metrologically traceable calibrations appropriate if</i></p> <ul style="list-style-type: none"> • <i>measurements play a significant part in the inspection findings, or</i> • <i>a measurement is required with a clearly defined accuracy.</i> <p><i>The need for accuracy may be implicit in statements such as "good engineering practice". Under such expectations measuring equipment used must meet the requirements of ILAC P10.</i></p>		
6.2.7	Calibration of equipment so that measurements are traceable to national or international standards of measurement, where available.		
6.2.8	Reference standards of measurement held by the		

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	<p>inspection body shall be used for calibration only</p> <p><i>The NATA document Equipment Assurance, In-house Calibration and Equipment Verification provides guidance.</i></p> <p><i>Where calibrations (not checks or verifications) are done in-house consider the</i></p> <ul style="list-style-type: none"> • <i>competence of calibration staff;</i> • <i>completeness of calibration procedures;</i> • <i>suitability of reference standards;</i> • <i>measurement needs.</i> 		
6.2.9	Where relevant, equipment gets in-service checks.		
6.2.10	Reference materials traceable to national / international reference materials.		
6.2.11	<p>Where relevant, procedures for:</p> <p>a) selection and approval of suppliers;</p> <p>b) verification of incoming items;</p> <p>c) appropriate storage facilities.</p>		
6.2.12	Where applicable, the condition of stored items shall be assessed at appropriate intervals to detect deterioration.		
6.2.13	<p>Computers or automated equipment :</p> <p>a) software is adequate for use;</p> <p>NOTE this can be done by the following:</p> <ul style="list-style-type: none"> - validation of calculations before use; - periodic revalidation of hardware /software; - revalidation when changes are made to hardware or software; - software updates implemented as required. 		

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	<p>b) procedures for protecting the integrity and security of data; c) equipment is maintained in order to ensure proper functioning.</p> <p><i>Records of validation and checks on its integrity retained. Checks on software updates before the updates are broadly implemented. Identify which version of software was or is in use and be able to confirm the current status of software used by staff in portable electronic equipment.</i></p> <p><i>Factors that may be considered in protecting the integrity and security of data include (but are not limited to):</i></p> <ul style="list-style-type: none"> • <i>backup practices and frequencies;</i> • <i>effectiveness in restoring data from backup;</i> • <i>virus protection;</i> • <i>password protection.</i> 		
6.2.14	<p>Procedures for dealing with defective equipment.</p> <ul style="list-style-type: none"> • removed from service by segregation, labelling or marking; • consider effects on previous inspections. 		
6.2.15	<p>Equipment and software records:</p> <ul style="list-style-type: none"> • Identification; • information on calibration; • information on maintenance. <p><i>Information recorded should, where appropriate, include:</i></p> <ol style="list-style-type: none"> a) <i>the name of the equipment and its identification;</i> b) <i>manufacturer's name;</i> c) <i>manufacturer's equipment identification such as serial number;</i> d) <i>date received and placed in service;</i> e) <i>condition when received;</i> f) <i>maintenance instructions;</i> g) <i>history of maintenance and calibration;</i> h) <i>calibration records;</i> 		

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	<p>i) <i>current location or who the equipment has been assigned to;</i> j) <i>calibration procedures used.</i></p> <p><i>All equipment checks and calibrations should record the following information:</i></p> <p>a) <i>Name of equipment;</i> b) <i>Identification of equipment (for example, a serial number, etc);</i> c) <i>Location of equipment if relevant;</i> d) <i>Specification (including year) where appropriate;</i> e) <i>Indication of the acceptance criteria used on the records;</i> f) <i>Identification of personnel carrying out the work;</i> g) <i>Identification of reference equipment used (for example, Vernier callipers 36101, reference thermometer A227, etc);</i> h) <i>Procedure used or reference to documented procedure;</i> i) <i>Date the check was performed;</i> j) <i>Results obtained;</i> k) <i>Statement of acceptability or otherwise of the check;</i> l) <i>Any follow-up action required to correct deficiencies.</i></p>		
6.3	Subcontracting		
6.3.1	<p>The inspection body shall itself normally perform the contracted inspections.</p> <p>Demonstrate subcontractor competent, complies with relevant standards.</p> <p>Subcontractors do not operate under the IB management system. (see 6.1.2)</p>		
6.3.2	Client informed of subcontracting		
6.3.3	Responsibility for any determination of conformity remains with the inspection body.		
6.3.4	Records of investigation of the competence of subcontractors and of their conformity with relevant		

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	<p>conformity assessment standards.</p> <p>Register of all subcontractors.</p>		
<p>P15 6.3.4 a)</p>	<p>If the evaluation of the competence of the subcontractor is based partly or in full on its accreditation, the inspection body shall ensure that the scope of the subcontractor's accreditation covers the activities to be sub-contracted. (ILAC P15: 07/2016)</p>		
<p>7</p>	<p>Process requirements</p>		
<p>7.1</p>	<p><i>Inspection methods and procedures</i></p>		
<p>7.1.1</p>	<p>Uses methods and procedures of the requirements.</p> <p>Where these are not defined, the inspection body shall develop specific methods and procedures to be used (see 7.1.3).</p> <p>Inform client if proposed method is considered inappropriate.</p>		
<p>7.1.2</p>	<p>Have and use adequate documented instructions on:</p> <ul style="list-style-type: none"> • inspection planning; • sampling; and • inspection techniques where needed for effective inspection. <p>Sufficient knowledge of statistical techniques supporting</p> <ul style="list-style-type: none"> • sound sampling procedures; 		

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	<ul style="list-style-type: none"> • correct data processing; • interpretation of results. 		
7.1.3	Non-standard methods appropriate and fully documented.		
7.1.4	All instructions, standards or written procedures, worksheets, check lists and reference data needed shall be maintained up-to-date and available.		
7.1.5	<p>The inspection body shall have a contract or work order control system which ensures that:</p> <ul style="list-style-type: none"> a) work is within its expertise and that the organization has adequate resources to meet the requirements; b) the requirements adequately defined special conditions are understood, allowing unambiguous instructions; c) work is controlled by regular review and corrective action; d) the requirements of the contract or work order have been met. <p><i>Consider change management and recording changes. Verbally established agreements, requests and changes to the scope of works alter the contract and must be documented, included in contract review processes and confirmed in writing with the client.</i></p>		
P15 7.1.5 b)	Verbally established agreements, requests and changes to the scope of works are considered a form of contract and shall be recorded (ILAC P15: 07/2016), included in contract review processes and confirmed in writing with the		

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	client.		
7.1.6	Integrity of information supplied by any other party as part of the inspection process, shall be verified.		
7.1.7	Observations recorded in a timely manner to prevent information loss.		
7.1.8	<p>Calculations and data transfer checks.</p> <p>NOTE Data is anything transferred where errors could be introduced in transfer.</p> <p><i>The policy and system for checking calculations and data transfers must be documented. Corrections to original inspection records shall be initialled and dated by the amending officer.</i></p>		
7.1.9	<p>The inspection body shall have documented instructions for carrying out inspection in a safe manner.</p> <p><i>Safety clauses in codes listed in the scope of accreditation must be observed by the inspection body. Inspection bodies visiting clients and other organisations must also observe site specific safety requirements.</i></p>		
7.2	Handling inspection items and samples		
7.2.1	Items and samples to be inspected are uniquely identified in order to avoid confusion regarding identity		
7.2.2	Establish whether the item to be inspected has been prepared.		
7.2.3	<p>Abnormalities recorded.</p> <p>If item doubtful or not as</p>		

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	<p>described, client contacted</p> <p><i>Inspection records should detail client decision.</i></p>		
7.2.4	<p>Procedures and facilities to avoid deterioration or damage to items</p>		
7.3	<i>Inspection records</i>		
7.3.1	<p>The inspection body shall maintain a record system (see 8.4) to demonstrate the effective fulfilment of the inspection procedures and enable an evaluation of the inspection.</p> <p><i>The following must, where appropriate and/or relevant, be considered as inspection records:</i></p> <ul style="list-style-type: none"> a) <i>contract review negotiations;</i> b) <i>client/work instructions (preferably written, with all oral instructions from the client to be recorded);</i> c) <i>all original notes and calculations taken by the inspector and/or other staff during an inspection;</i> d) <i>original copies or negatives of photographs (including electronic retention of original digital photographic data);</i> e) <i>the identity of the staff undertaking part(s) or the whole of the inspection;</i> f) <i>computer data files and/or software programs;</i> g) <i>reports on sampling, tests and measurements including copies of reports on sub-contracted inspection, sampling and/or testing work conducted;</i> h) <i>a copy of the inspection report and a record of its distribution;</i> i) <i>records of all discussions with clients during or after the inspection relevant to the preparation of the inspection report;</i> j) <i>date and time of inspection.</i> 		
7.3.2	<p>The inspection report or certificate shall be internally traceable to the inspector(s) who performed the inspection.</p>		

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7.4	<i>Inspection reports and inspection certificates</i>		
7.4.1	<p>The work carried out by the inspection body shall be covered by a retrievable inspection report or inspection certificate.</p> <p><i>Where electronic means are used to approve an inspection report, access to the electronic storage medium must be controlled.</i></p>		
7.4.2	<p>7.4.2 Inspection reports – content</p> <p>Inspection reports may be simple or complex. ISO/IEC 17020 identifies the following possible elements. Items in bold are requirements of the standard; items in plain are options identified in Annex B, items in italics are NATA's reporting requirements.</p> <ul style="list-style-type: none"> • Designation of the document, i.e. as an inspection report or an inspection certificate, (Annex B, a)) • Identification of the issuing body (7.4.2 a)) <i>Identification of the issuing facility may be by:</i> <ul style="list-style-type: none"> • <i>the name in which the accreditation is held or,</i> • <i>the street address.</i> • <i>as required, other unique organisation identification may be used;</i> <p><i>For reports issued under the scope of accreditation, the accreditation number must be included.</i></p> <ul style="list-style-type: none"> • unique identification of the report (7.4.2 b)); <i>The report must carry this unique identification on each page</i> 		

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	<ul style="list-style-type: none"> • <i>indication of the total number of pages, each page being numbered for multi-page reports;</i> • identification of the client; (Annex B, b) (Note the owner of the inspected item can be mentioned in the report or certificate if the owner is not the client) • description of the inspection work ordered; (Annex B c)) • date(s) of inspection; (7.4.2 c)) • information on where the inspection was carried out; (Annex B, h)) • identification or brief description of the inspection method(s) and procedure(s) mentioning deviations from, additions to or exclusions from the agreed methods and procedures; (Annex B, e)) • <i>reference to the use of sub-contractors (where appropriate) including identification of the sub-contracted inspection and/or testing results;</i> • identification of the items inspected (7.4.2 d)) • identification of equipment used for measuring / testing; (Annex B d)) • where applicable, and if not specified in the inspection method or procedure, reference to or description of the sampling methods and information on where, when, how and by whom 		

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	<p>the samples were taken; (Annex B g))</p> <ul style="list-style-type: none"> • information on environmental conditions during the inspection, if relevant; (Annex B, i)) • inspection results except where detailed in accordance with clause 7.4.3 (7.4.2 g)) <i>Results may include reference to specifications, defects or other non-compliances identified;</i> • a statement of conformity where applicable; (7.4.2 f)) • statement that the inspection results relate exclusively to the work ordered or to the items or lot inspected; (Annex B, j) • information on what has been omitted from the original scope of work; (Annex B d)) • the inspector's mark or seal; (Annex B, l)) • names (or unique identification) of the personnel members who have performed the inspection and in cases when secure electronic authentication is not undertaken, their signature (See also 7.4.2) • signature or other indication of approval, by authorised personnel; (7.4.2 e)) • date of issue of the report; (7.4.2 b) • <i>the correct NATA endorsement</i> 		

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	<p><i>(see NATA Rules,) including conditions under which the report may be reproduced;</i></p> <ul style="list-style-type: none"> • <i>For reports issued under the scope of accreditation, the accreditation number must be included.</i> • <i>any other information required by the client;</i> • <i>caveats and assumptions made by the facility, and the basis for these (where applicable);</i> • <i>reference to sub-contractor's attached reports (where appropriate - see Note below);</i> • <i>clear identification of inspection and test data from non-accredited sources that has been utilised in the inspection (where appropriate).</i> 		
7.4.3	<p>Certificates without results [see 7.4.2g)] only if can produce report with results, and certificate and report cross-reference each other.</p>		
7.4.4	<p>Reports are</p> <ul style="list-style-type: none"> • correct; • accurate; and • clear. • subcontractors results identified. 		
7.4.5	<p>Corrections or additions to an inspection report or inspection certificate after issue shall be recorded.</p> <p>Amended document identify the replaced document.</p> <p><i>Procedures must be documented covering the withdrawal and re-issue of inspection reports when it is required.</i></p>		

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7.5	<i>Complaints and appeals (C&A)</i>		
7.5.1	Documented process for C&A <ul style="list-style-type: none"> • receive, • evaluate • decide <i>Records (See 8.4) must include authentication, investigation and resolution of complaints.</i>		
7.5.2	C&A process available to any interested party on request.		
7.5.3	On receipt: <ul style="list-style-type: none"> • confirm relevant; and, • if so, dealt with. 		
7.5.4	Responsible for all decisions at all levels of handling C&A.		
7.5.5	Investigation and decision not result in any discriminatory actions.		
7.6	<i>Complaints and appeals process</i>		
7.6.1	a) C&A process: <ul style="list-style-type: none"> • receiving; • validating; • investigating the complaint or appeal, and • deciding response; b) tracking and recording C&A, and actions to resolve same; c) ensuring appropriate action taken.		
7.6.2	responsible for <ul style="list-style-type: none"> • gathering; • verifying information to • validate the complaint or appeal. 		
7.6.3	Whenever possible the IB shall:		

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	<ul style="list-style-type: none"> • acknowledge receipt of the C&A • provide progress reports and • outcome. 		
7.6.4	C&A decision made by, or reviewed and approved by, individual(s) not involved in the original inspection activities.		
7.6.5	Wherever possible formal notice of the end of the C&A process to the complainant or appellant.		
8	Management system requirements		
8.1	Options		
8.1.1	management system in accordance with either Option A or Option B.		
8.1.2	Option A – Drawing from the Standard: <ul style="list-style-type: none"> - System documentation (see 8.2); - Control of documents (see 8.3); - Control of records (see 8.4); - Management review (see 8.5); - Internal audit (see 8.6); - Corrective actions (see 8.7); - Preventive actions (see 8.8); - Complaints and appeals (see 7.5, 7.6). 		
8.1.3	Option B –ISO 9001 Quality Management System (QMS) relevant to IB is in place. <i>IB may use option B in clause 8.1.1 (i.e., reliance upon an ISO 9001</i>		

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	<p><i>QMS) if:</i> 1) <i>The QMS is certified by a JAS-ANZ recognised certification body for QMS certification or by another signatory to the IAF MLMRA;</i> 2) <i>The scope of certification includes activities relevant to the NATA scope of accreditation</i> 3) <i>Copies of the most recent relevant certification audit reports are available for review</i> 4) <i>Demonstrable application, relevance and use of the management system to the IB.</i></p> <p><i>In exercising Option B note that complaints and appeals have distinct requirements set out in clauses ISO 17020 7.5 and 7.6 and that an ISO 9001-compliant QMS may not meet these requirements.</i></p>		
8.2	Management system documentation (Option A)		
8.2.1	Policies and objectives established, acknowledged and implemented at all levels of the organization.		
8.2.2	Commitment to the development and implementation & effectiveness of the management system.		
8.2.3	A member of management responsible and authority for a) management system established, implemented and maintained; and b) reporting to top management on performance and need for improvement.		
8.2.4	All documentation, processes, systems, records,		

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	<p>etc. related to the fulfilment of the requirements of this International Standard shall be included, referenced, or linked to documentation of the management system.</p> <p><i>Quality documentation must include or reference the scope of accreditation and the policy on the use of the NATA endorsement.</i></p>		
8.2.5	<p>All relevant personnel have access to relevant documentation and related information.</p>		
8.3	<p>Control of documents (Option A)</p>		
8.3.1	<p>Procedures to control relevant documents (internal and external).</p>		
8.3.2	<p>Procedures address</p> <ul style="list-style-type: none"> a) approve documents for adequacy prior to issue; b) review and update (as necessary) and re-approve documents; c) identify changes and current revision status; d) ensure relevant documents available; e) ensure documents legible identifiable; f) ensure external documents identified and distribution controlled; g) prevent unintended use of obsolete documents, identify obsolete documents if retained. <p>NOTE Documentation can be in any form or type of medium and includes proprietary and in-house developed software.</p> <p><i>In particular, field notebook computers must be up-dated regularly and included in the internal audit program for content review.</i></p>		

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No.	Clause summarised	Your System Reference	Other Comment
8.4	Control of records (Option A)		
8.4.1	Procedures to define the controls for <ul style="list-style-type: none"> • identification; • storage; • protection; • retrieval; • retention time and • disposition of its records. 		
8.4.2	Procedures for retaining records Access to these records shall be consistent with the confidentiality arrangements. <i>All records retained for at least four years.</i> <i>State /contract may specify longer periods.</i> <i>The inspection body should also be aware of any client requirements regarding records storage.</i>		
8.5	Management review (Option A)		
8.5.1	General		
8.5.1.1	Review management system to ensure <ul style="list-style-type: none"> • continuing suitability, • adequacy and • effectiveness, • covering the stated policies and objectives. 		
8.5.1.2	Annual review or rolling review.		
8.5.1.3	Records of reviews shall be maintained.		

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No.	Clause summarised	Your System Reference	Other Comment
8.5.2	Review inputs		
	Input shall include: <ol style="list-style-type: none"> a) results of internal and external audits; b) feedback from clients and interested parties related to the fulfilment of this International Standard; c) the status of preventive and corrective actions; d) follow-up actions from previous management reviews; e) the fulfilment of objectives; f) changes that could affect the management system; g) appeals and complaints. 		
8.5.3	Review outputs		
	Outputs from management review shall include decisions and actions related to: <ol style="list-style-type: none"> a) improvement of the effectiveness of the management system and its processes; b) improvement of the inspection body related to the fulfilment of this International Standard; c) resource needs. 		
8.6	<i>Internal audits (Option A)</i>		
8.6.1	Procedures for internal audits to verify it fulfils this International Standard and that the management system is effectively implemented and maintained.		
8.6.2	Planned audit programme considering <ul style="list-style-type: none"> • importance of the processes/ areas to be audited; 		

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No.	Clause summarised	Your System Reference	Other Comment
	<ul style="list-style-type: none"> • results of previous audits. 		
8.6.3	Periodic internal audits covering all procedures in a planned and systematic manner.		
8.6.4	Start with every 12 months. Adjust based on findings and stability.		
P15 8.6.4 a_	The inspection body shall ensure that all requirements of ISO 17020 are covered by the internal audit program within the accreditation re-assessment cycle. The requirements to be covered shall be considered for all fields of inspection and for all premises where key activities are performed (see IAF/ILAC A5). (ILAC P15:06/2014)		
P15 8.6.4	The inspection body shall justify the choice of audit frequency for different types of requirements, fields of inspection and premises where key activities are performed. (ILAC P15:06/2014)		
8.6.5	<p>The inspection body shall ensure that:</p> <ul style="list-style-type: none"> a) auditors suitably qualified; b) auditors do not audit their own work; c) audit outcomes are fed-back; d) any outcome actions are timely appropriately done; e) any opportunities for improvement are identified; f) the results of the audit are documented. 		

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No.	Clause summarised	Your System Reference	Other Comment
8.7	<i>Corrective actions (Option A)</i>		
8.7.1	Procedures to identify & manage nonconformities.		
8.7.2	Take actions to eliminate the causes of nonconformities to prevent recurrence.		
8.7.3	Corrective actions shall be appropriate to the impact of the problems encountered.		
8.7.4	The procedures shall define requirements for the following: <ul style="list-style-type: none"> a) identifying nonconformities; b) determining causes; c) correcting nonconformities; d) evaluate need for preventive actions; e) determining the actions needed and implementing them in a timely manner; f) recording the results of actions taken; g) reviewing the effectiveness of corrective actions. 		
8.8	<i>Preventive actions (Option A)</i>		
8.8.1	Procedures for preventive actions.		
8.8.2	Preventive actions taken appropriate to probable impact of problem.		
8.8.3	The procedures address: <ul style="list-style-type: none"> a) identifying potential nonconformities and their causes; b) evaluating the need for action; 		

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	<p>c) determining and implementing the action needed; d) recording the results of actions taken; e) reviewing the effectiveness of the preventive actions taken.</p> <p>NOTE The procedures for corrective and preventive actions do not necessarily have to be separate.</p>		

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Table of P15 requirements (extract from above list)

No.	P15 Wording		
4.1.3 a)	Risks to the impartiality of the inspection body shall be considered whenever events occur which might have a bearing on the impartiality of the inspection body or its personnel.		
5.2.2 a)	The size, structure, composition and management of an inspection body, taken together, shall be suitable for the competent performance of the activities within the scope for which the inspection body is accredited.		
5.2.2 b)	"To maintain the capability to perform the inspection activities" implies that the inspection body shall take steps to keep it appropriately informed about applicable technical and/or legislative developments concerning its activities.		
5.2.2 c)	Inspection bodies shall maintain their capability and competence to carry out inspection activities performed infrequently (normally with intervals longer than one year).		
5.2.3	The inspection body shall maintain an up-to-date organisational chart or documents clearly indicating the functions and lines of authority for staff within the inspection body.		
5.2.5	In order to be considered as "available", the person shall be either employed or otherwise contracted.		
5.2.5	In order to ensure that the inspection activities are carried out in accordance with ISO/IEC 17020, the technical manager(s) and any deputy(ies), shall have the technical competence necessary to understand all significant issues involved in the performance of inspection activities.		

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No.	P15 Wording		
6.1.1	Where appropriate, inspection bodies shall define and document competence requirements for each inspection activity, as described in 5.1.3a.		
6.1.1	When professional judgment is needed to determine conformity, this shall be considered when defining competence requirements.		
6.1.9	In inspection areas where the inspection body has only one technically competent person the internal observation on-site cannot take place. In such cases the inspection body shall have arrangements in place for external observations on-site, unless other sufficient supporting evidence that the inspector is continuing to perform competently is available.		
6.2.3	If controlled environmental conditions are needed, e.g. for the correct performance of the inspection, the inspection body shall monitor these and record the results.		
6.2.3	If conditions were outside acceptable limits for the inspection to be performed, the inspection body shall record what action was taken. See also clause 8.7.		
6.2.4	When appropriate (normally for the equipment covered by clause 6.2.6) the definition shall include the required accuracy and measurement range.		
6.3.4	If the evaluation of the competence of the subcontractor is based partly or in full on its accreditation, the inspection body shall ensure that the scope of the subcontractor's accreditation covers the activities to be sub-contracted.		
7.1.5	Verbally established agreements, requests and changes to the scope of works		

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No.	P15 Wording		
	are considered a form of contract and shall be recorded (ILAC P15: 07/2016), included in contract review processes and confirmed in writing with the client.		
8.6.4	The inspection body shall ensure that all requirements of ISO 17020 are covered by the internal audit program within the accreditation re-assessment cycle. The requirements to be covered shall be considered for all fields of inspection and for all premises where key activities are performed (see IAF/ILAC A5).		
8.6.4	The inspection body shall justify the choice of audit frequency for different types of requirements, fields of inspection and premises where key activities are performed. (ILAC P15: 07/2016)		