



**ACCREDITATION COMMISSION FOR CONFORMITY ASSESSMENT BODIES**

Suite # 114, Level 1, Master Mind IV, Royal Palms, Aarey Colony,  
Goregaon East, Mumbai – 400065. India.  
Tel/Fax: 91-22-28794410, 28794411, 28794412  
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**ACCREDITATION PROCESS PERSONNEL COMPETENCY MATRIX**

<b>I</b>		<b>Assessor :</b>
<b>1</b>	Education	Post-Secondary Qualification in Scientific /Technological/Engineering Discipline. In some cases extensive experience in the relevant fields of expertise may be substituted for formal qualification.
<b>2</b>	Training	a) Knowledge of the ISO/IEC 17011 and of the certification standards applicable to the management system certification bodies, as applicable; b) Knowledge of ISO/IEC 17021,ISO/IEC Guide 65, ISO/IEC 17024, ISO/IEC 17020, ISO/IEC 17025 & ISO/IEC 15189 as applicable; c) Knowledge of related IAF/ILAC Guidance, Informative & Mandatory documents; d) Knowledge of ISO 19011. Note: The lead assessors should require successful completion of training course or a combination of training courses covering aforementioned body of knowledge with minimum 36 hours of training.
<b>3</b>	Experience	Should require at least four years of experience in technical field , two of which should be in Quality Management, Quality Assurance or Quality System Assessment related to Conformity Assessment activities including Certification Bodies, Inspection Bodies, Product Certification Bodies, Personnel Certification Bodies, Testing & Calibration Laboratories, Medical Laboratories as appropriate.
<b>4</b>	Assessment experience to qualify as an assessor	Assessors should require sufficient assessment experience using relevant accreditation criteria or have understudied five assessments using relevant assessment criteria accompanied by a lead assessor.
<b>5</b>	Knowledge and Personal Attributes, Skills as Appropriate	a) Assessor should possess the knowledge & skill to apply assessment principles, practices & techniques to actual assessment situations and apply them to different assessments and still ensure that the assessments are conducted in a consistent and systematic manner. This knowledge and these skills include all the steps in the assessment process including planning, preparing , performing, reporting , following up on issues, verifying closure of non-conformances from previous assessments and closing the assessments; b) Assessor should be skilled in assessment performance, techniques including interviewing, assessment tracking or trailing, managing time, listening, assessment sampling, communicating orally and in writing, collecting assessment evidence, analyzing assessment observations and drawing appropriate conclusions while maintaining the confidentiality and the security of assessment information; c) Assessors should have a general knowledge of quality system & processes typical of conformity assessment bodies to be assessed. This may include but not limited to historical data, quality policy and objectives, quality planning , conformity assessment methods, validation & implementation, quality control, quality assurance, corrective and preventive actions and implementation of continuous improvement; d) Assessors should be able to comprehend the organizational size, structure, functions, relationships of the body under assessment, its general business processes and related terminology , and the cultural and social customs of its personnel; e) Assessors may need the technical skills and ability to determine that quality tools used by the body under assessment are effectively implemented and utilized; f) Assessors should be open minded, mature, willing to consider alternative ideas or point of views, possesses sound judgment, analytical skills. Should be perceptive to understand realistic way, should be able to distinguish between vitals few and trivial many, ethical , diplomatic , observant, tenacious , decisive and self-reliant. g) Language proficiency.
<b>II</b>		<b>Lead Assessor</b>
	Assessment experience to	Lead assessors should have additional knowledge & skills including : a) Assisting in selection of team members, if relevant & applicable;



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	qualify as lead assessor	<ul style="list-style-type: none"> <li>b) Preparing the assessment plan;</li> <li>c) Making effective use of resources during the assessment;</li> <li>d) Leading the assessment team;</li> <li>e) Providing direction &amp; guidance to assessors/technical experts under training;</li> <li>f) Preventing &amp; resolving conflicts, making decisions related to the assessment;</li> <li>g) Leading the assessment teams to reach conclusions;</li> <li>h) Representing the assessment team with the management of conformity assessment bodies;</li> <li>i) Drafting, coordinating &amp; submitting the assessment reports in such a way that it allows the ACCAB the assessed organizations to take actions &amp; decisions.</li> </ul>
<b>III</b>	<b>Technical Experts</b>	
<b>1</b>	Education	Post-Secondary Qualification in Scientific /Technological/Engineering Discipline. In some cases extensive experience in the relevant fields of expertise may be substituted for formal qualification.
<b>2</b>	Knowledge	<p>Technical assessors and experts must possess specific knowledge as required by part or all of the scope of accreditation including (as applicable) :</p> <ul style="list-style-type: none"> <li>a) Relevant conformity assessment activities;</li> <li>b) Competence in conformity assessment accreditation scope;</li> <li>c) Statistical tools;</li> <li>d) Relevant knowledge of accreditation standard;</li> <li>e) Certification, test, calibration and inspection requirements and technical basis for those requirements;</li> <li>f) Applicable legislation &amp; safety practices;</li> <li>g) Typical problem areas associated conformity assessment activities;</li> <li>h) Knowledge of product / processes;</li> <li>i) Knowledge of sampling methods;</li> <li>j) Knowledge of assessment techniques including techniques used for assessing professional judgments;</li> <li>k) Language proficiency.</li> </ul>
<b>3</b>	Experience	The technical assessors and experts should require at least four years of experience in certification, testing, calibration or inspection, two of which should be in the assigned field of assessment. Depending upon the complexity and sophistication of the field this minimum number of years may need to be increased.
<b>4</b>	Assessment Experience	The technical assessors should require the equivalent of attendance at one or more Assessments as an observer.
<b>IV</b>	<b>Application Review Personnel/ Competency Evaluator/ Accreditation Approval Committee Member (Technical)</b>	
<b>1</b>	Qualification & Experience	All the requirements for assessor/expert.
<b>2</b>	Knowledge	All the requirements for assessor/expert.