

ACCREDITATION COMMISSION FOR CONFORMITY ASSESSMENT BODIES			
QUALITY MANUAL			
Accreditation Body			Authorized By:
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5.1	An Introduction:
5.1.1	General:
5.1.1.1	Accreditation Commission for Conformity Assessment Bodies (ACCAB) is an independent, international and multi economy accreditation body (AB). It works to serve the global communities of businesses and consumers. ACCAB accredits appropriately qualified independent third party Conformity Assessment Bodies (CABs) such as certification bodies, inspection bodies, and testing & calibration laboratories to ensure their competence to carry out specific tasks as per the international standards & benchmarks. ACCAB also operates the "Responsible Education Provider"™ Accreditation for further education & training institutions. ACCAB provides external training services in accreditation-associated activities. ACCAB ensures that the training activities do not conflict with ACCAB's role as a multi-economy accreditation body.
5.1.1.2	ACCAB offers accreditations according to the following Voluntary Standards:
	<ul style="list-style-type: none"> a. ISO/IEC 17021:2011 Conformity assessment -- Requirements for the bodies providing the audit and the certification of the management systems. b. ISO/IEC 17021:2011 Conformity assessment -- Requirements for the bodies providing the audit and the certification of the Fastener Quality Assurance System covered by the latest Fastener Quality Act (FQA) Public Law 101-592 as amended 1999 of the United States of America as per the Consensus Standard or Standards. c. ISO/IEC 17024:2012 Conformity assessment -- General requirements for the bodies operating certification of persons. d. ISO/IEC 17020:2012 General criteria for the operation of various types of bodies performing inspection. e. ISO/IEC 17025:2005 General requirements for the competence of testing and calibration laboratories. f. ISO/IEC 17025:2005 General requirements for the competence of laboratories that conduct Tests and Measurements of Fasteners covered by the latest Fastener Quality Act (FQA) Public Law 101-592 as amended 1999 of the United States of America as per the Consensus Standard or Standards. g. ISO 15189:2012 Medicallaboratories -- Particular requirements for the quality and the competence. h. ISO/IEC 17043:2010 - Conformity assessment -- General requirements for proficiency testing i. ISO Guide 34:2009 - General requirements for the competence of reference material producers. j. ISO/IEC 17065:2012- Conformity assessment – Requirements for bodies certifying products, processes and services; k. ISO 14065:2013 Green House Gases – requirements for Green House Gas validation & verification bodies for using accreditation or other forms of recognition; l. ACCAB's "Responsible Education Provider"™ Accreditation Standard for Further Education & Training Institutions.
5.1.1.3	The services of the ACCAB are administered from an international head office, which is based in Mumbai, Republic of India.
5.1.1.4	ACCAB operates in accordance with the requirements, criteria, rules and regulations laid

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	down in the following documents:
5.1.1.5	<ul style="list-style-type: none"> a. The requirements of the international standard ISO/IEC 17011:2004, General requirements for bodies providing assessments and accreditation of conformity assessment bodies. b. The requirements and other benchmarks as stipulated in the Publicly Available Documents (PAD) published by various international bodies and ACCAB c. Legally established objectives as per Memorandum & Articles of Association with the Registrar of Companies, Ministry of Corporate Affairs, and Government of India.
5.1.2	The Vision, Mission, Objectives & Quality Policy:
5.1.2.1	Vision:
5.1.2.1.1	Our vision is to serve global communities of businesses and consumers. We will accomplish our vision through the successful implementation of an accreditation System for conformity assessment bodies and further education & training institutions those are responsible, responsive, recognized to demonstrate that their business critical processes are competent, professional and ethical resulting in value addition to our stakeholders.
5.1.2.2	Mission & Objectives:
5.1.2.2.1	Mission:
5.1.2.2.1.1	To promote advancement of SQAM (Standardization, Quality, and Accreditation & Metrology), which protect the interest of the Global Communities of Businesses & Consumers.
5.1.2.2.2	Objectives:
	<ul style="list-style-type: none"> a. To establish itself as a lead non-government - private sector trade support institution as per the policy of international trade center (UNCTAD/WTO) to provide a proactive, transparent, impartial and credible accreditation and recognition to conformity assessment service providers in the field of quality, environmental, sustainability, occupational health & safety, food safety, information security & technology, testing, calibration, researchand education service providers globally. b. To accredit organizations in accordance with trade and industry accepted criteria, international standards, guides and other normative documents and continue to comply itself with the relevant international criteria. c. To cooperate with national and international peer organizations on the conditions for accreditation and issues relating to accreditation as per the World Trade Organization (WTO) Agreement on Technical Barriers to Trade to ensure that regulations, standards, testing, certification and accreditation procedures do not create unnecessary obstacles.
5.1.2.2.3	Quality Policy:
5.1.2.2.3.1	<ul style="list-style-type: none"> a. we are committed to provide distinguished and excellent accreditation services globally to the conformity assessment and further education sector; b. we will continually improve the effectiveness of the quality system within the confines of the international standard ISO/IEC 17011:2004; c. we shall safeguard the integrity, objectivity and impartiality of our accreditation

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	services; d. we will operate within the spirit of all relevant legislations; e. our goal is to serve Global Communities of Businesses and Consumers at all the time.
5.1.3	Legal Responsibility:
5.1.3.1	Accreditation Commission for Conformity Assessment Bodies (ACCAB) is a trading name for Accreditation Commission for Conformity Assessment Bodies Private Limited a company limited by shares established in terms of Companies Act, 1956, Republic of India. ACCAB is the registered legal entity in the context of ISO/IEC 17011:2004.
5.1.3.2	The authority vested in ACCAB is that assigned to them by the Conformity Assessment Bodies and other Organizations it accredits and recognizes by virtue of these applicant and accredited bodies pledging support for the mission and objectives of ACCAB and ensuring that their actions are according to that policy. It is an independent, impartial and non-governmental body and makes no claim to be connected with any government. The accreditation services provided by ACCAB may be accepted on the basis of an independently delivered service designed to support organizations seeking verification of the credibility and integrity of accredited conformity assessment bodies. ACCAB has a policy of not to subscribe to the membership of any forum, association or network which may encourage undesirable business practices including monopolistic practice. The applicant or the conformity assessment bodies accredited by ACCAB are clearly directed not to mean or cause to give impression to any member of the public that ACCAB acts with the approval of the government unless it is so.

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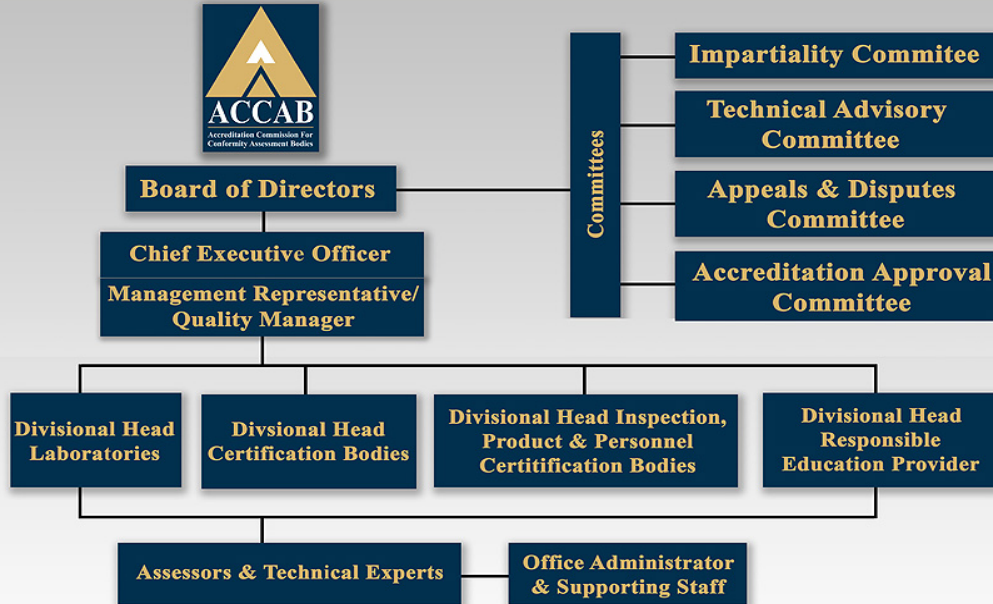
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5.1.4 Structure:

5.1.4.1 Organogram

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5.1.4.2 Board of Directors:

5.1.4.2.1 ACCAB being an independent private limited company is governed by the Board of Directors of ACCAB as defined in the Memorandum & Articles of Association of the company. The Board of Director has overall authority and responsibilities for policies and procedures for the operations of ACCAB. The terms of reference of this body shall be the following amongst others:

- a. the development of policies relating to the operations of ACCAB;
- b. supervision of the implementation of the policies of ACCAB;
- c. supervision of the finances of ACCAB;
- d. decisions on accreditations;
- e. contractual arrangements.

5.1.4.3 Chief Executive Officer:

5.1.4.3.1 The Board delegates to the Chief Executive Officer (CEO) of ACCAB the responsibility to implement the ACCAB policies and procedures. The CEO also acts as the Management Representative.

5.1.4.3.2 The CEO is responsible to the Board of Directors for the development, direction and management of ACCAB in accordance with the Business Plan and Objectives implementation. In his/her absence the CEO shall appoint an acting CEO. The appointment shall be formalized in the memo and distributed to relevant persons within ACCAB. Divisional Heads are responsible for ACCAB activities within their own domain. The responsibilities and duties of the CEO are documented and duly signed by the CEO and the Board of Directors.

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5.1.4.3.3	The CEO is responsible for the overall management of the accreditation and assessment activities.
5.1.4.3.4	The CEO being the Management Representative is a responsible Quality Manager for ensuring amongst other duties that ACCAB complies with the requirements of ISO/IEC 17011:2004 and other relevant criteria in order to achieve and maintain industry recognition.
5.1.4.3.5	Quality is everybody's business in ACCAB therefore it is the responsibility of each ACCAB staff member to ensure that ACCAB policies and procedures as contained in the ACCAB Quality Management System are adhered to at all times. Each staff member shall read and understand the Quality Management System Manual and relevant procedures and other documents which are made available to the staff at all times.
5.1.4.3.6	The CEO is responsible for the financial administration of ACCAB and will be assisted by the finance and accounts support staff.
5.1.4.4	Committees:
5.1.4.4.1	Impartiality Committee:
5.1.4.4.1.1	ACCAB shall endeavour that relevant interested parties are represented on its impartiality structure, with no single interest predominating. Interested parties are defined in ISO/IEC 17011:2004 as parties with a direct or indirect interest in the accreditation services provided by ACCAB. These include the ACCAB Itself, Regulatory Authorities, Trade & Industries Associations, NGOs, Academia, Accredited Conformity Assessment Bodies and Consumer Rights Forums. However it may not be possible for ACCAB to ensure that regulatory authorities are represented in the impartiality Committee considering difficulty of such persons getting formal approval from their employers. The Impartiality Committee is made up of at least Five Members (Seven members Desirable) without predominance by ACCAB accredited CABs. When necessary, an expert from a panel/any-interested party may also be invited to participate in the Impartiality Committee meetings other than those who are already members of the Impartiality Committee. The Chief Executive Officer of ACCAB is an ex-officio member of the Impartiality Committee but shall have no voting power. The Impartiality Committee supports the functioning of ACCAB accreditation scheme by way of advisory actions and unsolicited advice. The Impartiality Committee may approve of several separate Expert Panels comprising of a single member dealing in their area of expertise. Meetings of the Impartiality Committee are held at least once a year. The present members would elect the chairman of the meeting and the Chief Executive Officer would facilitate the secretarial function. The quorum for the Impartiality Committee should be 60 % of the minimum strength i.e. 3 members. In case of not reaching a unanimous decision on any matters, the Chairperson of that particular meeting shall have the final verdict. The Impartiality Committee shall constitute the Appeals & Dispute Committee (ADC) of minimum three members from amongst the members of the Technical Advisory Committee (TAC) who do not have any interest in the matter under consideration.
5.1.4.4.2	Technical Advisory Committee (TAC):
5.1.4.4.2.1	The TAC is a fundamental and vital component of operating a technically relevant accreditation system. Amongst other things, it is a tool to guide technical policy and to provide important mediation support in technical matters to the assessment process within a specified area of accreditation. If this important focus is somehow lost or blurred then problems are bound to arise with potentially damaging consequences to the credibility of the accreditation process.

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5.1.4.4.3	Accreditation Approval Committee:
5.1.4.4.3.1	Accreditation Approval Committee (AAC) shall take decisions regarding granting, extending, reducing, suspending and termination of accreditation. Initially AAC members will be drawn from either internal or external experts and the committee ensures that it acts independently and impartially. This may be a single member committee.
5.1.4.5	Divisional Heads:
5.1.4.5.1	The Divisional Head will be delegated with responsibilities of independently managing various accreditation schemes and shall report to the Chief Executive Officer.
5.1.4.6	Assessors/Technical Experts:
5.1.4.6.1	The ACCAB Assessors are responsible for undertaking accreditation assessments on behalf of ACCAB on a contract basis. Assessment teams consist of a Lead Assessor and an appropriate number of Technical Assessors to cover the scope of accreditation. The lead Assessor is responsible for organizing, directing and conducting assessments, report findings and to evaluate corrective actions. During the assessment the Lead Assessor is also responsible for assessing the Quality Management System of the applicant as well as undertaking technical assessment within his/her field of expertise. The Technical Assessors are responsible for advising the Lead Assessor on special to type technical matters relating to the applicant's scope of accreditation. ACCAB may use Technical Experts on a subcontracted basis in the assessment of an applicant or accredited body. ACCAB ensures that ACCAB Assessor always accompanies Technical Expert on assessment visits. Experts may also be contracted to provide expert opinion or any aspect of activities being assessed. ACCAB keeps updated register of Assessors and database of Technical Experts.
5.1.4.7	Support Staff:
5.1.4.7.1	The Support Staff shall provide marketing, purchase, administrative, information technology and other internal services and co ordination with CABs and other external parties under the supervision of the Divisional Heads/CEO as applicable.
5.1.4.8	Outsourcing of Functions:
5.1.4.8.1	ACCAB outsources various functions including Information Technology & Website Maintenance, Legal Matters, Human Resources, Marketing and Communication. Subcontractors who may have access to the confidential information and where deemed necessary shall sign Confidentiality Statements from ACCAB and such records are maintained by the CEO.
5.1.4.9	Impartiality Policies:
5.1.4.9.1	In accordance with the requirements of International Accreditation Standards and by Resolution of the ACCAB Board of Directors, the ACCAB hereby confirms implementation and adherence to the Impartiality Policies.
5.1.4.9.2	ACCAB will ensure that the value of accreditation is upheld, the services are available to all the users of accreditation and such services shall be applied in a manner necessary to preserve impartiality, objectivity, independence, freedom from conflict of interest, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness,

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	detachment and balance.
5.1.4.9.3	ACCAB shall be accessible to all applicants whose requests for accreditation fall within the activities and the limitations as defined within ACCAB's policies and rules. Access to ACCAB's services shall not be conditional upon the size of the applicant CAB or membership of any association or group nor shall accreditation be conditional upon the number of CAB's already accredited
5.1.4.9.4	ACCAB shall not participate in the designing, implementation or maintenance (including Internal Audit) of the management systems of its accredited bodies neither shall offer nor provide conformity assessment services that its accredited bodies provide.
5.1.4.9.5	ACCAB may arrange training and participate as a trainer provided that, where the course relates to management systems or assessing of CABs, it is confined to the provision of generic information.
5.1.4.9.6	In the management of impartiality the ACCAB recognizes the possibilities for conflicts of interests arising from relationships of those persons or organizations having an interface with the ACCAB. This includes staff, sub-contractors and related bodies. Accreditation Commission For Conformity Assessment Bodies Private Limited a company limited by shares established in terms of Companies Act, 1956, Republic of India and is governed by an independent board of directors. ACCAB is therefore a separate legal entity, and not considered related to any other body. ACCAB has established a proper management system based on ISO/IEC 17011:2004, its own physical and other infrastructure, its own logo and it controls its own income and expenditure. ACCAB does not have any contractual arrangement with any - body it accredited. There could be links via shareholding or directorships either personal or corporate or via family members. All accredited organizations are independent trading entities with no other common ties with ACCAB other than the contractual obligation to maintain accredited status. In such cases, ACCAB shall undertake to complete a thorough assessment of the risks to impartiality and to determine the action to be taken to eliminate or minimize those risks. The risk assessment process will be ongoing and will be maintained through the ACCAB's Board of Directors and associated Management Review process.
5.1.4.9.7	ACCAB shall require personnel, internal and external, to reveal any situation known to them that may present them or the ACCAB with a conflict of interests. ACCAB shall use this information as input to identifying threats to impartiality raised by the activities of such personnel or by the organizations that employ them, and shall not use such personnel, internal or external, unless they can demonstrate that there is no conflict of interests.
5.1.4.9.8	The Accreditation Approval Committee, which is a panel of auditors, does the accreditation decision and the above threats cannot influence the decision of the panel.
5.1.4.9.9	Applicable statutory policies and voluntary policies regarding ACCAB operation with regards to maintaining an unbiased position will be followed.
5.1.4.9.10	An updated analysis of threat to impartiality shall be presented to the Impartiality Committee during its annual meeting.
5.1.4.9.11	From time to time the ACCAB is required to evaluate its systems and procedures and practices, to ensure that impartiality in its accreditation is maintained. Parties with an interest in the accreditation services of the ACCAB are invited, by virtue of this policy, to submit any proposals, comments or relevant observations on the services of ACCAB such that these may

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	be considered by the ACCAB as part of its evaluation process for continual improvement.
5.1.4.9.12	<p>Parties with an interest in accreditation include:</p> <ul style="list-style-type: none"> a. applicants to the accreditation scheme; b. accredited conformity assessment bodies; c. customers of conformity assessment bodies; d. governmental authorities; e. non-governmental organizations and trade bodies; f. consumers and members of the public.
5.1.4.10	Confidentiality Polices:
5.1.4.10.1	ACCAB has non-disclosure and confidentiality policies and procedures in place to ensure that the confidentiality of the information obtained in the process of its accreditation activities is safeguarded at all levels including the board of directors, committees, external bodies and individuals acting on behalf of ACCAB.
5.1.4.10.2	ACCAB shall not disclose confidential information about a particular CAB outside ACCAB without written consent of the CAB, except where the law requires such information to be disclosed without such consent.
5.1.4.11	Financing Policies:
5.1.4.11.1	ACCAB generates its revenue from the accreditation fees it charges to its accredited CABs and other organizations. In addition, ACCAB is appropriately self-sustaining in terms of its accreditation activities and has implemented strategies and objectives in these regards.
5.1.4.11.2	ACCAB Board of Directors shall take reviews of its finances and source of income i. e. accreditation activities and demonstrate to the Impartiality Committee during the annual meeting that commercial, financial & other pressure does not compromise the impartiality. Such reviews would be inputs to the management review meetings.
5.1.4.12	Liability:
5.1.4.12.1	ACCAB does not accept liability for mistakes that accredited/inspected bodies/facilities may make in terms of their accreditation/compliance nor does ACCAB accepts liability for any mistakes that may possibly occur on the certificates or reports issued by ACCAB accredited CABs. The ACCAB accreditation agreement contains disclaimer that limits the liability of ACCAB. All applicants are required to sign this disclaimer prior to being accredited.
5.1.4.12.2	The liability of ACCAB is limited to the application fees charged by the ACCAB.
5.1.4.12.3	ACCAB has undertaken a review with its various Insurance Brokers, regarding the insurance cover that the ACCAB may require in the conduct of its business as an accreditation body operating domestic and overseas accreditation. The Directors of ACCAB have accepted that the following Insurance provision is necessary to maintain the ACCAB with proper insurance cover; Office Equipment, Loss of Data, Employers Liability, Key Man Insurance, Professional Indemnity Insurance to INR 10.0 Million. Such insurance cover requirements will continue to be reviewed on an ongoing basis by the ACCAB and adjusted accordingly.
5.1.4.12.4	ACCAB and its directors, officers, employees and agents are not liable for any losses, damages, claims, liability, causes of actions or demands and all costs and expenses incidental thereto (including costs of defense, settlement and reasonable attorney's fees) made at any

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	time by any party arising out of, resulting from, or in any way relating to, the claims, liabilities, causes of action or demands arising exclusively from the willful misconduct of ACCAB, its directors, officers, employees or agents.
5.1.4.13	Accreditation Activity:
5.1.4.13.1	ACCAB shall ensure that its accreditation criteria activities are clearly described and has reference to the relevant international standards, guides and other normative references.
5.1.4.13.2	ACCAB may develop or adopt guidance documents and / or participate in the development of them.
5.1.4.13.3	ACCAB shall ensure that such documents have been formulated by Technical Advisory Committee or Technical Experts possessing the necessary competence and, where appropriate, with participation of interested parties.
5.1.4.13.4	ACCAB shall use international application or guidance documents where available, provided CABs under ACCAB regime and their customers find them beneficial.
5.1.4.13.5	ACCAB ensure that it establishes the procedures for extending its accreditation activities in the new field and to respond to demands of interested parties which shall include analysis of its present competence, suitability of extension, resources required, accessing and employing expertise from other external sources, evaluating need for application or guidance documents, initial selection and training of assessors and training its staff for the new accreditation activities and to respond to demands of interested parties.