

ACCREDITATION COMMISSION FOR CONFORMITY ASSESSMENT BODIES

QUALITY MANUAL

Human Resources			Authorized By:
Issue No.: 01	Date: 01/09/2010	Doc. No.: ACCAB-QM-7.0	BOD
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7.1	Personnel associated with ACCAB:
7.1.1	ACCAB ensures that it has sufficient number of competent personnel internal or external, temporary or permanent, full time or part time having necessary education, training, technical knowledge, skills and experience necessary for handling the type, range and volume of work performed.
7.1.2	ACCAB shall ensure that it has access to a sufficient number of assessors, including lead assessors and technical experts to cover the accreditation activities.
7.1.3	ACCAB has documented Performance Indicators outlining the extent and limits of their duties, responsibilities and authorities.
7.1.4	ACCAB ensures that all personnel commit themselves formally by signature to comply with the rules and the policies as issued by the ACCAB Board of Directors.
7.1.5	ACCAB requires that all personnel associated with its activities give formal undertaking regarding maintaining of confidentiality and impartiality. All personnel shall formally declare their independence from any commercial and other interest either existing or prior association with CAB's to be assessed.
7.2	Personnel involved in the accreditation process:
7.2.1	ACCAB has documented the qualifications, experience, skills and training (initial & ongoing) required for each activity involved in the accreditation process.
7.2.2	ACCAB has established documented procedures for selecting, training and formally approving assessors and experts used in the accreditation process.
7.2.3	ACCAB ensure that the specific scopes are identified in which each assessor and expert has demonstrated competence to conduct accreditation assessment activities.
7.2.4	ACCAB identifies training needs and conduct trainings or take other suitable actions so that each assessor and technical experts: <ul style="list-style-type: none"> a. are familiar with accreditation procedures, accreditation criteria and other relevant requirements; b. undergo a relevant accreditation assessor training; c. have thorough knowledge of relevant assessment methods; d. are able to communicate effectively, both in writing and orally, in the required language; and e. have appropriate personnel attributes as found in current version of ISO 19011:2011.
7.3	Monitoring:
7.3.1	ACCAB has established a documented procedure for monitoring satisfactory performance and competence of the personnel involved in the accreditation assessment and decision making process to facilitate regular reviews of the performance and competence of assessor/experts.
7.3.2	ACCAB procedure of monitoring performance of assessors/experts necessitate on site observation, review of assessment records, feedback from conformity assessment bodies and peer monitoring.

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7.3.3	ACCAB ensures that each assessor/technical expert is observed on site every three years, unless there is sufficient supporting evidence that the assessor/expert continue to perform competently.
7.3.4	ACCAB ensures that whenever monitoring indicates a need for improvement, appropriate follow up actions are taken.
7.4	Personnel Records:
7.4.1	<p>ACCAB ensures that records of relevant qualification, training, experience and competence of each person (including assessors & experts) involved in the accreditation process are maintained and are updated at regular intervals. The personnel records shall include:</p> <ul style="list-style-type: none"> a. name & address; b. position held and for external assessors and experts, the position held in their own organization; c. educational qualifications & professional status; d. work-experience; e. training in management systems, assessment and conformity assessment activities; f. experience for specific assessment tasks; g. experience in assessment and results of their regular monitoring.