



## INAB HOLD CLIENT WORKSHOPS IN CORK AND DUBLIN

*Orla Doyle - Project Executive*

Two INAB Client Workshops were held in Cork and Dublin for applicant and accredited members. 95 members attended the event.



Tom Dempsey, Manager of INAB, opens workshops in Cork and Dublin.

INAB carries out regular surveys of its applicant and Accredited organisations in order to get feedback on how the service provided by INAB meets their expectations and to identify areas where service delivery could be improved.

The latest survey carried out in August 2006 sought to get feedback on the INAB Accreditation Process.

Following this latest survey, INAB decided to hold workshops in Cork and Dublin to present the findings and the actions taken by INAB to address issues raised.



Participants at the INAB Client Workshop, Cork  
5th September – Jury's Hotel

The workshops were also designed to provide members with a broader picture on INAB, its structure, operation and activities.

The day commenced with a series of presentations by INAB. Each presentation was followed by a question and answer session.



Participants at the INAB Client Workshop, Dublin  
11th September – INAB Headquarters

## INAB PRESENTATIONS:

<p><b>Opening and Welcome</b> Tom Dempsey, Manager of INAB</p>	<p><b>Accreditation Process Survey 2006 – Findings</b> Orla Doyle, Project Executive</p>
<p><b>INAB Organisation Structure and Activities</b> Tom Dempsey, Manager of INAB</p>	<p><b>INAB Accreditation Process</b> Marie O'Mahony Quality Manager</p>
<p><b>Development of Policy and Guidance Documents</b> James Stapleton, Senior Accreditation Officer</p>	<p><b>Activity and Awareness of INAB Accreditation</b> Orla Doyle, Project Executive</p>

*"As a newcomer to the "INAB process" I found this workshop very worthwhile. It was great to get a background on your other areas of activities, and meet the people involved. It was an opportunity for our company to network with others involved in the "independent audit body" area. The presentations were to the point and were just long enough!"*

Vera Flynn, SWS Auditing Services.

*"Following the workshop, we had a greater awareness of the INAB organizational structure; as well as a better understanding of the responsibilities of each member within the structure"*

Imelda Hayes/Julie Knowles – Advanced Micro Services Ltd.

Presentations from the client workshops are available on INAB's latest news on our website [www.inab.ie](http://www.inab.ie)

## INTERNATIONAL NEWS



### EMAS COMPETENT BODIES MEETING

*Andrew Stratford – Accreditation Officer*

Andrew Stratford represented INAB at the EMAS Article 14 and Competent Bodies meetings in Warsaw in June.

The main topics of discussion were:

#### EMAS Awards

Awards this year are open to four categories: Micro, Small, Medium and Large enterprises. The topic for this year's awards is "Waste management: the reduction of the amount of waste produced by EMAS registered organisations" (for example, by new methods of re-use, material recovery, conversion into energy, etc.).

#### EMAS Easy

Newsletters will be ready soon, detailing how EMAS can be achieved without being too burdensome for small and micro organisations.

#### EMAS III Developments

The public consultation was finalised in February 2007. The amendments to EMAS focused on:

- Reinforcement of legal compliance
- Balance between stronger compliance and making EMAS less burdensome
- Performance indicators

The Commission intention is for adoption of the draft regulation by the end of 2007, with implementation of the new regulation sometime in 2008-2009.

## INTERNATIONAL NEWS

### EA FOOD CERTIFICATION COMMITTEE

*Andrew Stratford – Accreditation Officer*

Andrew Stratford represented INAB at the EA certification committee food sub-committee meeting in July.

There were discussions on harmonisation of approach to schemes such as IFS (International Food Standard), EUREPGAP (Euro Retailer Produce Good Agricultural Practice), BRC (British Retail Consortium), Organic Farming, etc.

ISO 22003 requirements for sample size (number of auditor days and number of sites required for initial audit) in multi-site registrations were also discussed. In some circumstances the sample size could be quite large.

GFSI (Global Food Safety Initiative) gave a presentation on their approach. The goal of the GFSI is to go for cost-effective safe food for retailers. It includes requirements of IFS, SQF, BRC, Dutch HACCP. All these schemes are completely aligned with GFSI guidance document requirements. GFSI is accepted by 7 major retailers (Ahold, Metro, Migros, Walmart, Carrefour, Delhaize and Tesco). These retailers will not now demand, for example, a BRC certificate in addition to GFSI one.

These meetings are held annually. Next one is scheduled for June 2008.

### INAB PARTICIPATES IN EPA WORKSHOP

*Patrick O'Brien – Accreditation Officer*

On the 26th June 2007, the EPA, Environmental Enforcement Air / Solvent Working Group held a workshop in Mullingar to discuss the implementation of the new Statutory Instrument (S.I.) 199 of 2007, Decopaint regulations and the Solvent Regulations (S.I. 543 of 2002).

In essence S.I. 199 of 2007 transposes the EU Directives in terms of the VOC (volatile organic content) content of paints, repeals the provision in the 2002 regulations dealing with the vehicle refinishers and brings a new accreditation regime for vehicle refinishers.

The workshop was specifically aimed at the designated Competent Authority (the Local Authorities). Representatives were in attendance from all County and City councils in Ireland. The local authorities are responsible for implementation and enforcement of both sets of legislation in their organisation.

Pat O'Brien presented at the workshop highlighting INAB's involvement in the implementation of the legislation via the AIC (Accredited Inspection Contractor) scheme to ISO 17020. Other speakers included Valerie Doyle, Martin Doyle and Brendan Kissane of EPA, Eileen O'Leary of CTC, David O'Sullivan DoEHLG.

# INFORMATION SESSION ON GHG FOR ACCREDITED VERIFIERS

*Brid Burke – Accreditation Officer*

INAB hosted an information session on 20th September for verifiers under the Green House Gas emissions trading regulations. The day focused on the main changes affecting verifiers and operators, with the introduction of the EU Commission guidelines for the monitoring and reporting of GHG emissions, effective from January 1st, 2008.

The session was attended by INAB accredited verifiers and also UKAS accredited UK verifiers operating and completing verifications here in Ireland.

The main technical presentation was given by Peter Barden, from an independent consultancy company called Future Perfect. Peter's presentation, with input from the Environmental Protection Agency (EPA), detailed implementation requirements of the Monitoring and reporting guidelines as they apply to Ireland.

Annette Prendergast from the Environmental Protection Agency also gave a presentation to the verifiers giving very useful feedback on 2006 submissions to the agency. This served as a useful discussion for the verifiers in terms of 'what went well' in 2006 and also areas for improvements.

Further details on presentations are available from [brid.burke@inab.ie](mailto:brid.burke@inab.ie)

# EMPLOYEE PROFILE

*Dr. Emma Scott-McGrane – Accreditation Officer*



I joined the Irish National Accreditation Board as an Accreditation Officer in March 2006. Currently I am responsible for a portfolio of applicant and accredited Testing & Calibration Laboratories.

After completing my B.Sc. degree in Chemistry from University College Dublin, I choose to further my scientific education by studying for a PhD in Organic Chemistry at Kingston University, London. I was awarded my PhD in 2004. Further to developing my subject area of expertise and my competence in the laboratory, my PhD has equipped me well in carrying out my role as an accreditation officer; for example, it sharpened my critical thinking, furnished me with questioning tools and taught me about communication and the verification of truth. These "transferable" skills I feel are imperative to the role as an accreditation officer.

After my PhD, I worked for two years as a Business Development Manager for Unipetrol UK and subsequently as a Pharmaceutical Product Manager for DKSH, Great Britain. As Product Manager, I was responsible for sourcing specialised pharmaceutical product supplies for customers by establishing business links with partners in Asia and Europe. I was involved with manufacturing services for key intermediates and active pharmaceutical ingredients, novel intermediates for new drugs, registration services, regulatory matters and quality control.

The role of an Accreditation Officer for me is both challenging and rewarding; challenging, owing to the fact that INAB continues to experience significant growth and diversity for its accreditation services, and rewarding because of the value and benefits it provides to its customers.

## CORK INSTITUTE OF TECHNOLOGY (CTC)

AIC Verifier for Emission of Volatile Organic Compounds



Patrick O'Brien, INAB presents Colman McCarthy from Clean Technology Centre with their Accreditation Certificate.

## ACCREDITATIONS AWARDED IN 2007

182T	Monaghan Veterinary Laboratory Clones Road, Monaghan <i>Biology Testing Laboratory</i>
183T	Bodycote Consultus Ltd Glanmire Industrial Estate, Glanmire, Co. Cork <i>Microbiology and Chemical Testing Laboratory</i>
9006	Cork Institute of Technology (CTC) Clean Technology Centre, Unit 1, Melbourne Business Park, Model Farm Road, Cork <i>AIC Verifier for Emission of Volatile Organic Compounds</i>
9007	AD Analytical 8 Terenure Road North, Dublin 6w <i>AIC Verifier for Emission of Volatile Organic Compounds</i>
184T	Neptune Laboratory Services Ltd Oldenway Business Park, Ballybrit, Co. Galway <i>Biological Testing Laboratory</i>

## INAB POINTS OF CONTACT

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### Inspection Body Accreditation

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### Good Laboratory Practice (GLP)

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## NEW CLIENT FEEDBACK FORM

The image displays two screenshots of the 'Client Feedback Report Form' (INAB F2). The left screenshot shows the top portion of the form, including the title 'Client Feedback Report Form INAB F2', a header with the INAB logo and name, and several input fields for client information such as 'Client Name', 'Client Address', 'Client Contact', and 'Client Email'. There are also checkboxes for 'Feedback Category' (Internal, External) and 'Feedback Type' (Complaint, Suggestion). The right screenshot shows the bottom portion of the form, including a large text area for 'Feedback', a section for 'INAB Response', and signature fields for 'Signature of Deputy/Quality Manager' and 'Date'. A footer note states: 'The complete client feedback process is available at [www.inab.ie/feedback/clientsite/about](http://www.inab.ie/feedback/clientsite/about)'.

INAB is committed to providing a professional service to its clients and welcomes suggestions and feedback on all INAB processes.

The new feedback form is available on the CONTACT US section on our website [www.inab.ie](http://www.inab.ie)

Completed forms should be returned to [inab@inab.ie](mailto:inab@inab.ie)

