

A special edition newsletter for our CABs and Assessors

WORLD ACCREDITATION DAY

How accreditation adds value to supply chains

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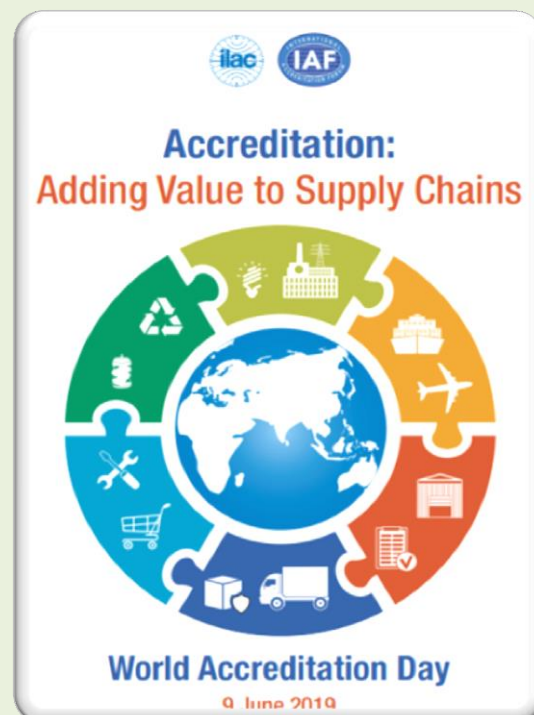
June 9th 2019 marks World Accreditation Day (#WAD2019), a global initiative established by ILAC and IAF to promote the value of accreditation.

This year's theme focuses on **how accreditation adds value to supply chains**.

The Chairs of both organisations have released a [joint statement](#) to introduce the importance of the theme and how accreditation can support government, regulators and businesses by providing widely accepted tools that help deliver value to supply chains.

The [Public Sector Assurance](#) website, jointly created by global quality infrastructure organisations, contains further examples and research to demonstrate the value that accreditation plays in this sector. There are also some good examples on the [Business Benefits](#) site that can be used to support your activity.

In addition, a [video](#) and brochure to further support the campaigns for WAD2019 has been released and is currently available on www.inab.ie



#WAD2019.

INAB PEER EVALUATION SUCCESS

On 8th and 9th May, INAB's quality manager, Andrew Stratford and Adrienne Duff, Manager attended the EA Multi-Lateral Agreement Council meeting in Iceland where the positive decision was taken to maintain our multi-lateral agreement signatory status and extend its scope for reference material producers.

In September 2018, INAB was subject to its periodic peer evaluation by EA, the European Co-operation for Accreditation.

This evaluation by our peers assessed INAB's competence to provide accreditation to:

- ISO 17025, testing and calibration
- ISO 15189, medical testing
- ISO 17020, inspection
- ISO 17065, product certification
- ISO 17021-1, management systems certification

Additionally, INAB transitioned to the new version of ISO 17011:2017, the standard for accreditation bodies and applied for an extension to scope to our multi-lateral signatory status for ISO 17034, reference material producers.

The EA team (8 team members, 2 trainees and 1 observer) spent 5 days on site, combining assessment of office records and on-site evaluations of INAB assessments for all the standards mentioned above. In total, 12 findings were raised against INAB's implementation of ISO 17011:2017 and regulation 765/2008, which is an excellent achievement.

Adrienne Duff extends her appreciation to INAB's clients and assessors directly involved in the peer evaluation in September 2018 and acknowledges the ongoing support of the INAB Board, HSA Management, the Board of the Authority and colleagues. Adrienne Duff, also recognises the huge effort of all INAB staff in maintaining and developing our systems and for providing a professional accreditation service.



Adrienne Duff, INAB Manager signed the EA MLA for Reference Material Producers in Rome on 22nd May 2019.

THE MLA

The EA Multilateral Agreement (EA MLA) is a signed agreement between the EA Members whereby the signatories recognize and accept the equivalence of the accreditation systems operated by the signing members, and also the reliability of the conformity assessment results provided by Conformity Assessment Bodies (CABs) accredited by the signing members. It makes the objective 'Accredited once, accepted everywhere' effective.

Acceptance in the marketplace of the EA MLA and thereby of conformity assessment results provided by CABs accredited by EA MLA signatories is of major importance for the internal market in Europe in facilitating cross border trade as well as in demonstrating compliance with European legislation for products and services contributing to protect health, safety and the environment.

INAB is signatory to the EA MLA, the ILAC MRA and the IAF MLA. Further information may be found [here](#).

EMAS PEER EVALUATION SUCCESS

On 29th and 30th November 2018, INAB underwent an EMAS peer evaluation; for its supervision of EMAS verifier activities in Ireland, and including an assessment of its conformity to rules and procedures as set out in Articles 28 and 29 of the EMAS Regulation.

On 10th April 2019, the Forum of Accreditation and Licensing Bodies (FALB) ratified the evaluation report, confirming INAB's continued status as an EMAS accreditation body.

TESTING UPDATE TRANSITION TO ISO17025:2017

INAB hosted an information session for all INAB clients transitioning to ISO17025:2017 on Wednesday 6th February 2019. The day was a success and provided the attendees with some guidance on queries with the new revision of the standard. Thanks to all participants who were involved.

Some laboratories are in the process of transitioning to the new revision and please note all visits after 1 July 2019 will be conducted to the new revision of ISO17025. Please contact your INAB officer if you have any further queries.

MEDICAL AND SCIENTIFIC ADVISORY COMMITTEE (MSAC)

The MSAC met in February 2019, details of membership of the committee is available on our [website](#). The next meeting is scheduled for September 2019. Current topics on the agenda include:

- Harmonisation of terminology in INAB scope documents. Sub groups for each technical discipline are currently working to harmonise the terminology in use for tests and methodologies that will be common to all scopes and allow a greater harmonisation and ease of use for users.
- Applications for Whole Genome Sequencing and Next Generation sequencing; INAB currently has applications in waiting for this technology. We are awaiting the position / policies around data storage and its communication to the users for these techniques, from the professional bodies, before progressing further. We will update as soon as this becomes available. This is a topic for discussion at each MSAC meeting, until resolved.

NEW OR CHANGED TECHNICAL POLICIES

PS11 – The policy for flexible scope has changed recently. One of the most significant changes is to include Molecular (PCR) testing as part of the flexible scope system. There are conditions attached to this, please see the latest revision on the website for more information.

PS28 – Policy on Opinions and interpretations – This is a new policy for INAB and it sets out the requirements for assessment and accreditation of ISO17025 testing laboratories wishing to express opinions and interpretations within the accredited test reports. It is now available on the INAB website.

INAB CLIENT SURVEY 2019

As part of our review of our 2018 survey, it was recommended to carry out a client survey again in 2019 to look at service satisfaction.

We appreciate your time in completing this shortened version of our survey.

Click here:

<https://www.surveymonkey.com/r/X8Z5WMR>

The survey will close 10th June.



CERTIFICATION UPDATE

EA CERTIFICATION COMMITTEE – NORWAY



The EA Certification Committee held its 37th Meeting on 13-14 March 2019 in Oslo, Norway. The meeting was attended by James Stapleton and Paul Pearson.

The committee comprises representatives from each EA member. Stakeholder organisations such as IIOC, EFAC, IQNet and PEFC are also in attendance. Irish CBs may be members of these organisations and their views are represented by this means.

There are a number of working groups that meet separately to the committee and these cover the following areas: Food, Environment, EU – Emissions Trading System, ICT and Data Security. Reports from the working groups are presented to the Certification Committee at its biannual meetings.

Certification Committee members can submit questions and these are addressed and discussed at each meeting.

A review panel considers the questions in advance and a proposed answer is provided. These are discussed further at the meeting and a consensus view is reached.

They are intended for information purposes and are not official guidance.

They can be viewed on the EA website by following this link:

<https://european-accreditation.org/information-center/ea-faq/certification-committee/>

ISO/IEC 17029 – an accreditation standard for validation and verification bodies – is due for publication in the second half of 2019.

RECENT REVISIONS OF IAF MANDATORY DOCUMENTS (MD) INCLUDE:

- IAF MD 5:2019 - Determination of Audit Time of Quality, Environmental, and Occupational Health & Safety Management Systems - application from 07 May 2020
- IAF MD 17:2019 - Witnessing Activities for the Accreditation of Management Systems Certification Bodies – application from 07 May 2020
- IAF MD22:2019 - Application of ISO/IEC 17021-1 for the Certification of Occupational Health and Safety Management Systems (OH&SMS) - application from 07 May 2020

IAF MDs are required to be used by accreditation bodies when accrediting certification bodies to assure that they operate their programmes in a consistent and equivalent manner.

INVOICING 2019

INAB raised over 250 invoices at the start of this year for client Annual Management Fees.

How are invoices sent? ALL invoices are emailed from Crowleys DFK who provide the Finance function for the Health and Safety Authority.

- They are sent to both the CABs primary and financial contacts contained within the CRM.
- Your CRM portal will display details of invoices issued and payment due dates



Invoice Id	Total Amount	Invoice Date
0000000708	€ 1517.82	19/09/16
0000000734	€ 615.00	28/02/17

- Invoices are emailed from “HSA Finance” and the email address for queries is hsafinance@crowleysdfk.ie.

Please note invoices are no longer issued by paper and posted.

What is the timeline on Payment?

- All invoices to be paid within 30 days – a reminder email will be sent at -5 days from the CRM
- A reminder email will be sent on Day 31
- It is the responsibility of all clients to ensure that invoices are paid in a timely manner and in accordance with the 30 day deadline



Where payments remain unpaid?

- A letter from the Manager, will be issued and emailed notifying of cancellation and suspension of your accreditation and/or work in hand.

- A subsequent charge may be incurred for the reinstatement of accreditation.

Queries on your Invoice amount?

- Direct any queries relating on the amount or breakdown of your invoice to your INAB Officer.

Troubleshooting

I've received a reminder letter, but I have not received the Invoice via email?

- To be resent your invoice email hsafinance@crowleysdfk.ie
Please ensure this email address [hsafinance@crowleysdfk.ie] is added to your list of trusted email addresses to prevent these emails going to your junk folder.
- Review your existing Primary and Financial contact and the associated email addresses to ensure they are up to date on CRM
- Any updates to contact details can be done through the Portal in the form of a change request (please see CRM user manual in your portal document library).

I've paid why am I receiving a reminder?

- Payment can take up to 2 days to be reflected in the system
- Crowleys (Finance) have to update their systems which change your payment status in the CRM to paid.
 - If paid, please ignore this reminder, if they continue – please advise and we can investigate.

ASSESSORS

Assessors should submit TAX CLEARANCE Certificates or any other query on your payment to hsaaccountspayable@crowleysdfk.ie

Any queries/issues on your expenses being processed in CRM should be relayed to the INAB officer responsible for the event.

INAB WELCOME NEW STAFF

INAB are delighted to welcome our newest members to the team.

David Brown, Admin Team

Joined INAB in February 2019



Vanessa Dowling, Admin Team

Joined INAB in May 2019.



Joanne Coyle, Accreditation Officer

Joined INAB in February 2019



Remco Klopp, Accreditation Officer

Joined INAB in January 2019



STAFF CHANGES IN INAB

QUALITY TEAM

Andrew Stratford - Quality Manager
Padraig Keane, Deputy Quality Manager

SCHEME MANAGERS

Brid Burke, Laboratories and Inspection
James Stapleton, Certification

FAREWELL

We would like to wish our colleagues farewell, as they move on to new ventures and retirement.

Pat O'Brien will retire from INAB in June 2019.

Marie O'Mahony resigned from INAB in March 2019.

Jane Glass has transferred to WCU in the Health and Safety Authority . Wishing you all the best.

SCHEDULING UNIT UPDATE

Scheduling of your visits

We are delighted to announce the new members of the Scheduling Unit.

David Brown, joined INAB in March 2019, and in May we welcomed Vanessa Dowling who both will manage the scheduling of your visits.

Both Vanessa and David will be also involved in other administrative responsibilities to support the accreditation process.

We appreciate your co-operation and support as the team gets up to speed with processes and systems.

WE WANT YOUR FEEDBACK

Feedback provides INAB with the opportunity to learn and improve our processes. We value all feedback and recognize the importance of client and assessor feedback into the INAB system and processes.

INAB is committed to providing a professional service and as such have a variety of documents which describe the accreditation process.

These include; Guide to INAB Assessment Procedures, Code of Conduct for Assessment Teams and the R1 regulations all available on www.inab.ie

These documents describe many important aspects of how the INAB Accreditation process operates.

HOW CAN YOU PROVIDE FEEDBACK?

Feedback Forms The client feedback form is available on www.inab.ie and can be found in the “contact us” section.

This form caters for improvements, suggestions and feedback you may have relating to INAB policy, assessment visits, or any aspect of the accreditation process.

Accreditations awarded in 2019(to-date)

Reg No.	Accredited Body	Standard	Award Date
377T	Blueline Testing	ISO 17025	30/01/2019
378C	Laboratory Supplies Ltd	ISO 17025C	30/01/2019
7003	WQ-iC Ltd	ISO 17024	30/01/2019
9027	WQ-iC Ltd	ISO 17020	30/01/2019
6025	OMNI Assured Certification International Limited	ISO 17065	30/01/2019
5017	OMNI Assured Certification International Limited	ISO 17021-1	30/01/2019
9028	BRE Global Assurance (Ireland) Ltd	ISO 17020	20/03/2019
379T	Regional Veterinary Laboratory Limerick	ISO 17025T	03/04/2019
9029	Vertigo Inspection (ROI) Ltd	ISO 17020	03/04/2019
6026	Vertigo Inspection (ROI) Ltd	ISO 17065	03/04/2019
7004	Vertigo Inspection (ROI) Ltd	ISO 17024	03/04/2019

RECENTLY ACCREDITED? Are you arranging a Presentation of your Certificate?

Let us know if you intend to arrange a formal presentation of your certificate of accreditation with attendant company promotion.

With notice, we can organise the manager, or board member to attend and/or present.

Forms should be returned to inab@inab.ie and will be reviewed for action by the Quality Team.

INAB Policy for Handling Complaints

Complaints made to INAB shall be addressed in writing to the INAB Manager. The regulations for handling complaints can be found in the INAB R1 Regulations, Section 7. This document is available on our website in the “Documents and Forms” section.

Complaints about Accredited Bodies should be directed to them in the first instance.

Surveys

INAB conduct surveys frequently – see page 3 for details on our recent survey.

General Queries

All general and website queries are directed to our email address inab@inab.ie. All matters to do with your accreditation and its maintenance should be directed to your INAB Officer.

CRM UPDATE

Portal Migration

INABs CAB and Assessor Portal has been recently migrated to a new platform. Portal migration began in January when developers started the upgrade, it was released to the test environment 26th February. It went live on 4th April, with little or no issues encountered.

During this portal upgrade, all other releases and investigations were on hold.

Portal Performance

The IT contractor has been preparing further steps to improve the speed and performance of the INAB Portal, this includes code refactoring and additional portal enhancements. On 15th May, these changes were released into the UAT system for testing. We hope to see an improved experience for all our users once this testing is completed and released to our live system. We will keep you posted.

INAB CRM and Portal: Timelines for NEW applicants

After a CAB submits a new application they receive a message on screen and by email. Both have been updated to alert the user of new timeline for response

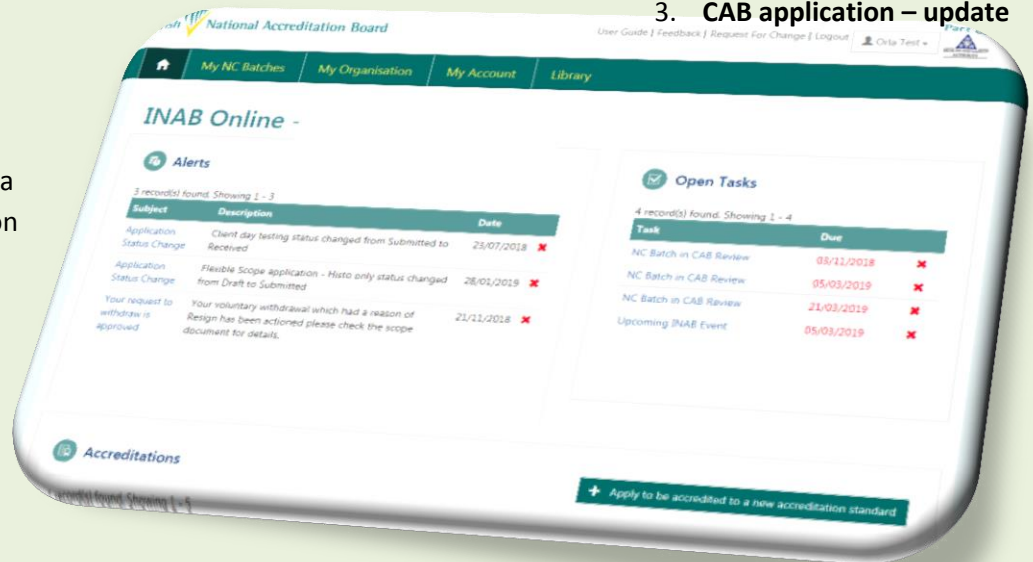
The IT contractor /IT Department continue to release updates, bug fixes and changes to the CRM. INAB will notify you of any downtime and the approximate timeframe of these essential updates.

The following outlines some fixes and changes made so far in 2019:

Bug fixes

1. **Minor edit withdraw/suspend “reason” not clearing from field**
2. **Application ext. to scope submitted via Portal – no longer staying as draft – moves to “new”.**

3. CAB application – update



of error appearing at wrong step

4. **NC spreadsheet: Multiple uploads creating duplicate NC batches**
Validation process changed so batch will not be created and user is alerted to the error.
5. **CAB applying for ext to scope via Portal and items are appearing as accredited edited**
New duplicate detection rule created to prevent duplicate names on Site Name in CRM.
6. **CAB Portal link to user guide broken**
Updated code to retrieve the correct link to the Assessor/CAB user guide

CHANGES/ DEVELOPMENT UNDERWAY

Changes submitted require investigation and review by IT/IT Contractor to see if it is possible, and if it has an implication on any of the other processes. It is then introduced to UAT and tested, and if all good will be approved by IT. It will then get released to the live system. This will involve a short downtime until it is uploaded and tested to ensure all works.

- Update of the CAB agreement pages in both CRM and Portal
- Fix on Application submitted showing as Draft
- Review possibility of deletion of an Extension of Scope application
- Update of our NC Template to reflect the requirements of corrective actions.

- New section in CRM for officers to record Items for follow up post visit.
- Additional options within the recommendations section for the decision maker
- New simpler process flow for CABs changing their legal entity
- Minor Scope Edit field – improvement of size/layout for our CABs.
- Additional Reports to support INAB with operations / activity
- New area in the Portal for CABs to record HV/T sites
- Portal automatic log out notification

Proposed CRM Projects and Developments:

Changes to assessors onboarding and management
Public Portal
Scheduling

INAB have currently disabled the feedback within the CRM – see Pg 7 on our current feedback systems.

INTERESTED IN BECOMING AN ASSESSOR?

INAB needs applicant assessors in the following areas;

- Medical Microbiology (ISO 15189:2012)
- Clinical Chemistry (ISO 15189:2012)
- Haematology and Blood Transfusion (ISO 15189:2012)
- Personal Protective Equipment (PPE) Product Certification (ISO 17065:2012)
- Quality Management Systems (QMS), Health and Safety Management systems, and Environmental Management Systems (EMS) (ISO 17021-1:2015)

It would be really useful to have a greater participation from assessors based in Ireland. There is no minimum number of assessments required and flexibility with additional assessors helps the organisation of all assessment visits.

CLICK HERE FOR [FURTHER INFORMATION](#)

INAB POINTS OF CONTACT

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