



**ISO/IEC 17024 Checklist  
For Personnel Certification Bodies**

F07/06F

For office use: ENAO Acc. No							
Name of the CB							
Accreditation applied for							
Name of Nominated Representative							
Assessor/s & Observers:							
Date of Evaluation:							
This report covers the following:							
Type of Assessment (Tick box):	Initial:		Follow Up		Re-assessment:		
Document Review only:	Site Visit only:		Document Review and Site visit:		Pre-assessment		Other:

Certefication Bodies wishing to apply for accreditation shall indicate how requirements have been addressed, documented and implemented on the comment side of each requirement. Assessors can use the space provide to write evidence for the assessment findings on the comment side of each requirement. (Key: C = Comply, NC = not comply, NA = not applicable)

Clause	Requirement	Filled by CAB indicating in which document & clause No. the requirements are addressed	Document review by team leader (Reference Documents)	C/ NC /NA	On site assessment Objective Evidence <i>(Provide supporting information to prove implementation; describe the observations; note which records were reviewed.)</i>	C/NC/ NA
4.0	<b>General requirements</b>					
4.1	<b>Legal and contractual matters:</b> Indicate how the following requirements are addressed/implemented					
	Is the CB legal registered?					
	Is the CB part of larger organization or independent entity?					
4.2	Responsibility for decision on certification: Indicate how the following requirements are addressed/implemented					
	Is the CB responsible to retain authority for, decisions relating to certification?					
	Does the CB include the process of granting, Maintaining, recertifying, expanding and reducing the					

	scope of the certification, and suspending or withdrawing the certification?				
<b>4.3</b>	<b>Management of impartiality:</b>  Indicate how the following requirements are addressed/implemented				
<b>4.3.1</b>	Has the CB documented structure, policies and procedures to manage impartiality and to ensure that the certification activities?				
	How has the CB ensured that top management is committed to impartiality of its Certification activities?				
	How has the CB made its impartiality statement publicly accessible?				
	Does this statement indicate that the CB understands the importance of impartiality, Manages conflict of interest and ensures the objectivity of its certification activities?				
4.3.2	Does the CB act impartially in relation to its applicants, candidates and certified Persons?				
4.3.3	Are policies and procedures of the CB for certification of persons fair among all applicants, candidates and certified persons?				
4.3.4	Has the CB ensured that certification is not restricted on the grounds of undue financial or other limiting conditions such as membership of an association or group?				
	Has the CB also ensured that procedures are not used to impede or inhibit access by Applicants and candidates?				
4.3.5	Has the CB established measures to ensure that commercial, financial or other pressures do not compromise impartiality?				
4.3.6	Has the CB identified risks (arising from its activities, relationships or relationships of its personnel) to its impartiality on certification and is this happening on an ongoing basis?				
4.3.7	Has the CB ensured that it analyses, documents, eliminates or minimizes potential conflict of interest arising from certification activities and are measures in place to such threats and control other potential sources of interests within the CB, its activities of other persons, Bodies or organizations?				
4.3.8	Has the CB ensured that certification activities are structured and managed so as to safeguard impartiality, and does this include the balanced involvement of interested Parties?				
<b>4.4</b>	<b>Finance and liability:</b>  Indicate how the following requirements are				

	addressed/implemented					
	Has the CB financial resource necessary for the operation of a certification process?					
	Has the CB adequate arrangement (e.g. insurance or reserves) to Cover associated liabilities?					
5	Structural Requirement					
<b>5.1</b>	<b>Management and organization structure:</b> Indicate how the following requirements are addressed/implemented					
5.1.1	How the CB activities Structured and managed so as to safeguard impartiality?					
5.1.2	Has the CB Documented organizational structure, describing duties, responsibilities, and authorities of management, certification personnel and any committees?					
	Has the CB defined responsibility for individuals for the following?					
	a) Policies and procedures relating to the operation of the certification body?					
	b) Implementation of the policies and procedures?					
	c) Finances of the certification body?					
	d) Resources for certification activities?					
	e) Development and maintenance of the certification schemes?					
	f) Assessment activities?					
	g) Decisions on certification, granting, maintaining, recertifying, expanding, reducing, suspending or withdrawing of the certification?					
	h) Contractual arrangements?					
<b>5.2</b>	<b>Structure of the certification body in relation to training:</b> Indicate how the following requirements are addressed/implemented					
<b>5.2.1</b>	How do the CB ensure completion of training by candidate for specified requirement of a certification scheme?					
<b>5.2.2</b>	Has the CB providing information regarding education and training if they are used as pre-requisites for being eligible for certification?					
<b>5.2.3</b>	Is the CB providing / offering training and certification for persons within the same legal entity constitutes a threat to impartiality?					
5.2.3	Where training and certification are offered within the same legal entity, which constitutes a threat to impartiality, has the CB:					
	a) Identified and documented the associated threats to impartiality?					

	b) is this happening on an ongoing basis?, and is there a documented process that demonstrates how the CB eliminates or minimizes such threats?				
	c) Demonstrated that all its processes are independent of training to ensure that Confidentiality, information security and impartiality are not compromised?				
	d) Not given the impression that the use of both services would provide any advantage to the applicant?				
	e) Not required the candidates to complete the CB's own education or training as an exclusive prerequisite when alternative education or training with an equivalent outcome exists?				
	f) Ensured that personnel do not serve as an examiner of a specific candidate they have trained for a period of two years from the date of the conclusion of the training activities?				
<b>6.1</b>	<b>General personnel requirements:</b> Indicate how the following requirements are addressed/implemented				
6.1.1	Does the CB ensure that it manages and takes responsibility for the performance of all Personnel involved in the certification process?				
6.1.2	Does the CB have sufficient personnel available with the necessary competence to perform certification functions to the type, range and volume of work performed?				
6.1.3	Are competence requirements defined for personnel involved in the certification process and are these for specific tasks and responsibilities?				
6.1.4	Have personnel duties and responsibilities been documented and are these kept up to date?				
6.1.5	Are personnel records kept up-to-date (including qualifications, training, experience, Professional affiliations and status, competence and known conflict of interest?)				
6.1.6	Is confidentiality of all information obtained by personnel acting on behalf of the CB Maintained?				
6.1.7	Has the CB made provision for personnel to sign a document(s) by which they commit themselves to comply with its rules, including those relating to confidentiality, impartiality And conflict of interest?				
6.1.8	Has the CB established procedures to adopt in cases where it certifies personnel under its employment?				
<b>6.2</b>	<b>Personnel involved in the certification activities:</b> Indicate how the following requirements are addressed/implemented				
6.2.1	Has the CB made provision for its personnel to				

	declare any potential conflict of interest in Any candidate up for certification?				
<b>6.2.2</b>	<b>Requirements for examiners:</b> Indicate how the following requirements are addressed/implemented				
6.2.2.1	Do the CB's selection and approval processes ensure that examiners:  a) Understand the relevant certification scheme? b) Are able to apply the examination procedures and documents? c) Have competence in the field to be examined? d) Are fluent, both in writing and orally, in the language of examination? e) Have identified any known conflicts of interest to ensure impartial judgements are Made?  Are procedures in place to ensure that the validity of the examination is not affected in Circumstances where an interpreter or a translator is used?				
6.2.2.2	Does the CB monitor the performance of examiners and the reliability of their judgments? Are corrective actions taken where deficiencies are found?				
6.2.2.3	Does the CB undertake measures to ensure that confidentiality and impartiality of the examination are not compromised in cases where the examiner has a potential conflict of Interest in the examination of a candidate? And are these measures recorded?				
<b>6.2.3</b>	<b>Requirements for the other personnel involved in the assessment:</b> Indicate how the following requirements are addressed/implemented				
6.2.3.1	Does the CB have a documented description of the responsibilities and qualifications of other personnel involved in the assessment process (e.g. invigilators)?				
6.2.3.2	Does the CB undertake measures to ensure that confidentiality and impartiality of the examination are not compromised in cases where other personnel involved in the assessment process have potential conflicts of interest in the examination of a candidate?  And are these measures recorded?				
<b>6.3</b>	Outsourcing				
6.3.1	Does the CB have a legally enforceable agreement covering the arrangements, confidentiality and conflict of interests, with each body that provides outsourced work related to the certification process				
6.3.2	When the CB outsources work related to certification, does it ensure that:				

	a) It takes full responsibility for all outsourced work?				
	b) It ensures that the body conducting outsourced work is competent and complies With the applicable provisions of this international standard?				
	c) It assesses and monitors the performance of the bodies conducting outsourced Work in accordance with its documented procedures?				
	d) It has records to demonstrate that the bodies conducting outsourced work meet all Requirements relevant to the outsourced work?				
	e) It maintains a list of the bodies conducting outsourced work?				
<b>6.4</b>	<b>Other resources:</b> Indicate how the following requirements are addressed/implemented				
	Has the CB defined the adequacy of the premises, examination sites, equipment and resources it uses for carrying out certification activities?				
<b>7</b>	<b>Records and Information Requirements</b>				
<b>7.1</b>	<b>7.1 Records of applicants, candidates and certified persons</b>				
7.1.1	Does the CB maintain records of applicants, candidates and certified persons and do These records include a means to confirm the status of a certified person?				
	Do these records demonstrate that the certification or recertification process has been effectively fulfilled, particularly with respect to application forms, assessment reports (which includes examination records) and other documents relating to granting, maintaining, recertifying, expanding and reducing the scope, and suspending or withdrawing Certification?				
7.1.2	Is the CB records identified, managed and disposed of in such away to ensure the integrity of the process and the confidentiality of the information ?				
7.1.3	Does the CB have enforceable arrangements in place that require the certified person to inform the CB, without delay, of matters that can affect the capability of the certified person to continue to fulfill certification requirements?				
<b>7.2</b>	<b>Public information:</b> Indicate how the following requirements are addressed/implemented				
7.2.1	Does the CB have means to verify and provide information, upon request, as to whether an individual holds a current, valid certification and the scope of that certification?				
7.2.2	Has the CB made information regarding the scope of the certification scheme and a				

	General description of the certification process, publicly available?				
7.2.3	Are all pre-requisites of the certification scheme listed and made publicly available?				
7.2.4	Is the information provided by the CB, including advertising, accurate and not misleading?				
<b>7.3</b>	<b>Confidentiality:</b> Indicate how the following requirements are addressed/implemented				
<b>7.3.1</b>	Has the CB established documented policies and procedures for the maintenance and Release of information?				
<b>7.3.2</b>	Does the CB have legally enforceable agreements to keep all information obtained during the certification process confidential? And do these agreements cover all personnel?				
<b>7.3.3</b>	Does the CB ensure that information obtained during the certification process, or from sources other than the applicant, candidate or certified person, is not disclosed to an unauthorized party without the written consent of the individual (applicant, candidate or Certified person)?				
<b>7.3.4</b>	Does the CB ensure that the person concerned is notified as to what information is to be provided when the CB is required by law to release confidential information?				
<b>7.3.5</b>	Does the CB ensure that the activities of related bodies do not compromise confidentiality?				
<b>7.4</b>	<b>Security:</b> Indicate how the following requirements are addressed/implemented				
<b>7.4.1</b>	Has the CB developed and documented policies and procedures necessary to ensure security throughout the entire certification process, and are measures in place to take Corrective actions when security breaches?				
<b>7.4.2</b>	Do security policies and procedures include provisions to ensure the security of examination materials, taking into account the following:				
	a) The location of the materials (e.g. transportation, electronic delivery, disposal, Storage, examination centre)?				
	b) The nature of the materials (e.g. electronic, paper, test equipment)?				
	c) The steps in the examination (e.g. development, administration, results reporting)?				
	d) The threats arising from repeated use of examination materials?				
<b>7.4.3</b>	Does the CB ensure that it prevents fraudulent examination practices by, at least:				

	a) Requiring candidates to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or Participate in fraudulent test-taking practices?				
	b) Requiring an invigilator or examiner to be present?				
	c) Confirming the identity of the candidate?				
	d) Implementing procedures to prevent any unauthorized aids from being brought into the examination area?				
	e) Preventing candidates from gaining access to unauthorized?				
	f) Monitoring examination results for indications of cheating?				
<b>8</b>	<b>Certification Schemes</b>				
<b>8.1</b>	Does the CB have a certification scheme for each category it certifies persons to?				
<b>8.2</b>	Does each certification scheme contain the following elements:				
	a) Scope of certification?				
	b) Job and task description?				
	c) Required competence?				
	d) Abilities (where applicable, e.g. vision, hearing and mobility)?				
	e) Pre-requisites (where applicable)?				
	f) Code of conduct (where applicable, e.g. ethical and behavioral aspects)?				
<b>8.3</b>	Does each certification scheme include the following certification process requirements:				
	a) Criteria for initial certification and recertification?				
	b) Assessment methods for initial certification and recertification?				
	c) Follow up methods and criteria (if applicable)?				
	d) Criteria for suspending and withdrawing certification?				
	e) Criteria for changing the scope or level of certification (if applicable)?				
<b>8.4</b>	Does the CB have documents that demonstrate that, in the development and review of certification schemes, the following are included;				
	a) The involvement of appropriate experts?				
	b) The use of an appropriate structure that fairly represents the interest of all parties Significantly concerned, without any interest predominating?				
	c) The identification and alignment of pre-requisites, if applicable, with the Competence requirements?				
	d) The identification and alignment of the assessment mechanisms with the				

	e) A job or practice analysis that is conducted and updated to - Identify the tasks for successful performance? - Identify the required competence for each task? - Identify prerequisites (if applicable)? - Confirm the assessment mechanisms and examination content? - Identify the recertification requirements and interval?				
8.5	Has the CB ensured that each certification scheme is reviewed and validated on an ongoing and systematic basis?				
8.6	In cases where the CB is not the scheme owner of the certification scheme it implements, does the CB ensure that the requirements contained in this clause (Clause 8) are met?				
<b>9</b>	<b>Certification Process Requirements</b>				
<b>9.1</b>	<b>Application process:</b> Indicate how the following requirements are addressed/implemented				
<b>9.1.1</b>	How do the CB make available an overview of the certification process in accordance with the certification scheme?				
	Have the CB identify requirements for certification and its scope, a description of the assessment process, the applicant's rights, the duties of a certified person and the fees?				
<b>9.1.2</b>	Does the CB require the completion of an application, signed by the applicant seeking certification?				
	a) Does the CB application is having information required to identify the applicant, such as name, address and other information required by the certification scheme?				
	b) Does the CB application is having the scope of the desired certification?				
	c) Does the CB application is having a statement that the applicant agrees to comply with the certification requirements and to supply any information needed for the assessment?				
	d) Does the CB application is having any supporting information to demonstrate objectively compliance with the scheme prerequisites?				
	e) Does the CB application is having notice to the applicant of his/her opportunity to declare, within reason, a request for accommodation of special needs?				

	F) Does the CB review the application to confirm that the applicant complies with the application requirements of the certification scheme?				
<b>9.2</b>	<b>Assessment process</b>				
<b>9.2.1</b>	Have the CB implemented the specific assessment methods and mechanisms as defined in the certification scheme?				
<b>9.2.2</b>	How the CB you identify the change in the certification scheme which requires additional assessment?				
	Have the CB documented and make publicly accessible without request the specific methods and mechanisms required to verify that certified persons comply with changed requirements?				
<b>9.2.3</b>	How do the CB plan the assessment?				
	Is the CB planned in structured in a manner which ensures that the scheme requirements are objectively and systematically verified with documented evidence to confirm the competence of the candidate?				
<b>9.2.4</b>	Does the CB verify the methods for assessing candidates?				
	How the CB ensure that each assessment is fair and valid?				
<b>9.2.5</b>	Does the CB verify and accommodate special needs, within reason and where the integrity of the assessment is not violated, taking into account national regulation?				
<b>9.2.6</b>	How do the CB control and account the work performed by another body on behalf of you?				
	How do the CB ensure that the appropriate reports, data and records are maintained to demonstrate that the results are equivalent to, and conform with, the requirements established by the certification scheme?				
<b>9.3</b>	<b>Examination process:</b> Indicate how the following requirements are addressed/implemented				
<b>9.3.1</b>	How the CB examinations are designed to assess competence based on, and consistent with, the scheme?				
	What are the modes the CB of examination?				
	Is the CB written, oral, practical, observational or other reliable and objective means?				

	How the CB design of examination requirements ensures the comparability of results of each single examination?				
	What are the criteria defined for the pass / fail decision?				
<b>9.3.2</b>	Does the CB has procedures to ensure a consistent examination administration?				
<b>9.3.3</b>	Does the CB has criteria for conditions for administering examinations?				
	Does these criteria established, documented and monitored?				
<b>9.3.4</b>	What is the technical equipment used in the CB examination process?				
	Does this equipment verified or calibrated?				
	By whom your equipments are calibrated? Is the calibration agency hold ISO/IEC 17025 accreditation?				
	What is the periodicity for the calibration?				
<b>9.3.5</b>	Does the CB have appropriate methodology and procedures for collecting and maintaining statistical data?				
	Is the CB documented and implemented in order to reaffirm, at justified defined intervals?				
	Does the CB verify the fairness, validity, reliability and general performance of each examination?				
	How do the CB identify all deficiencies and how do you correct it?				
<b>9.4</b>	<b>Decision on certification</b>				
<b>9.4.1</b>	How do the CB gather sufficient information during the certification process?				
	A) Does the CB cover to make a decision on certification?				
	B) Does the CB provide traceability in the event, for example, of an appeal or a complaint?				
<b>9.4.2</b>	What is the CB policy on decisions for granting, maintaining, recertifying, extending, reducing, suspending or withdrawing certification?				
	Does the CB out source certification activities such as policy on decisions for granting, maintaining, recertifying, extending, reducing, suspending or				

	withdrawing certification?				
9.4.3	How the CB confine decision on certification to those matters specifically related to the requirements of the certification scheme?				
	How the CB ensure that the decision on certification of a candidate is made solely by the CB?				
	What is the basis of the information gathered during the certification process?				
9.4.4	How do the CB ensure that personnel who make the decision on certification have not participated in the examination or training of the candidate?				
9.4.5	How do the CB ensure that the personnel who make certification decisions have sufficient knowledge of and experience with the certification process?				
9.4.6	How do the CB ensure that the certification will not be granted until all certification requirements are fulfilled?				
9.5	<b>Suspending, withdrawing or reducing the scope of certification</b>				
9.5.1	Does the CB have a policy and documented procedure for suspension or withdrawal of the certification, or reduction of the scope of certification?				
	Does the CB policy or procedure specify the subsequent actions by the CB?				
9.5.2	What are the steps taken in case of failure to resolve the issues that have resulted in the suspension by candidate?				
	What is the procedure for withdrawal of the certification or reduction of the scope of certification?				
9.5.3	Has the CB enforceable arrangement with the certified person to ensure that, in the event of suspension of certification, the certified person refrains from further promotion of the certification while it is suspended?				
9.5.4	Has the CB enforceable arrangement with the certified person to ensure that, in the event of withdrawal of certification, the certified person refrains from use of all references to a certified status?				
9.6	<b>Re-certification process</b>				
9.6.1	Has the CB documented procedure for implementation of the recertification process, in accordance with the certification scheme requirements?				

<b>9.6.2</b>	How do ensure during recertification activities that it confirms continued competence of the certified person and ongoing compliance with current scheme requirements by the certified person?					
<b>9.6.3</b>	What are the certifications periods you have defined?					
	Is the certification period documented in the certification scheme?					
	A) Does the CB has consider the rationale for the recertification period and taking in to account of regulatory requirements?					
	B) Does the CB has consider the rationale for the recertification period and taking in to account of changes to normative documents?					
	C) Does the CB consider the rationale for the recertification period and taking in to account of changes in the relevant scheme requirements?					
	D) Does the CB consider the rationale for the recertification period and taking in to account of the nature and maturity of the industry or field in which the certified person is working					
	E) Does the CB consider the rationale for the recertification period and taking in to account of the risks resulting from an incompetent person?					
	F) Does the CB consider the rationale for the recertification period and taking in to account of ongoing changes in technology, and requirements for certified persons?					
	G) Does the CB consider the rationale for the recertification period and taking in to account of requirements of interested parties?					
	H) Does the CB consider the rationale for the recertification period and taking in to account of the frequency and content of Follow up activities, if required by the scheme?					
<b>9.6.4</b>	How the CB ensure that the selected recertification activity/activities is adequate to ensure that there is impartial assessment to confirm the continuing competence of the certified person?					
<b>9.6.5</b>	A) Is the CB considering the on-site assessment during recertification?					
	B) Is the CB considering the professional development during recertification?					

	C) Is the CB considering the structured interviews during recertification?				
	D) Is the CB considering the confirmation of continuing satisfactory work and work experience records during recertification?				
	E) Is the CB considering the examination during recertification?				
	F) Is the CB considering the checks on physical capability in relation to the competence concerned during recertification?				
<b>9.7</b>	<b>Use of Certificates, Logos and Marks</b>				
<b>9.7.1</b>	Does the CB provide certification mark or logo to document the conditions for use and appropriately manage the rights for usage and representation?				
<b>9.7.2</b>	A) Does the CB require that a certified person signs an agreement to comply with the relevant provisions of the certification scheme?				
	B) Does the CB require that a certified person signs an agreement to make claims regarding certification only with respect to the scope for which certification has been granted?				
	C) Does the CB require that a certified person signs an agreement for not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorized?				
	D) Does the CB require that a certified person signs an agreement to discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body?				
	E) Does the CB require that a certified person signs an agreement for not to use the certificate in a misleading manner?				
<b>9.7.3</b>	Does the CB address, by means of corrective measures, any misuse of its certification mark or logo?				
<b>9.8</b>	Appeals against decisions on certification				
	Has the CB documented process to receive, evaluate and make decisions on appeals?				

	A) Does the CB appeal handling process include the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals?				
	B) Does the CB appeal handling process include the process for tracking and recording appeals, including actions undertaken to resolve them?				
	C) Does the CB appeal handling process include the process for ensuring that, if applicable, appropriate corrections and corrective actions are taken?				
<b>9.8.2</b>	Is the CB policies and procedures ensuring that all appeals are dealt with in a constructive, impartial and timely manner?				
<b>9.8.3</b>	Is the CB description of the appeals handling process publicly accessible without request?				
<b>9.8.4</b>	Is the CB responsible for all decisions at all levels of the appeals handling process?				
	How the CB ensures that the decision making personnel engaged in the appeals handling process are different from those who were involved in the decision being appealed?				
<b>9.8.5</b>	How the CB ensure that submission, investigation and decision on appeals will not result in any discriminatory actions against the appellant?				
<b>9.8.6</b>	How the CB acknowledges receipt of the appeal and provides the appellant with progress reports and the outcome of his / her appeal?				
<b>9.8.7</b>	How the CB give formal notice to the appellant of the end of the appeals handling process?				
<b>9.9</b>	Complaints				
<b>9.9.1</b>	Has the CB a documented process to receive, evaluate and make decisions on complaints?				
<b>9.9.1</b>	Is the CB a description of the complaints handling process, accessible without request?				
	Is the CB procedure treating all parties fairly and equitably?				
<b>9.9.1</b>	Does the CB policies and procedures ensure that all complaints are handled and processed in a constructive, impartial and timely manner?				
	A) Does the CB complaints' handling process include				

	an outline of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it?				
	B) Does the CB complaints' handling process include an outline of the process for tracking and recording complaints, including actions undertaken in response to them?				
	C) Does the CB complaints' handling process include an outline of the process for ensuring that, if applicable, appropriate corrections and corrective actions are taken?				
<b>9.9.4</b>	Does the CB confirm upon receipt of a complaint, whether the complaint relates to certification activities for which it is responsible?				
<b>9.9.5</b>	Does the CB acknowledge receipt of the complaint and provide the complainant with progress reports and the outcome?				
<b>9.9.6</b>	Who is responsible for gathering and verifying all necessary information to validate the complaint?				
<b>9.9.7</b>	Is the CB give formal notice of the end of the complaints- handling process to the complainant?				
<b>9.9.8</b>	Is the CB referring complaint about a certified person to the certified person in question at an appropriate time?				
<b>9.9.9</b>	Does the CB complaints handling process subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint?				
<b>9.9.10</b>	Are the CB decision to be communicated to the complainant made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint?				
<b>10</b>	Management system requirements				
<b>10.1</b>	<b>General</b>				
	Has the CB established, documented implemented and maintained a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of ISO/IEC 17024?				
	Which type of option is implemented by CB for the management system requirements?				
<b>10.2</b>	General Management System Requirements				
<b>10.2.1</b>	<b>General</b>				

	Has the CB established, documented, implemented and maintained a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of ISO/IEC 17024?				
	Does the CB top management has established and documented policies and objectives?				
	Is the CB top management has provided evidence of its commitment to the development and implementation of the management system in accordance with the requirements of ISO/IEC 17024?				
	Is the CB top management ensures that the policies are understood, implemented and maintained at all levels of the organization?				
	To whom the CB have appointed as member of management?				
	Who, irrespective of other responsibilities, have responsibility and authority for ensuring that processes and procedures needed for the management system are established, implemented and maintained?				
	Does the CB Management Representative is reporting to top management on the performance of the management system and any need for improvement?				
<b>10.2.2</b>	Management System Documentation				
	Has the CB documented applicable requirements of ISO/IEC 17024?				
	Who will ensure that the management system documentation is provided to all relevant personnel?				
<b>10.2.3</b>	Control of documents				
	Has the CB established procedures to control the documents (internal and external) that relate to the fulfilment of ISO/IEC 17024?				
	Does the CB procedure define the controls needed to approve documents for adequacy prior to issue?				
	Does the CB procedure define the controls needed to review and update as necessary and re-approve documents?				
	Does the CB procedure define the controls needed to ensure that changes and the current revision status of documents are identified?				
	Does the CB procedure define the controls needed to				

	ensure that relevant versions of applicable documents are provided at points of use?				
	Does the CB procedure define the controls needed to ensure that documents remain legible and readily identifiable?				
	Does the CB procedure define the controls needed to ensure that documents of external origin are identified and their distribution controlled?				
	Does the CB procedure define the controls needed to prevent the unintended use of obsolete documents and apply suitable identification if they are retained for any purpose?				
	Has the CB Master list of documents for all types of documents?				
	What is the documentation structure followed in CB?				
	Does the master list for Quality Manual, Procedures, Standard Operating Procedures, Exhibits and Formats with Issue no. / revision no. Made and communicated to concern person?				
	Show us latest revision of Quality Manual and Procedure?				
	How the CB maintain master list of page-wise amendment?				
	How the CB inform all the persons for changes in any documents?				
	Who is responsible for approval and control of different types of documents?				
	IS the CB changing whole document or page-wise amendment?				
	How the CB get information for changes in the procedure / Quality Manual?				
	How the CB inform to all the concerned person?				
	How CB documents are identified for control / uncontrolled and obsolete?				
	Does the CB preserve obsolete documents? Where do you preserve it?				
<b>10.2.4</b>	Control of records				
	Has the CB established procedure to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of				

	its records related to the fulfillment of ISO/IEC 17024?				
	Has the CB established procedure for retaining records for a period consistent with its contractual and legal obligations?				
	Is the access to these records consistent with the confidentiality arrangements?				
	Has the CB Master list of records?				
	How the CB identify the records?				
	What actions are taken after completion of retention period of records?				
	What are the disposal methods for the records?				
10.2.5	Management review				
	Is CB top management has established procedures to review management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfillment of ISO/IEC 17024?				
	What is the frequency of conducting management review?				
	Has the CB documented frequency of management review?				
	What is the process of management review?				
	Who deliberates during the management review meeting?				
	Who prepares and circulates the minutes of meeting?				
	Who is approving the minutes of meeting?				
	Is the CB result of internal and external audits reviewed during the management review?				
	Is the result of feedback from applicants, candidates, certified persons and interested parties related to the fulfillment of ISO/IEC 17024 reviewed during the management review?				
	Is the result of safeguarding impartiality reviewed during the management review?				
	Is the result of the status of preventive and corrective actions reviewed during the management review?				
	Is the result of follow-up actions from previous management reviews reviewed during the management review?				
	Is the result of the fulfillment of objectives reviewed during the management review?				
	Is the result of changes that could affect the management system reviewed during the management review?				
	Is the result of appeals and complaints reviewed				

	during the management review?				
	Does the output from the management review include improvement of the effectiveness of the management system and its processes?				
	Does the output from the management review include improvement of the certification services related to the fulfillment of ISO/IEC 17024?				
	Does the output from the management review include resource needs?				
10.2.6	Internal audits				
	Has the CB established procedures for internal audits to verify that the requirements of ISO/IEC 17024 are fulfilled and effectively implemented and maintained?				
	Has the CB list of trained auditors?				
	Who has given training to them as per ISO/IEC 17024?				
	How many days training was given?				
	Has the CB made audit plan?				
	During auditing do the auditors check and monitor results of Objectives and targets reported by the department?				
	Does all the NCR's communicate to respective person?				
	Are they closed?				
	Has the CB prepared plan for internal audit for whole year?				
	How do auditors of CB carry out internal audit?				
	Has auditors of CB prepared audit checklist?				
	Explain me how the CB use audit checklist?				
	Has the CB done any audit summary for department-wise, Clause-wise audit findings?				
	How do CB close NCR?				
	How do you ensure that all the elements of ISO/IEC 17024 are audited in complete audit cycle?				
	Is the frequency of audit decided considering the importance of the processes and areas to be audited, as well as the results of previous audits?				
	Is there any mechanism to reduce the frequency of internal audit?				
	Does the CB ensure that internal audits are conducted by competent personnel, knowledgeable in the certification process, auditing and the requirements of ISO/IEC 17024?				
	Does the CB ensure that auditors do not audit their own work?				
	Does the CB ensure that personnel responsible for the area audited are informed of the outcome of the audit?				
	Does the CB ensure that any actions resulting from				

	internal audits are taken in a timely and appropriate manner?				
	Does the CB ensure that any opportunities for improvement are identified?				
10.2.7	Corrective actions				
	Has the CB established procedure for identification and management of nonconformities in its operations?				
	What is the mechanism to take actions to eliminate the causes of nonconformities in order to prevent recurrence?				
	How the CB ensure that the corrective actions taken are appropriate to the impact of the problems encountered?				
	Does the CB procedure define the method for identifying nonconformities?				
	Does the CB procedure define the method for determining the causes of nonconformity?				
	Does the procedure define the method for correcting nonconformities?				
	Does the CB procedure define the method for evaluating the need for actions to ensure that nonconformities do not recur?				
	Does the CB procedure define the method for determining and implementing the actions needed in a timely manner?				
	Does the CB procedure define the method for recording the results of actions taken?				
10.2.8	Does the CB procedure define the method for reviewing the effectiveness of corrective actions?				
	How do the CB ensure and review the effectiveness of action taken?				
10.2.9	Preventive actions				
	Has the CB established procedure for taking preventive actions to eliminate the causes of potential nonconformities?				
	How the CB ensure that preventive actions taken are appropriate to the probable impact of the potential problems?				
	Does the CB procedure for preventive action define the method for identifying potential nonconformities and their causes?				
	Does the CB procedure for preventive action define the method for evaluating the need for action to prevent the occurrence of nonconformities?				
	Does the CB procedure for preventive action define the method for determining and implementing the action needed?				
	Does the CB procedure for preventive action define the method for recording the results of actions taken?				

	Does the CB procedure for preventive action define the method for reviewing the effectiveness of the preventive actions taken?					
	Does the CB procedure define the method for reviewing the effectiveness of preventive actions?					
	How the CB ensures and reviews the effectiveness of action taken					

Follow-up on Findings of Previous Assessment:

Nominated representative		Team Leader		
Signature		signature:		
Date		Date:		