

PJLA Update Notification

Update Notification # 51

Update Notification Release Date: 10/26/2020

Form/Procedure/Policy:

SOP-1 Accreditation Procedure

SOP-3 Use of Accreditation Claims and Symbols Procedure

SOP-9-Complaint Procedure

SOP10-Dispute and Appeal Procedure

SOP-11-Suspension, Withdrawal and Reduction of Accreditation Procedure

Attention All Applicant and Accredited Organizations:

Due to the modifications outlined in ISO/IEC 17011:2017 **Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies** several standard operating procedures have been revised. Below is a summary of each document and a short summary:

SOP-1 Accreditation Procedure-Rev 1.13

- General
 - o Added services to now include Proficiency Testing Provider Accreditation
 - o Removed obsolete references to ISO/IEC 17011:2014 since it was replaced with ISO/IEC 17011:2017
 - o Editorial, Grammar, Formatting
- Section 4.0-Application Process
 - o 4.2.1-included the requirement for ensuring the legal name of the applicant is provided
 - o 4.4-added the rejection of accreditation services in restricted areas, danger zones, etc.
- Section 7.0- On-Site Assessment Criteria
 - o 7.1.2-Addition that now requires the applicant or accredited organization to ensure contracts with their customers allow for PJLA to witness activities when available
 - o 7.1.2-Addition to now include criteria of conformity assessment activity witnessing requirements (i.e. testing, calibration, inspection etc.) resulting in the entire scope to be witnessed over a 6-year period. Also, a requirement for a plan is required and agreed upon between the client and the assessor.
- Section 9.0-Final Accreditation Decision
 - o 9.1-Added the allowance for PJLA's Executive Committee to decide on accreditation with a contingency for PJLA or the Assessor to Correct minor discrepancies in the assessment material.

SOP 3- Use of Accreditation Claims and Symbols Procedure-Rev 1.7

- General
 - o Editorial, Grammar, Formatting
 - o Changed the title of the SOP to *Use of Accreditation Claims and Symbols*
- Removed obsolete references to ISO/IEC 17011:2004 to ISO/IEC 17011:2017, ILAC P8 and ISO 17025:2005 to ISO 17025:2017
- Section 1.0 General
 - o Added a requirement that when organizations intend to issue an accredited or endorsed report to their customer that they shall either use the PJLA accreditation symbol or language as outlined in the SOP.
- Appendix A
 - o Added example logos for medical testing
 - o Added additional examples for the use of ISO/IEC standard references
 - o Added additional conformity assessment activities (i.e. inspection, medical testing, proficiency testing) to ensure all accreditation programs offered are accounted for in the SOP.
 - o Section 3.0-Replaced Subcontracted Services with Externally Provided Services and added criteria for accreditation claims when this instance arises.
 - o Section 5.0-Added Criteria for the use of Inspection Labels
 - o Section 6.0-Added Criteria for Reference Material Documents and Labels
 - o Section 7.0-Added Criteria for Proficiency Testing Documents
 - o Sections 10.3-10.6-Added examples of ILAC/IAF Communique for multiple standards 17025, 17020 and 15189.
- Appendix B
 - o Section 1.0-General -Added a statement that only the ILAC MRA mark can be utilized for programs that PJLA has an MRA with ILAC for.
 - o Added a statement that the use of the ILAC MRA mark may only be utilized in countries where the ILAC is registered in.

SOP 9- Complaint Procedure-Rev 1.5

- Intro
 - o Added a clause that PJLA's complaint process is non-discriminatory
- Section 5.3
 - o Added the process for the President/Operations Manager to review the complaint for validity and inform the complainant of the result if there is no merit to it
- Entire Document
 - o Added a designee to the President/Operations Manager
 - o Editorial, Grammar, Formatting

SOP 10- Dispute and Appeal Procedure -Rev 1.4

- Intro and General Section 1.2
 - Added a clause allowing for any interested party to dispute or appeal a decision of PJLA
- Entire Document
 - Removed obsolete references to ISO 17011:2004 to ISO/IEC 17011:2017
 - Editorial, Grammar, Formatting

SOP-11- Suspension, Withdrawal or Reduction of Accreditation-Rev 1.7

- Section 4.3.2- Warning and Involuntary Suspension
 - Added section to address the process if an organization's certificate is already lapsed during periods where they are failing to comply with contractual obligations.
- Section 6.0-Notification to Regulatory Bodies
 - Updated the section to address various regulatory bodies, timing for reporting and report templates as applicable
- Entire Document
 - Editorial, Grammar, Formatting
 - Removed obsolete references ISO/IEC 17011:2004 to 17011:2017, SOP-3 SOP name change

WI-8 Work Instruction for Testing Scopes of Accreditation (including medical) and Flexible Scopes-Rev 1.3

- General
 - Changed title of the document to include "medical labs" and Flexible Scope Policy
 - Editorial, Grammar, Formatting
- Appendix B
 - Added Appendix B to include instructions for medical lab scope of accreditation

Please note that these are all documents applicant and accredited organizations should be made aware of as they are referenced in your agreement for services. If you have any questions about these updates, please feel free to contact PJLA headquarters directly.

Thank you!