

ISSUE 16 – ENSURING IAF/ILAC A3 COMPLETE BEFORE EVALUATION

APAC Lead Evaluator Training Objectives:

Examine appropriate approaches in ensuring the AB self-evaluation is complete before the evaluation is undertaken.

ILAC Finding: CM-01 of AB#5 and APAC Response

ITEM	CONSIDERATION
OBS4 - CM 2	<p>The self-evaluation report provided by the AB was not done using APLAC MR 009 and lacked information about some performance indicators required by APLAC MR 009 and IAF/ILAC A3 (e.g. summary of the internal audit program and audit results for the last two years, summary of the management review activities and main outputs for the last two years; number of total complaints since the last evaluations and major reasons for complaints; number of appeals and appeals considered valid since the last evaluation).</p> <p>The APLAC TL could have requested the AB to use the appropriate template and to provide that information before the on site evaluation.</p>
Date	Response from the Region
2018/04/23	<p>Thanks ILAC evaluator for the comment.</p> <p>The APLAC TL will request the AB to use the appropriate template if the wrong template was used and to provide that information before the on site evaluation for the future evaluations.</p>
Date	Reaction from the IAF / ILAC evaluation team
2018/05/21	<p>Thanks for responding. The ILAC evaluation team would like to encourage APLAC to consider this aspect in their future training activities with their peer evaluators.</p>

IAF/ILAC A3:2018 (2013 version was used during ILAC evaluation)

1.2 The Use of this Document for the Application and Peer Evaluation Process

1.2.1 Prior to the evaluation, the AB shall complete the relevant sections of the evaluation report template included as Part 2, section 3, 4 and 5 of this document, including:

- Fully addressing all ISO/IEC 17011 requirements and other IAF and ILAC mandatory documents; and
- Also addressing any other requirements as determined by their Regional Group.

This draft report will be submitted to the peer evaluation team as part of the application documents. The peer evaluation team will thus be able to verify the accuracy of the text provided by the AB and obtain a sense of the AB's comprehension of the requirements and their approach for conformance to those requirements.

Acceptable / Possible solutions

Discuss most appropriate methods for ensuring the AB self-evaluation is complete before the evaluation is undertaken.