



Association of British Certification Bodies

**Minutes of the Management Systems Sector Committee Meeting
held on Tuesday 6 May 2014 at BSI, Kitemark Court, Davy Avenue,
Knowlhill, Milton Keynes, MK5 8PP**

Members Present:

Mr Steve Russell	Ascertiva Group, Chairman
Ms Janet White	BSI
Mr Keith Goddard	The British Assessment Bureau
Mr Steve Hanaghan	The Audit People
Mr David Winterburn	BASEC

In Attendance:

Mr Trevor Nash	Chief Executive
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1.0 Apologies for absence

Steve Russell welcomed Steve Hanaghan from the Audit People who was attending his first ABCB meeting and Keith Goddard who is now representing the British Assessment Bureau. Apologies were received from Wayne Thomas (SIRA), Ian Knott (SIRA), Bernard Anderson (Eagle Certification), Emma West (Intertek), Colin Head (QSRMC), Carolyn Harris (AFNOR UK) and Lee Brankley (UKCARES).

2.0 Minutes of the meeting held on 4 February 2014

The minutes were agreed as a true record.

3.0 Matters arising from the minutes not covered elsewhere on the agenda

There were no matters arising not covered elsewhere on the agenda.

4.0 Liaison reports

4.1 SBAC/CBMC

IAQG met in Brussels from 7 – 10 April. There are currently 38 European certification bodies accredited for aerospace with one currently withdrawing from the UK scheme.

105 out of 106 oversight visits were completed in 2013.

Accreditation bodies are expecting certification bodies to increase audit times above the mandated minima to take account of complexity of the management system and the number/variety of activities cover by the scope of certification.

AS9101 Rev E, which defines requirements for preparation and execution of audits, was published on 1 March. All AS 9100 series auditors are required to undertake on-line update training.

It is proposed to introduce a new auditor grade, ALA, for candidates that have 2 years of manufacturing experience in a sector other than aerospace.

Steve Russell raised a query regarding the number of witnessed assessments mandated on the basis on the number of sites. With a multi-site he had found that A number of sites could be witness assessed but it would only count as a single visit. He had queried this with IAQG and was awaiting a reply. Janet White commented that she was not aware of this approach but had noted that mainly large sites were being selected for overseas witnessed assessments which resulted in a disproportionate focus on overseas activities.

4.2 DIQF

There was nothing to report as the minutes of the last meeting were not available. Janet White reported that following Dylan Parsons' departure from BSI the new representative was Brendan Hill and that she would ask for a report.

Action: Janet White

4.3 JTISC

There was nothing to report as the last JTISC Meeting was cancelled; the next one is scheduled for 20 June. A request for assistance on the Cyber Essential Scheme, along with a link to the scheme details was circulated to Members on 17 April.

4.4 QS/1

The DIS of the ISO 9001 revision is expected in the next couple of weeks, with the FDIS due in July 2015 and publication of the standard in September 2015. Trevor Nash reported that there had been a presentation on the revision at the IAF Technical Committee and agreed to circulate a copy with the minutes.

Action: Trevor Nash

One of the key changes is that a new common format has been developed for use in all management system standards for standardised core definitions and standardised core text and structure.

The high level structure and common text is public information and can be found in Annex SL of the www.iso.org/directives. The aim is to allow organisations implementing multiple management systems (e.g. quality, environmental, information security) to achieve better integration and easier implementation.

4.5 SES/1/1

In 2013 ISO/TC 207/SC 1 conducted a survey on ISO 14001 and ISO 14004 covering a range of potential areas for continual improvement. The survey questionnaire included questions relating to the perceived value of the ISO 14001 standard for both business management and environmental management, and the extent to which ISO 14001 should address or strengthen attention to future challenges for environmental management systems. Participants were asked to indicate the extent to which ISO 14001 and ISO 14004 should strengthen attention to 19 environmental management concepts identified in the ISO/TC 207/SC 1 Future Challenges Report.

For environmental management, responses from users suggest that organizations have realized significant value from ISO 14001 in terms of meeting legal requirements, improving environmental performance, and enhancing management commitment and stakeholder engagement. Responses from users also suggest that ISO 14001 has provided considerable value for business management, most notably for meeting stakeholder requirements, improving public image, achieving strategic objectives, and integrating with business management systems. Trevor Nash agreed to circulate the Executive Summary with the minutes.

Action: Trevor Nash

Feedback from the last TC 207 SC1 meeting in Italy was:

- The CD 2 is too long, too prescriptive/complex, too bureaucratic and has vastly increased the need for documentation, which will be a challenge particularly to smaller businesses
- There are challenges agreeing the 'risks and opportunities clause'
- There is further discussion required around product and services vs goods and services
- There are some confusing concepts and inconsistent use of terminology

These issues plus any other unresolved comments will be reviewed at the next meeting later this month.

4.5 CAS/1

DIS 17021 was circulated to Members on 17 February and no comments have been received. There is a meeting of WG 21 week beginning 9 June to review the comments.

BSI has written to CASCO regarding the proliferation of supplementary parts of ISO/IEC 17021.

5.0 Meetings

4.1 UKAS PAF/PAC

6 March 2014

Trevor Nash was re-elected to represent certification and inspection bodies on the PAC for a further three year period.

Paul Stennett provided a review of 2013/14, the main points being:

- There was growth in all areas of the business,
- Progress had been made on all objectives except for the customer portal which has been delayed by IT difficulties,
- 32 new members of staff were recruited in 2013 and the total headcount is now 207,
- On activities with Government Paul Stennett highlighted the Handbook for Ministers and discussions with the Scottish Government which indicated that in the event of a 'yes' vote on independence the Scottish Government would continue to recognise UKAS,
- Customer satisfaction survey results are good but there is still room for improvement. Some positive customer feedback has also been received,
- Improvements have been made to the website, including a search function for partner websites, video content, mobile friendly website and apps, social media and electronic delivery of UKAS Update,
- Priorities for 2014/15 which is Year 2 of a 5 year plan are for UKAS to be recognised as employer of choice, improve customer focus of assessment teams, simplify the pricing model, widen stakeholder engagement, improve IT, adopt best practice tools, update the website, develop products for small businesses and develop a growth strategy for new sectors.

The need for UKAS to be proactive internationally was emphasised as that is where much accreditation policy is set. UKAS also needs to provide peer assessors and be involved in standards making activities where they are relevant to accreditation. UKAS is proposing that this work should continue at a level of approximately £600k per year over

the next three years. BIS has traditionally funded this work, but Government funding is reducing and now amounts to around 60% of total costs.

The current budget for accreditation awareness is approximately £320k, split 50/50 between business and Government activities, with BIS providing 25%.

The PAF was followed by a PAC meeting. Rob Bettinson confirmed that he had met with the main customer organisations on the new customer agreement. Amendments had been made following the meeting which were being discussed with lawyers. The new agreement should be ready in the summer.

Consideration being given to a staged approach to accreditation for small organisations, initially in the clinical sector for imaging.

Members confirmed their support for the UKAS international programme and the proposed levels of funding by BIS and UKAS

4.2 EA HHC 19/20 March 2014

A paper is being produced on the outcome of surveillance activities and continuation of accreditation and will be circulated to HHC for comment. It will be a Members' procedural document, with a mandatory status, which means that it should be mandatory for use for NABs implementing the proposed route but that the policy is not mandatory for implementation by all EA NABs. This is not expected to impact on the current UKAS approach.

A paper will be published on surveillance and reassessment, which will define how to cover the full scope and what should be assessed during the accreditation (reassessment) cycle.

HHC agreed that the TFG should finalise the draft Revision of EA-1/22 Procedure and Criteria for the Evaluation of Conformity Assessment Schemes so that it can be circulated for EA comments. It confirmed the change of responsibility so that home AB's evaluate and approve schemes and that it is not the intention to maintain and publish a list of schemes.

4.3 EACC 26 March 2014

Kevin Belson was elected vice chairman of EACC. Most of the meeting was concerned with reviewing and agreeing the responses to frequently asked questions and a strategic discussion on the future of EACC to consider:

- What members currently expect from the CC meetings?
- What the CC should be doing in 3 years time?
- What contents of the agenda are more relevant or needed?

- How to improve the input from EA members into IAF work?

There was a question about whether the responses to the FAQ's would be publicly accessible.

4.4 IAF TC

26/27 April 2014

The following Task Forces met:

Remote Assessments - producing an ID applicable to AB and CB assessments

CB Performance Indicators – an MD is now ready for circulation for ballot.

Complex Multi-sites without sampling – a draft document had been circulated for comments and the TF reviewed the comments.

Environmental Scoping – an ID is now ready for publication.

Audit Duration (revision of MD 5) – a draft is awaiting approval by the TF for circulation for comment.

Witnessing – a draft MD is ready for circulation for comment

Franchises and Subcontractors – the structure of new MD was developed and a draft document is to be developed by a core team for the next meeting.

ISO 9001 Transition – a draft ID is to be developed by a core team for the next meeting. The possibility of CB's assessing to the DIS or FDIS is being considered.

Duration of AB assessments – the principles and framework for an ID were agreed.

The Task Forces on Accreditation Body Assessor Competence and on Sector Schemes did not meet as the convenors were unavailable due to illness.

A new Task Force was established for the transition from OHSAS 18001 to ISO 45001.

A three year transition period for implementation of the revised ISO 14001 was agreed. There was a proposal for a combined document for ISO 9001 and ISO 14001 to provide for a coordinated transition process for both certification bodies and their clients.

CASCO reported that although the proposal for a systematic review of ISO/IEC 17011 had resulted in a negative vote, the CASCO Chairman's

Policy and Coordination Group (CPC) had reviewed the situation and had circulated a recommendation to CASCO members that it should be reviewed. CASCO also reported a change of focus by ISO to make the development of standards faster, simpler and better. A maximum of three years for the production of a standard is proposed and the process can be accelerated by for example skipping the committee draft and going directly to DIS and also possibly skipping the FDIS stage.

4.5 EFAC

29 April 2014

Trevor Nash reported that only three people attended the meeting. As there was not a quorum present there was no formal meeting but a number of important issues were discussed:

the bank account being in Bulgaria and difficulties of opening an account in the UK,

the need to look at revising the rules to overcome to clarify some issues such as the use of the EFAC logo by members,

Membership: it was noted that there is one new full member, an embryonic association in Turkey,

Suspension of the Greek association for non payment of fees which is a further complication as their representative is a director of EFAC.

6.0 UKAS

6.1 UKAS update

Trevor Nash provided a summary of the UKAS update at the last Management Committee meeting.

Rob Bettinson reported that there had been a gradual decline in complaints against UKAS from its direct customers over the last few years. In particular, there has been progress in the certification sector where UKAS has been working hard to achieve a reduction in complaints, but there is still some more to be done. There have been some recent complaints from overseas auditors about the certification bodies for which they work. On investigation the problems appeared to be with the individuals rather than the certification bodies, but UKAS will be looking more closely at certification body Head Office relationships with their overseas offices in the future.

Nigel Overton reported that there are currently 18 Assessment Managers in the Certification Section with 3 vacancies for which interviews will be conducted shortly. There is a possibility that recruitment of one further Assessment Manager will commence in

August. In addition there are 4 Managers who also perform some assessment work.

Rob Bettinson reported that in the last year a total of 24 new Assessment Managers, across all sectors, had joined UKAS. These had all been through the new induction training programme and achieved the necessary competence quicker and better than in the past.

There has been no progress on the revision of the UKAS customer satisfaction questionnaire. This is not a key priority but stakeholders will be consulted at the appropriate time. Members reported that there still seem to be problems with the customer survey and Steve Russell, Janet White and David Winterburn could not recollect receiving one recently. Trevor Nash agreed to raise this with UKAS at the forthcoming Management Committee meeting.

Action: Trevor Nash

Post meeting note: Rob Bettinson had suggested any Members who had not received a customer satisfaction survey should contact Jackie Burton.

UKAS recently published an updated bulletin on the ISO 27001 transition on its website and has completed assessor training. Certification bodies are being encouraged to complete the transition as soon as possible as the transition is two years and new certificates must be to the revised standard one year after its publication.

Rob Bettinson reported that approximately 80% of potential new developments are in the certification sector. This had been discussed at the last Management Systems Certification Technical Advisory Committee meeting and stakeholders had been asked for input to assist UKAS in prioritising new developments.

UKAS is making changes to the way it charges for travel and subsistence in the UK. From the beginning of the 2014/2015 financial year, travel and subsistence costs will be evened out into a standard day rate applicable to all customers. In addition for customers with a head office outside of the EU there will be a 10% surcharge on the total invoice price to cover the costs of international tax and money laundering compliance. There will also be a £700 surcharge to the annual accreditation fee for all organisations with a Head Office or critical location outside the UK to cover the costs of liaising with overseas accreditation bodies. It was also confirmed that the annual accreditation fee is being reduced by £150.

Rob Bettinson reminded Members that the transition period for the UKAS generic management systems symbol ends on 31 August.

UKAS is considering issuing a single ISO/IEC 17021 accreditation schedule broken down into the individual management systems

standards, rather than separate schedules for each standard. Consideration is also being given to removing the list of countries in which certificates have been issued.

There was to be a follow-up visit to complete the UKAS peer evaluation in March. This was necessary to perform witnessed assessments on medical laboratories. In addition a certification peer evaluator looked at the overdue assessment situation, which is largely confined to witnessed assessments. No non-compliances were raised.

6.2 Members' issues

Janet White reported that there are still significant delays in the UKAS decision making process. Steve Hanaghan endorsed this and stated that he was still waiting for a decision on accreditation for ISO 27001 following an assessment in February.

Other Members reported delays in other areas. Steve Russell stated that he had recently waited for 3 months following an assessment before he received the report and David Winterburn had only just been given an assessment date for an extension applied for in September 2013. Steve Russell commented that the speed of response was down to the Assessment Manager with some being very much better than others. David Winterburn agreed that Assessment Managers are key and that he had experienced difficulties due to frequent changes in Assessment Manager.

Trevor Nash reminded Members that Nigel Overton had advised that if they are experiencing delays they should contact their Assessment Manager in the first instance and that if that failed to resolve the issue, they should contact Nigel.

Steve Hanaghan asked if a witnessed assessment could not be arranged in a particular scope would that scope be removed from the accredited scope. Steve Russell replied that this was probable.

7.0 ISO proposal for a global directory of MS certified organisations

Trevor Nash reported that at its March meeting, the ISO Council adopted a resolution to proceed with the pilot project for food safety management systems. The Council will assess the pilot project at its September meeting and determine future action. The financial model is still not available and costs will be dependent on the level of support for the directory.

ISO is contracting with Jadian who developed the IAAR database in the USA. The project team is working on finalizing the functional and technical specifications and has contacted about 10 certification bodies for assistance. There has been much debate regarding the search facility and whether the directory should be restricted to just providing for validation of certificates or should also provide for purchasers to identify certified suppliers.

8.0 Any other business

There was no other business.

8.0 Date and venue of next meeting

The next meeting was scheduled for 24 September at the Ascertiva Group.