



International Management Accreditation Board

Address : 51, Goldhill Plaza, #07-10/11, Singapore 308900
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 Website : www.imacb.com

Checklist

According to ISO IEC 17024:2012 for Certification Bodies for person

Name of Certifying Body	
Address of Certifying Body	
Case number	
Date of assessment	
With several locations	<input type="checkbox"/> Yes <input type="checkbox"/> No
Assessed locations:	
(Name)/Address:	
(Name)/Address:	
(Name)/Address:	

Assessed area (technical fields of Certifying Body, certification fields, sector-specific requirements)

Details of the assessor

<input type="checkbox"/> Lead assessor	<input type="checkbox"/> System assessor	<input type="checkbox"/> Assessor	<input type="checkbox"/> Technical expert	<input type="checkbox"/> Observer
Name	/			
Institution				
Telephone / Fax				
E-Mail				



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General remarks / notes to the use of the checklist for certification bodies

This checklist for inspection bodies is based on the standard text of DIN EN ISO/IEC 17024:2012. The notes are not requirements.

The 1st column refers to the DIN EN ISO/IEC 17024:2012 clauses and the 2nd column to the related standard text. In 3rd column, the applicant shall fill in the following information:

Where is the implementation of this requirement documented? (Indication of reference documents)
 Requirements which do not apply shall be marked as "0" with duly substantiated reasons.

In 4th column, the assessor shall make an evaluation during the preparation of assessment (document review - A doc.) and in 5th column, assessor shall justify the reasons "noncritical nonconformity verified" or "critical nonconformity verified" in column 3. With no non-conformity for a standard item, the evaluation will suffice in line one of the clause.

Findings recognized during the preparation and during the assessment shall be filled in the assessment report as a summary. There reference may also be made to the Objective evidence (OE), Reviewed documents (RD) or to other annexes.

		Where is the implementation of this requirement documented?	A doc.	A onsite
4	General requirements			
4.1	Legal matters The certification body (CB) shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for its certification activities. A governmental CB is deemed to be a legal entity on the basis of its governmental status.			
4.2	Responsibility for decision on certification The CB shall be responsible for, shall retain authority for, and shall not delegate, its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.			
4.3	Management of impartiality			
4.3.1	The CB shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The CB shall have top management commitment to impartiality in certification activities. The CB shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.			
4.3.2	The CB shall act impartially in relation to its applicants, candidates and certified persons.			
4.3.3	Policies and procedures for certification of persons shall be fair among all applicants, candidates and certified persons.			
4.3.4	Certification shall not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group. The CB shall not use procedures to unfairly impede or inhibit access by applicants and candidates.			
4.3.5	The CB shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.			



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4.3.6	The CB shall identify threats to its impartiality on an ongoing basis. This shall include those threats that arise from its activities, from its related bodies, from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present a body with a threat to impartiality. [NOTES]			
4.3.7	The CB shall analyse, document and eliminate or minimize the potential conflict of interests arising from its certification activities. The CB shall document and be able to demonstrate how it eliminates, minimizes or manages such threats. All potential sources of conflict of interest that are identified, whether they arise from within the CB, such as assigning responsibilities to personnel, or from the activities of other persons, bodies or organizations, shall be covered.			
4.3.8	Certification activities shall be structured and managed so as to safeguard impartiality. This shall include balanced involvement of interested parties (see definition 3.21).			
4.4	Finance and liability The CB shall have the financial resources necessary for the operation of a certification process and have adequate arrangements (e.g. insurance or reserves) to cover associated liabilities.			
5	Structural requirements			
5.1	Management and organization structure			
5.1.1	The CB activities shall be structured and managed so as to safeguard impartiality.			
5.1.2	The CB shall document its organizational structure, describing the duties, responsibilities and authorities of management, certification personnel and any committee. When the CB is a defined part of a legal entity, documentation of the organizational structure shall include the line of authority and the relationship to other parts within the same legal entity. The party/parties or individuals responsible for the following shall be identified: a) policies and procedures relating to the operation of the CB; b) implementation of the policies and procedures; c) finances of the CB; d) resources for certification activities; e) development and maintenance of the certification schemes; f) assessment activities; g) decisions on certification, including the granting, maintaining, recertifying, expanding, reducing, suspending or withdrawing of the certification; h) contractual arrangements.			



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5.2	Structure of the certification body in relation to training			
5.2.1	Completion of training may be a specified requirement of a certification scheme (see 8.3). The recognition/approval of training by the CB shall not compromise impartiality or reduce the assessment and certification requirements.			
5.2.2	The CB shall provide information regarding education and training if they are used as pre-requisites for being eligible for certification. However, the CB shall not state or imply that certification would be simpler, easier or less expensive if any specified education/training services are used.			
5.2.3	Offering training and certification for persons within the same legal entity constitutes a threat to impartiality. A CB that is part of a legal entity offering training shall: <ul style="list-style-type: none"> a) identify and document the associated threats to its impartiality on an ongoing basis: the body shall have a documented process to demonstrate how it eliminates or minimizes those threats; b) demonstrate that all processes performed by the CB are independent of training to ensure that confidentiality, information security and impartiality are not compromised; c) not give the impression that the use of both services would provide any advantage to the applicant; d) not require 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; e) ensure 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: this interval may be shortened if the CB demonstrates it does not compromise impartiality. 			
6	Resource requirements			
6.1	General personnel requirements			
6.1.1	The CB shall manage and be responsible for the performance of all personnel involved in the certification process.			
6.1.2	The CB shall have sufficient personnel available with the necessary competence to perform certification functions relating to the type, range and volume of work performed.			
6.1.3	The CB shall define the competence requirements for personnel involved in the certification process. Personnel shall have competence for their specific tasks and responsibilities.			
6.1.4	The CB shall provide its personnel with documented instructions describing their duties and responsibilities. These instructions shall be kept up-to-date.			
6.1.5	The CB shall maintain up-to-date personnel records, including relevant information, e.g. qualifications, training, experience, professional affiliations, professional status, competence and known conflicts of interest.			
6.1.6	Personnel acting on the CB's behalf shall keep confidential all information obtained or created during the performance of the body's certification activities, except as required by law or where authorized by the applicant, candidate or certified person.			



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6.1.7	The CB shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the CB, including those relating to confidentiality, impartiality and conflict of interests. [NOTE]			
6.1.8	When a CB certifies a person it employs, the CB shall adopt procedures to maintain impartiality.			
6.2	Personnel involved in the certification activities			
6.2.1	General The CB shall require its personnel to declare any potential conflict of interest in any candidate.			
6.2.2	Requirements for examiners			
6.2.2.1	Examiners shall meet the requirements of the CB. The selection and approval processes shall 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; in circumstances where an interpreter or a translator is used, the CB shall have procedures in place to ensure that it does not affect the validity of the examination; e) have identified any known conflicts of interest to ensure impartial judgements are made.			
6.2.2.2	The CB shall monitor the performance of the examiners and the reliability of the examiners' judgements. Where deficiencies are found, corrective actions shall be taken. [NOTE]			
6.2.2.3	If an examiner has a potential conflict of interest in the examination of a candidate, the CB shall undertake measures to ensure that the confidentiality and impartiality of the examination are not compromised. These measures shall be recorded.			
6.2.3	Requirements for other personnel involved in the assessment			
6.2.3.1	The CB shall have a documented description of the responsibilities and qualifications of other personnel involved in the assessment process (e.g. invigilators).			
6.2.3.2	If other personnel involved in the assessment have a potential conflict of interest in the examination of a candidate, the CB shall undertake measures to ensure that confidentiality and impartiality of the examination is not compromised. These measures shall be recorded.			



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6.3	Outsourcing			
6.3.1	The CB shall have a legally enforceable agreement covering the arrangements, including confidentiality and conflict of interests, with each body that provides outsourced work related to the certification process. [NOTE]			
6.3.2	When a CB outsources work related to certification, the CB shall: a) take full responsibility for all outsourced work; b) ensure that the body conducting outsourced work is competent and complies with the applicable provisions of this International Standard; c) assess and monitor the performance of the bodies conducting outsourced work in accordance with its documented procedures; d) have records to demonstrate that the bodies conducting outsourced work meet all requirements relevant to the outsourced work; e) maintain a list of the bodies conducting outsourced work.			
6.4	Other resources The CB shall use adequate premises, including examination sites, equipment and resources for carrying out its certification activities.			
7	Records and information requirements			
7.1	Records of applicants, candidates and certified persons			
7.1.1	The CB shall maintain records. The records shall include a means to confirm the status of a certified person. The records shall demonstrate that the certification or recertification process has been effectively fulfilled, particularly with respect to application forms, assessment reports (which include examination records) and other documents relating to granting, maintaining, recertifying, expanding and reducing the scope, and suspending or withdrawing certification.			
7.1.2	The records shall be identified, managed and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the information. The records shall be kept for an appropriate period of time, for a minimum of one full certification cycle, or as required by recognition arrangements, contractual, legal or other obligations.			
7.1.3	The CB shall have enforceable arrangements to require that the certified person informs the CB, without delay, of matters that can affect the capability of the certified person to continue to fulfil the certification requirements.			
7.2	Public information			
7.2.1	The CB shall verify and provide information, upon request, as to whether an individual holds a current, valid certification and the scope of that certification, except where the law requires such information not to be disclosed.			
7.2.2	The CB shall make publicly available without request information regarding the scope of the certification scheme and a general description of the certification process.			
7.2.3	All pre-requisites of the certification scheme shall be listed and the list shall be made publicly available without request.			
7.2.4	Information provided by the CB, including advertising, shall be accurate and not misleading.			



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7.3	Confidentiality			
7.3.1	The CB shall establish documented policies and procedures for the maintenance and release of information.			
7.3.2	The CB shall, through legally enforceable agreements, keep confidential all information obtained during the certification process. These agreements shall cover all personnel.			
7.3.3	The CB shall 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), except where the law requires such information to be disclosed.			
7.3.4	When the CB is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information will be provided.			
7.3.5	The CB shall ensure that the activities of related bodies do not compromise confidentiality.			
7.4	Security			
7.4.1	The CB shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur.			
7.4.2	Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: a) the locations 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 process (e.g. development, administration, results reporting); d) the threats arising from repeated use of examination materials.			
7.4.3	Certification bodies shall prevent fraudulent examination practices by: 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 aids during the examination; f) monitoring examination results for indications of cheating.			



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8	Certification schemes			
8.1	There shall be a certification scheme for each category of certification.			
8.2	A certification scheme shall contain the following elements: a) scope of certification; b) job and task description; c) required competence; d) abilities (when applicable); e) prerequisites (when applicable); f) code of conduct (when applicable).			
8.3	A certification scheme shall include the following certification process requirements: a) criteria for initial certification and recertification; b) assessment methods for initial certification and recertification; c) surveillance methods and criteria (if applicable); d) criteria for suspending and withdrawing certification; e) criteria for changing the scope or level of certification (if applicable).			
8.4	The CB shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included: a) the involvement of appropriate experts; b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating; c) the identification and alignment of prerequisites, if applicable, with the competence requirements; d) the identification and alignment of the assessment mechanisms with the competence requirements; 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	The CB shall ensure that the certification scheme is reviewed and validated on an on-going, systematic basis.			
8.6	When the CB is not the scheme owner of a certification scheme it implements, the CB shall ensure that the requirements contained in this clause (Clause 8) are met.			



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9	Certification process requirements			
9.1	Application process			
9.1.1	Upon application, the CB shall make available an overview of the certification process in accordance with the certification scheme. As a minimum, the overview shall include the 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.			
9.1.2	The CB shall require the completion of an application, signed by the applicant seeking certification, which includes as a minimum the following: a) information required to identify the applicant, such as name, address and other information required by the certification scheme; b) the scope of the desired certification; c) a statement that the applicant agrees to comply with the certification requirements and to supply any information needed for the assessment; d) any supporting information to demonstrate objectively compliance with the scheme prerequisites; e) notice to the applicant of his/her opportunity to declare, within reason, a request for accommodation of special needs (see 9.2.5).			
9.1.3	The CB shall review the application to confirm that the applicant complies with the application requirements of the certification scheme.			
9.2	Assessment process			
9.2.1	The CB shall implement the specific assessment methods and mechanisms as defined in the certification scheme.			
9.2.2	When there is a change in the certification scheme which requires additional assessment, the CB shall document and make publicly accessible without request the specific methods and mechanisms required to verify that certified persons comply with changed requirements. [NOTE]			
9.2.3	The assessment shall be planned and 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.			
9.2.4	The CB shall verify the methods for assessing candidates. This verification shall ensure that each assessment is fair and valid.			
9.2.5	The CB shall verify and accommodate special needs, within reason and where the integrity of the assessment is not violated, taking into account national regulation [see 9.1.2 e)].			
9.2.6	Where the CB takes into account work performed by another body, it shall have appropriate reports, data and records to demonstrate that the results are equivalent to, and conform with, the requirements established by the certification scheme.			



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9.3	Examination process			
9.3.1	Examinations shall be designed to assess competence based on, and consistent with, the scheme, by written, oral, practical, observational or other reliable and objective means. The design of examination requirements shall ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass decisions.			
9.3.2	The CB shall have procedures to ensure a consistent examination administration.			
9.3.3	Criteria for conditions for administering examinations shall be established, documented and monitored. [NOTE]			
9.3.4	When technical equipment is used in the examination process, the equipment shall be verified or calibrated where appropriate.			
9.3.5	Appropriate methodology and procedures (e.g. collecting and maintaining statistical data) shall be documented and implemented in order to reaffirm, at justified defined intervals, the fairness, validity, reliability and general performance of each examination, and that all identified deficiencies are corrected.			
9.4	Decision on certification			
9.4.1	The information gathered during the certification process shall be sufficient: a) for the CB to make a decision on certification; b) for traceability in the event, e.g., of an appeal or a complaint.			
9.4.2	Decisions for granting, maintaining, recertifying, extending, reducing, suspending or withdrawing certification shall not be outsourced.			
9.4.3	The CB shall confine its decision on certification to those matters specifically related to the requirements of the certification scheme.			
9.4.4	The decision on certification of a candidate shall be made solely by the CB on the basis of the information gathered during the certification process. Personnel who make the decision on certification shall not have participated in the examination or training of the candidate.			
9.4.5	The personnel who make certification decisions shall have sufficient knowledge of and experience with the certification process to determine if the certification requirements have been met.			
9.4.6	Certification shall not be granted until all certification requirements are fulfilled.			
9.4.7	The CB shall provide a certificate to all certified persons. The CB shall maintain sole ownership of the certificates. The certificate shall take the form of a letter, card or other medium, signed or authorized by a responsible member of the personnel of the CB.			
9.4.8	The certificates shall contain, as a minimum, the following information: a) the name of the certified person; b) a unique identification; c) the name of the CB; d) a reference to the certification scheme, standard or other relevant documents, including issue date, if relevant; e) the scope of the certification including, if applicable, validity conditions and limitations; f) the effective date of certification and date of expiry.			
9.4.9	The certificate shall be designed to reduce the risks of counterfeiting.			



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9.5	Suspending, withdrawing or reducing the scope of certification			
9.5.1	The CB shall have a policy and (a) documented procedure(s) for suspension or withdrawal of the certification, or reduction of the scope of certification, which shall specify the subsequent actions by the CB.			
9.5.2	Failure to resolve the issues that have resulted in the suspension, in a time established by the CB, shall result in withdrawal of the certification or reduction of the scope of certification.			
9.5.3	The CB shall have enforceable arrangements 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	The CB shall have enforceable arrangements 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	Recertification process			
9.6.1	The CB shall have (a) documented procedure(s) for implementation of the recertification process, in accordance with the certification scheme requirements.			
9.6.2	The CB shall ensure during the recertification process that it confirms continued competence of the certified person and ongoing compliance with current scheme requirements by the certified person.			
9.6.3	The recertification period shall be based upon the scheme requirements. The rationale for the recertification period shall take into account, where relevant, the following: a) regulatory requirements; b) changes to normative documents; c) changes in the relevant scheme requirements; d) the nature and maturity of the industry or field in which the certified person is working; e) the risks resulting from an incompetent person; f) ongoing changes in technology, and requirements for certified persons; g) requirements of interested parties; h) the frequency and content of surveillance activities, if required by the scheme.			
9.6.4	The selected recertification activity/activities shall be adequate to ensure that there is impartial assessment to confirm the continuing competence of the certified person.			
9.6.5	In accordance with the certification scheme, recertification by the CB shall consider at least the following: a) on-site assessment; b) professional development; c) structured interviews; d) confirmation of continuing satisfactory work and experience records; e) examination; f) checks on physical capability in relation to the competence concerned.			



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9.7	Use of certificates, logos and marks			
9.7.1	A CB that provides a certification mark or logo shall document the conditions for use and shall appropriately manage the rights for usage and representation. [NOTE]			
9.7.2	The CB shall require that a certified person signs an agreement for the following reasons: a) to comply with the relevant provisions of the certification scheme; b) to make claims regarding certification only with respect to the scope for which certification has been granted; c) not to use the certification in such a manner as to bring the CB into disrepute, and not to make any statement regarding the certification which the CB considers misleading or unauthorized; d) to discontinue the use of all claims to certification that contain any reference to the CB or certification upon suspension or withdrawal of certification, and to return any certificates issued by the CB; e) not to use the certificate in a misleading manner.			
9.7.3	A CB shall address, by means of corrective measures, any misuse of its certification mark or logo.			
9.8	Appeals against decisions on certification			
9.8.1	The CB shall have a documented process to receive, evaluate and make decisions on appeals. The appeals-handling process shall include at least the following elements and methods: a) 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) tracking and recording appeals, including actions undertaken to resolve them; c) ensuring that, if applicable, appropriate corrections and corrective actions are taken.			
9.8.2	The policies and procedures shall ensure that all appeals are dealt with in a constructive, impartial and timely manner.			
9.8.3	A description of the appeals-handling process shall be publicly accessible without request.			
9.8.4	The CB shall be responsible for all decisions at all levels of the appeals-handling process. The CB shall ensure that the decision-making personnel engaged in the appeals-handling process are different from those who were involved in the decision being appealed.			
9.8.5	Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.			
9.8.6	The CB shall acknowledge receipt of the appeal and shall provide the appellant with progress reports and the outcome.			
9.8.7	The CB shall give formal notice to the appellant of the end of the appeals-handling process.			



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9.9	Complaints			
9.9.1	The CB shall have a documented process to receive, evaluate and make decisions on complaints.			
9.9.2	A description of the complaints-handling process shall be accessible without request. The procedures shall treat all parties fairly and equitably.			
9.9.3	The policies and procedures shall ensure that all complaints are handled and processed in a constructive, impartial and timely manner. The complaints-handling process shall include at least the following elements and methods: a) an outline of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response b) tracking and recording complaints, including actions undertaken in response to them; c) ensuring that, if applicable, appropriate corrections and corrective actions are taken.			
9.9.4	Upon receipt of a complaint, the CB shall confirm whether the complaint relates to certification activities for which it is responsible and, if so, shall respond accordingly.			
9.9.5	Whenever possible, the CB shall acknowledge receipt of the complaint and shall provide the complainant with progress reports and the outcome.			
9.9.6	The CB receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.			
9.9.7	Whenever possible, the CB shall give formal notice of the end of the complaints-handling process to the complainant.			
9.9.8	Any substantiated complaint about a certified person shall also be referred by the CB to the certified person in question at an appropriate time.			
9.9.9	The complaints-handling process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.			
9.9.10	The decision to be communicated to the complainant shall be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.			



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10	Management system requirements			
10.1	<p>General The CB shall establish, document, implement and maintain a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of this International Standard. In addition to meeting the requirements of Clauses 4 to 9, the CB shall implement a management system in accordance with either option A or option B, as follows:</p> <ul style="list-style-type: none"> - option A: a general management system which fulfils the requirements of 10.2; or - option B: a body that has established and maintains a management system, in accordance with the requirements of ISO 9001, and that is capable of supporting and demonstrating the consistent fulfillment of the requirements of this International Standard (ISO/IEC 17024), fulfils the management system requirements of 10.2. 			
10.2	<p>General management system requirements</p>			
10.2.1	<p>General The CB shall establish, document, implement and maintain a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of this International Standard. The CB's top management shall establish and document policies and objectives for its activities. The top management shall provide evidence of its commitment to the development and implementation of the management system in accordance with the requirements of this International Standard. The top management shall ensure that the policies are understood, implemented and maintained at all levels of the CB's organization. The CB's top management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that include:</p> <ul style="list-style-type: none"> a) ensuring that processes and procedures needed for the management system are established, implemented and maintained; b) reporting to top management on the performance of the management system and any need for improvement. 			
10.2.2	<p>Management system documentation Applicable requirements of this International Standard shall be documented. The CB shall ensure that the management system documentation is provided to all relevant personnel.</p>			



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10.2.3	<p>Control of documents The CB shall establish procedures to control the documents (internal and external) that relate to the fulfillment of this International Standard. The procedures shall define the controls needed to:</p> <ul style="list-style-type: none"> a) approve documents for adequacy prior to issue; b) review and update as necessary and re-approve documents; c) ensure that changes and the current revision status of documents are identified; d) ensure that relevant versions of applicable documents are provided at points of use; e) ensure that documents remain legible and readily identifiable; f) ensure that documents of external origin are identified and their distribution controlled; g) prevent the unintended use of obsolete documents and apply suitable identification if they are retained for any purpose. 			
10.2.4	<p>Control of records The CB shall establish procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfillment of this International Standard. The CB shall establish procedures for retaining records for a period consistent with its contractual and legal obligations. Access to these records shall be consistent with the confidentiality arrangements. [NOTE]</p>			
10.2.5	<p>Management review</p>			
10.2.5.1	<p>General The CB's top management shall establish procedures to review its 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 this International Standard. These reviews shall be conducted at least once every 12 months and shall be documented.</p>			
10.2.5.2	<p>Review input The input to the management review shall include information related to the following:</p> <ul style="list-style-type: none"> a) results of internal and external audits (e.g. accreditation body assessment); b) feedback from applicants, candidates, certified persons and interested parties related to the fulfillment of this International Standard; c) safeguarding impartiality; d) the status of preventive and corrective actions; e) follow-up actions from previous management reviews; f) the fulfillment of objectives; g) changes that could affect the management system; h) h) appeals and complaints. 			



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10.2.5.3	<p>Review output The output from the management review shall include as a minimum decisions and actions related to the following:</p> <ul style="list-style-type: none"> a) improvement of the effectiveness of the management system and its processes; b) improvement of the certification services related to the fulfillment of this International Standard; c) resource needs. 			
10.2.6				
10.2.6.1	Internal audits			
10.2.6.2	An audit programme shall be planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.			
10.2.6.3	Internal audits shall be performed at least once every 12 months. The frequency of internal audits may be reduced if the CB demonstrates that its management system continues to be effectively implemented in accordance with this International Standard and has proven stability.			
10.2.6.4	<p>The CB shall ensure that:</p> <ul style="list-style-type: none"> a) internal audits are conducted by competent personnel, knowledgeable in the certification process, auditing and the requirements of this International Standard; b) auditors do not audit their own work; c) personnel responsible for the area audited are informed of the outcome of the audit; d) any actions resulting from internal audits are taken in a timely and appropriate manner; e) any opportunities for improvement are identified. 			
10.2.7	<p>Corrective actions The CB shall establish (a) procedure(s) for identification and management of nonconformities in its operations. The CB shall also, where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the impact of the problems encountered. The procedures shall define requirements for the following:</p> <ul style="list-style-type: none"> a) identifying nonconformities; b) determining the causes of nonconformity; c) correcting nonconformities; d) evaluating the need for actions to ensure that nonconformities do not recur; e) determining and implementing the actions needed in a timely manner; f) recording the results of actions taken; g) reviewing the effectiveness of corrective actions. 			



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10.2.8	<p>Preventive actions</p> <p>The CB shall establish (a) procedure(s) for taking preventive actions to eliminate the causes of potential nonconformities. Preventive actions taken shall be appropriate to the probable impact of the potential problems. The procedures for preventive actions shall define requirements for the following:</p> <ul style="list-style-type: none"> a) identifying potential nonconformities and their causes; b) evaluating the need for action to prevent the occurrence of nonconformities; c) determining and implementing the action needed; d) recording the results of actions taken; e) reviewing the effectiveness of the preventive actions taken. 			
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 Assessor

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 Date / signature

Note: The signature of the assessor does not confirm the complete correctness of the reference documents provided by the CAB.