



MAURITAS

A6

Assessor/Technical Expert monitoring

Mauritius Accreditation Service

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Foreword

The MAURITIUS ACCREDITATION SERVICE (MAURITAS) is a governmental body established in 1998 to provide a national, unified service for the accreditation of Conformity Assessment Bodies (CABs) such as calibration/testing laboratories, certification bodies and inspection bodies. Organizations that comply with the MAURITAS requirements are granted accreditation by MAURITAS.

About MAURITAS publications

MAURITAS publications are categorized as follows:

- R series Publications containing general policy and requirements related to MAURITAS accreditation.
- G series Publications providing guidance on MAURITAS requirements.
- A series Publications related to assessment procedures.
- P series MAURITAS Quality System procedures
- F series MAURITAS Forms
- Directories Classified listing of accredited organizations.

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Assessor/Technical Expert monitoring

1 Purpose

1.1 MAURITAS uses the service of a number of external Assessors/Technical Experts to participate in the assessment and reassessment of laboratories, inspection bodies and certification bodies. It is essential that MAURITAS maintains up-to-date information on the performance and technical expertise of Assessors/Technical Experts and makes this information available to all MAURITAS staff. MAURITAS has recourse to Technical Advisory Committees (TACs) to provide advice on the identification of potential Assessors. This procedure details the actions to be taken to provide a continuing record of the performance and expertise of MAURITAS Assessors/Technical Experts.

2 Scope and Responsibilities

2.1 It is the responsibility of MAURITAS to ensure that the Assessors are applying the requirements of the relevant standard, criteria and other relevant MAURITAS publications consistently and that visits are conducted in a professional manner in accordance with the requirements and guidance given by MAURITAS. MAURITAS shall also ensure that Assessors and Technical Experts maintain up-to-date and relevant technical knowledge in their specialist field.

3 References

The following documents contain provisions which, through reference in this text, constitute provisions of the MAURITAS accreditation system. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated MAURITAS references, the latest edition of the document referred to, applies. MAURITAS maintains a register of the current valid MAURITAS accreditation documents.

- 3.1 ISO/IEC 17011** : Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies.
- 3.2 MAURITAS A2** : Criteria for Assessors/Technical Experts
- 3.3 MAURITAS G Series documents**
- 3.4 ILAC-G3** : Guidelines for Training Courses for Assessors Used by Accreditation Bodies
- 3.5 ILAC/IAF JWG A-Series FAQ1**

4 Definitions

4.1 Assessor: Person assigned by MAURITAS to perform, alone or as part of an assessment team, an assessment of a Conformity Assessment Body (CAB).

4.2 Team Leader (TL): Assessor who is given the overall responsibility for the management of an assessment.

4.3 Technical Expert (TE): Person assigned by MAURITAS, working under the responsibility of an Assessor, who provides specific knowledge or expertise with respect to the scope of accreditation to be assessed and does not assess independently. A Team Leader or an Assessor can check on the TE every now and then and confirm the final assessment findings to be reported. The level of oversight will depend on the experience of the TE.

However, a TE can work in an area alone if an Assessor/Team Leader is available and periodically checking and communicating with the Technical Expert (this includes also keeping in touch via email or telephone or a mobile application).

5 Initial Registration

5.1 MAURITAS shall carry out an onsite monitoring of each Assessor/Technical Expert used prior to his/her initial registration. This onsite monitoring for Assessors/Technical Experts shall be performed during a visit to a laboratory/inspection body/certification body and shall be recorded. The monitoring shall be performed by the Director of MAURITAS or a competent senior staff designated by the Director of MAURITAS. A proforma for monitoring checklist, **F 1.10 or F 1.27 or F 1.28 or F 1.30**, shall be used for this task. Criteria for monitoring that shall be included, but not limited to, are as follows:

- a) whether the assessment/ reassessment visit was performed in accordance with MAURITAS requirements;
- b) whether the Assessor/Technical Expert took all necessary documents/information to the visit;
- c) the Assessor's/Technical Expert's questioning technique and ability to communicate with all levels of staff of the organisation;
- d) the structure of the visit;
- e) the technical knowledge of the Assessor/Technical Expert and its appropriateness;
- f) whether all aspects of the management system were covered;
- g) the knowledge and interpretation of MAURITAS requirements;
- h) whether the Assessor/Technical Expert attempted to apply requirements over and above the MAURITAS criteria;
- i) the reporting and grading of non-conformities;
- j) if acting as team leader, the control of team members and interaction with the team members;
- k) time management;
- l) if acting as Team Leader, full coverage of agenda items of opening and closing meetings;

- m) the corrective actions proposed by the organisation and accepted by the Assessor/Technical Expert from the previous assessment;
- n) the final report, either at the visit or after the visit;
- o) compliance with MAURITAS code of conduct or contract;
- p) overall strengths and weaknesses of the Assessor/Technical Expert;
- q) comparison with previous usage, improvement or otherwise.

5.2 The mentor shall record critical points which include but not limited to:

- Not raising nonconformities that were identified;
- Non-disclosure of any conflict of interest/threats to impartiality;
- Not covering all items on the assessment plan;
- Issues in time management – arriving/finishing excessively late;
- Behaving in an unprofessional manner;
- Not assessing important aspects like competence of auditors/lead auditors, traceability, method validation and uncertainty of measurement;
- Not assessing a representative number of documents/records to ensure proper evaluation of the competence of the CAB.

5.3 The mentor shall carry out a de-briefing exercise with the Assessor/Technical Expert after the closing meeting, by highlighting the critical points and also issues which are considered as minor.

5.4 The mentor shall then make recommendations as to the future use of the Assessor/Technical Expert. Any training need should be identified for action.

5.5 MAURITAS shall update Assessor/Technical Expert records when a visit to a CAB has involved a monitoring report on an assessor.

5.6 Where a training need is identified during a review of the reports by senior staff performing the monitoring, MAURITAS will have to implement appropriate action.

5.7 In the event that the appraisal recommends that an Assessor needs retraining before further use or should no longer be used, then all MAURITAS staff should be informed immediately.

5.8 MAURITAS should have a system to identify those Assessors/Technical Experts used in the previous 3 years and that have not been evaluated.

6 Assessor/Technical Expert competency updating

6.1 Every 3 years, all active Assessors/Technical Experts shall be requested formally by MAURITAS to confirm, or otherwise, that their originally identified competencies are still valid. This may be done through the use of an updated CV as per **MAURITAS A2** document. Assessors/Technical Experts will of course be expected to inform MAURITAS of any changes in the interim.

6.2 On receipt of such information, MAURITAS must arrange for any significant changes to be entered in the Assessor/Technical Expert records system.

7 Monitoring of Assessors/Technical Experts

7.1 The monitoring process for Local Assessors/Technical Experts shall be performed by on-site monitoring comprising:

- Evaluation of earlier appraisal reports;
- Evaluation of assessment reports, including nonconformity reports;
- Evaluation of earlier Feedback from CABs, through surveys;
- Evaluation of Feedback from Assessment, **F 1.21**;
- Consider whether updating of assessment competence, technical competence or registration scope is needed.

7.2 MAURITAS monitors the performance of all the Assessors and Technical Experts with respect to each accreditation scheme at least once every three years on-site, using forms **F 1.10** and **F 1.28** or **F 1.27** or **F 1.30**. In the event that MAURITAS is not able to monitor the Assessors and Technical Experts within the defined period of three years for a particular accreditation scheme, MAURITAS will monitor the Assessors and Technical Experts in the next assessment for that accreditation scheme.

7.3 For Foreign Assessors, MAURITAS shall ensure that the assessors contracted from foreign Accreditation Bodies signatory to ILAC MRA / IAF MLA submit proof of recent monitoring (less than 3 years) by the foreign Accreditation Bodies prior to contracting them.

7.4 The senior staff shall recommend appropriate actions if the re-registration process shows weaknesses in the following:

- Practice;
- Training;
- Reduction of the registration scope;
- Withdrawal of registration;

The senior staff shall record the actions taken.

8. Withdrawal of registration

8.1 MAURITAS shall decide about withdrawal of registration for the Assessor/Technical Expert based on the following criteria/events:

- Non-responsiveness to requests for three consecutive years
- Voluntary withdrawal of registration
- Three years following retirement from service
- Death

The relevant MAURITAS Staff shall inform the Assessor/Technical Expert of the action taken. and shall record the changes in status and indicate on the respective Assessors/Technical Experts file the following “Registration Withdrawn.”

9. Related Forms

9.1 Assessor/Technical Expert Monitoring Checklist –Laboratories and Inspection Bodies, **F 1.10**

9.2 Team Leader Monitoring Checklist – Laboratories and Inspection Bodies, **F 1.28**

9.3 Team Leader/Assessor/Technical Expert Monitoring Checklist – Certification Bodies, **F 1.27**

9.4 Team Leader/Assessor/Technical Expert Monitoring Checklist – Product Certification Bodies, **F 1.30**

9.5 Feedback from Assessment, **F 1.21**

Appendix A: Amendment Table

SN	Section	Amendment
Issue 1, Revision 5		
1.	7.2	<ul style="list-style-type: none">- At line 1, “with respect to each accreditation scheme” has been added after “...Assessors and Technical Experts”- At line 4, “for a particular accreditation scheme” has been added after “...period of three years”- At the end of the paragraph, “for that accreditation scheme” has been added