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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 organizations performing calibration, testing, sampling or inspection and of organizations that certify products, personnel or systems, including environmental management systems. Organizations that comply with the MAURITAS requirements are granted accreditation by MAURITAS and are entitled to use the MAURITAS Accreditation logo.

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.**
- **Directories**                  **Classified listing of accredited organizations.**

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## Guidance for MAURITAS assessors and experts, certification

### 1. General

1.1 MAURITAS is managing a national accreditation service for certification bodies. For this task MAURITAS is making use of its own assessors and hired assessors/experts. The task of an assessor/expert is to assess the applicant's quality system, organisation, competence and working methods against specified requirements, and during surveillance to assess how accredited organisations continue to meet the accreditation requirements. An assessment team will normally include assessors/experts with different technical competence.

1.2 The accreditation process for a first time applicant includes the following principal elements:

- Control of received application form (MAURITAS)
- Registration and invoicing of application fee (MAURITAS)
- Appointment of lead assessor and technical assessor(s)/expert(s) (MAURITAS)
- Acceptance of the selected assessors/experts (Applicant)
- Lead assessor evaluates the documentation
- Pre-assessment if relevant (Lead assessor/MAURITAS staff member)
- The other assessors/experts evaluates the documentation
- Necessary corrective actions of indicated non-compliances (applicant)
- Examine the report to evaluate if the actions are satisfactory (MAURITAS)
- Agree upon visit with the applicant (lead assessor)
- The applicant confirm the visit (applicant)
- Assessment visit at the applicant (assessors/experts)
- Witnessing of the organisation's performance of its work (assessors/experts)
- Report from the visit and the witnessing (assessors/experts)
- The applicant makes corrective actions on the non-conformities
- The MAURITAS staff member prepares an accreditation report with recommendation
- The NA representative gives his/her recommendation to the Accreditation Committee
- The Accreditation Committee makes the decision about accreditation.

1.3 Assessment shall be performed in accordance with MAURITAS' practice and in accordance with relevant international guidelines and requirement standards [2]. The criteria in these international standards refer to assessor's conduct, report, organisation and performance of the assessment.

Organisations applying for accreditation shall meet the requirements of the relevant standard for the area [3-6]. IAF guidelines [7-10] specify how to meet the different requirements in the standard.

*Note: The numbers within square brackets refer to section 10 of this document.*

## 2. Purpose

2.1 This document gives a general guidance for the performance of assessments of certification bodies. In addition this document gives some other information of interest for MAURITAS' assessors.

## 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	<b>ISO/IEC 19011: 2002</b>	Guidelines for quality and/or environmental management systems auditing [1]
3.2	<b>ISO/IEC 17011:2004</b>	Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies[2]
3.3	<b>ISO/IEC Guide 65:1996</b>	General requirements for bodies operating product certification systems[3]
3.4	<b>ISO/IEC Guide 62:1996</b>	General requirements for bodies operating assessment and certification/registration of quality systems[4]
3.5	<b>ISO/IEC 17024:2003</b>	Conformity assessment – General requirements for bodies operating certification of persons[5]
3.6	<b>ISO/IEC Guide 66:1999</b>	General requirements for bodies operating assessment and certification/registration of environmental management systems (EMS)[6]
3.7	<b>IAF-PL-99-005</b>	IAF Guidance On the Application of ISO/IEC Guide 65[7]
3.8	<b>IAF GD 2</b>	IAF Guidance On the Application of ISO/IEC Guide 62[8]
3.9	<b>IAF GD 24</b>	IAF Guidance On the application of ISO/IEC 17024[9]
3.10	<b>IAF GD 6</b>	IAF Guidance On the Application of ISO/IEC Guide 66[10]

### Forms:

3.11		Report from document review[11]
3.12		Lead assessor's report from assessment[12]
3.13		Lead assessor's report from surveillance activities[13]
3.14		Report from technical assessor/expert for assessment of certification bodies[14]
3.15		Report witnessing of audits of management systems. Used by lead assessor[15]
3.16		Report witnessing of audits of management systems. Used by technical assessor/expert[16]
3.17		Checklist for evaluation of technical assessor/expert[17]
3.18		Report witnessing of examination. Used by lead assessor(personnel certification)[18]
3.19		Non-conformity report[19]
3.20		Summary report[20]
3.21	ILAC G 20	Grading on Non-conformities[21]

## **4. Working instructions**

### **4.1 Instruction for lead assessor**

For an application of first time accreditation, the tasks for the lead assessor will consist of the following:

#### **Prior to the assessment visit:**

1. The lead assessor shall give response to the MAURITAS staff member if the lead assessor finds that the assessor team does not have sufficient competence/capacity.
2. The lead assessor shall review the organisation's documentation.
  - If there are essential shortages which are vital for the applicant about the applicant's documentation for accreditation, a written feedback to the MAURITAS staff member shall be given together with a note identifying the shortages, and which can be transmitted to the applicant.
  - If there are no essential shortages, the lead assessor shall either conduct the pre-assessment or advise the MAURITAS staff member to accomplish the pre-assessment or advise the other participants of the assessment team to examine the documents.
  - Lead assessor is responsible that the other participants in the assessment team have clear instructions about what is expected to be done, including time limits. The instructions must not be in conflict with MAURITAS' agreement with the current assessor/expert.
3. The lead assessor shall within 3 weeks forward a report [11] from the document review to the MAURITAS staff member if during the review, it has been discovered things which have to be improved prior to assessment. Attached to the report there may be comments from the other members of the assessment team.
4. As a result of the document review, the lead assessor shall make a checklist of conditions which shall be verified during the visit.
5. After consultation with MAURITAS' staff member, the lead assessor shall make a plan for the visit and necessary witnessing. The time must be coordinated with the certification body in writing and with copy of the plan sent to the assessment team and MAURITAS' staff member.
6. The lead assessor shall distribute tasks within the assessment team and give necessary guidance. (This may be done in an internal meeting within the assessment team before the opening meeting).

#### **During the assessment visit and witnessing:**

7. The lead assessor shall accomplish the opening meeting, the assessment, the witnessing, the final meeting and reporting of non-conformities as described in this document.
8. The lead assessor shall guide the other members in the assessment team.
9. The lead assessor shall evaluate the work done by the other assessors/experts.

**After the assessment visit:**

10. The lead assessor shall evaluate the reports from the other assessors. If they are satisfactory, send a report [12] from the assessment to MAURITAS staff member and within 4 weeks, after the assessment visit.
11. For witnessing, the following relevant reports shall be issued by the lead assessor:
  - Report [15] for witnessing of system or product certification
  - Report [18] for witnessing of personnel certification
12. The lead assessor shall send a written evaluation of the work performed by the other members of the assessment team to the MAURITAS staff member.
13. If necessary, the lead assessor shall agree upon a time for verification of corrective action with the certification body and the other assessors.

**Other:**

The lead assessor and MAURITAS' staff member shall keep each other informed about agreements made with the organisation or correspondence with the organisation and other important matters, for example important policy questions which need clarification, needs to change agreements with the assessors, customer complaints or others.

The lead assessor shall only assign tasks to the assessor team members for which they have been qualified to perform.

## **4.2 *Instruction for technical assessor/technical expert***

### **4.2.1 *Instruction for technical assessor/technical expert concerning ISO Guide 65 (product certification)***

Technical assessor/technical expert's tasks will be as follows:

**Prior to the assessment visit (may be verified during the visit):**

1. The technical assessor/expert shall review the technical procedures, standards and CVs of key personnel in his line.
2. The technical assessor/expert shall evaluate whether competence/competence requirements and technical contents of the procedures are satisfactory.
3. The technical assessor/expert shall evaluate whether the product standards/the normative documents which certified products are sufficient. (See IAF-PL-99-005) [7].

**During the assessment visit at the applicant:**

4. The technical assessor/expert shall evaluate the implementation of the technical procedures and evaluate registrations/documentation of performed certifications and surveillance/renewal of certifications.
5. The technical assessor/expert shall assist the lead assessor with technical expertise during the visit at the certification body and if relevant during the witnessing of an audit at the licensee/manufacture.

6. The technical assessor/expert shall witness whether certification, testing and/or audit are performed in accordance with their written procedures.

**After the assessment visit:**

7. Within 2 weeks or otherwise agreed, the technical assessor/expert shall prepare a report [14] from the assessment visit taking into account the abovementioned points.
8. Within 2 weeks unless otherwise agreed, the technical assessor/expert shall prepare a report [16] from witnessing of an audit at the licensee.

**Others:**

The assessor/expert has an obligation to notify the lead assessor and/or MAURITAS staff member if he/she goes beyond the frames which have been agreed with regard to tasks and economy. If the body has its own testing activities, the assessment shall be performed in accordance with relevant parts in the guidelines for assessment of laboratories.

**4.2.2 Instruction for technical assessor/technical expert concerning ISO/IEC 17024 (personnel certification)**

Technical assessors/technical expert's tasks will be as follows:

**Prior to the assessment visit (may be verified during the visit):**

1. The technical assessor/expert shall review the technical procedures, standards and CV's of key personnel in his line.
2. The technical assessor/expert shall evaluate whether competence/competence requirements and technical contents of the procedures are satisfactory.
3. The technical assessor/expert shall evaluate whether the competence standards which certified personnel are sufficient.

**During the assessment visit:**

4. The technical assessor/expert shall evaluate the implementation of the technical procedures and evaluate registrations/documentation of performed certifications and surveillance/renewal of certifications.
5. The technical assessor/expert shall assist the lead assessor with technical expertise during the visit at the certification body and during witnessing of examination of certification candidates.
6. The technical assessor/expert shall witness whether examination is performed in accordance with their written procedures and if the examination for the rest is performed in a professional way.

**After the assessment visit:**

7. Within 2 weeks unless otherwise agreed, the technical assessor/expert shall prepare a report [14] from the assessment visit taking into account the abovementioned points.
8. Within 2 weeks unless otherwise agreed, the technical assessor/expert shall prepare a short report from the witnessing of the examination.

**Others:**

The assessor/expert has an obligation to notify the lead assessor and/or MAURITAS staff member if he/she goes beyond the frames which have been agreed with regard to tasks and economy.

**4.2.3 Instruction for technical assessor/technical expert concerning ISO Guide 62 (certification of quality management systems, HACCP systems and information security systems) and ISO Guide 66 (certification of environmental management systems).**

Technical assessor/expert is used in assessment of systems certification, in connection with witnessing of a certification body's audit at a particular company, evaluation of a certification body's competence within a technical area, assistance by interviewing of a certification body's personnel with technical competence etc. Relevant parts of paragraphs 4.2.1 and 4.2.2 will be in force. By witnessing of certification bodies for environmental management systems it will be relevant to include technical assessor /technical expert with environmental competence.

After a witnessing of a certification body's audit at a company a report [16] shall be prepared by the technical assessor/expert within 2 weeks after the witnessing, unless otherwise agreed.

## **5. Assessment**

### **5.1 Introduction**

One of MAURITAS' tasks is to assess and accredit certification bodies, and ensure by surveillance that they continue to meet the accreditation requirements.

Assessment visits at the organisation and witnessing of the performance of their work play a central part in this work.

Each applicant for accreditation shall fill in an application form which gives important information about the applicant and the activities, the applicant wishes to get accredited. The quality manual, procedures and other important information shall be attached to the application.

MAURITAS' assessors/experts shall evaluate whether the documentation is in accordance with the requirements in the accreditation standard applied for.

If the documentation is in accordance with the abovementioned criteria, MAURITAS' assessor/expert shall during visit to the applicant and witnessing of performance of the applicant's work, evaluate whether the documentation is implemented and whether the applicant has the right competence.

### **5.2 The scope of accreditation**

It is MAURITAS' policy to define the scope of an organisation's accreditation as precisely as possible. By first time accreditation or by extensions, the applicant shall specify the activities which shall be included in the accreditation.

The scope of accreditation for certification bodies for management systems shall be defined according to the scope sectors in IAF GD 2, Annex 1 [8].

### **5.3 Checklists**

Based on the document review, the assessors/experts shall prepare individual checklists for the items they wish to verify during the the assessment visit/witnessing to achieve a systematic assessment. The checklists shall be filed. A copy shall be forwarded to MAURITAS together with the assessment report. Handwritten checklists are acceptable. The purpose is primarily to keep files showing that the procedures have been followed regarding preparing of checklists and to be able to see what questions have been asked and what have been verified for the different elements in the standard.

### **5.4 Documentation essential for assessors/experts**

MAURITAS' staff member shall provide the assessor team with the necessary documentation.

Necessary documentation includes documentation as described below:

The lead assessor should receive in advance:

- The applicant's/the accredited body's quality manual and procedures
- A copy of the application with annexes (when relevant)
- Copy of relevant correspondence (letters, e-mail)
- A copy of the last previous assessment report if applicable. (Not relevant for first time visit)
- Brief information about extensions of scope of accreditation or other changes since the last visit, if relevant.

The documentation may also include, when relevant:

- Relevant standards/normative documents
- CVs for the key personnel

Technical assessors/experts should receive in advance:

- The applicant's/the accredited body's quality manual and relevant procedures (normally)
- A copy of the application with annexes (when relevant)
- A copy of the last previous assessment report (when relevant)
- Relevant standards/normative documents (when relevant)
- CVs for relevant technical personnel (may be verified during the visit)

### **5.5 Performance**

#### **5.5.1 Pre-assessment**

Depending on whether there are essential shortages in the documentation conforming with the accreditation requirements, a pre-assessment may be agreed with the applicant. The pre-assessment is normally performed by the MAURITAS staff member and/or lead assessor and shall last for not more than one day. During the pre-assessment the assessor shall be aware that he/she is not involved in consultancy because this is not acceptable. The following items shall be taken care of during the visit unless there are other reasons:

- Review of the accreditation requirements
- If necessary, comments based on the document review
- The procedure which has to be followed during assessments of applicants
- If necessary, time schedule for forwarding of new documentation

After the pre-assessment, the lead assessor/MAURITAS staff member prepare a brief report which has to highlight:

- What was examined during the meeting
- The assessor resources being necessary for the assessment of the applicant
- Actions which have to be implemented before an assessment can be planned

The report has to be forwarded to MAURITAS' staff member and the applicant.

### **5.5.2 Assessment visit**

Prior to the assessment visit the assessor team should meet to clarify the job allocation and programme. This can be arranged at the applicant's premises immediately before the opening meeting or at an earlier stage. In some cases, it can be arranged by telephone or through correspondence.

The assessment visit contains the following elements:

- Opening meeting with participants from the assessor team and representatives from the organisation
- Verification of registrations and interviews
- An internal meeting among the assessment team to prepare the final meeting (at assessment lasting longer than one day it is often adequate to have an internal meeting at the end of each day for summing-up/coordination).
- A final meeting to present the conclusion of the visit for the organisation's representative.

### **5.5.3 Opening meeting**

The purpose of the meeting is:

- That the organisation's representative and MAURITAS' assessment team shall become acquainted
- To clear up any misunderstandings
- To verify the details in the programme.

The contents of the opening meeting will normally be:

- (a) Introductions
- (b) A presentation of the time schedule
- (c) An explanation of the purpose of the assessment and the methods
- (d) An explanation of the roles of the organisation's representative during the assessment
- (e) An explanation of what will happen at the final meeting
- (f) An assurance that all findings will be treated in confidence
- (g) Clarification of who is authorised by the client to accept the non-compliances and to propose corrective actions, when applicable
- (h) An opportunity for the organisation's representatives to ask relevant questions.

### **5.5.4 Performance of assessment**

The purpose of the document review is to consider whether the applicant's quality documentation is in accordance with MAURITAS' requirements.

The purpose of the verification done at the applicant's premises is to confirm if the body's quality system and procedures are satisfactorily implemented.

All conclusions must be objective and fair and should be interpreted that way by the organisation. Therefore, they have to be based on objective evidence which can be verified and re-examined.

An assessor must not be engaged in the solution of the certification body's non-conformities, because this will threaten MAURITAS' independence.

If during the assessment, it becomes obvious that the system is not implemented within basic fields or there are other considerable non-conformities, the assessment visit shall be interrupted and the organisation must be informed about the reason for the decision.

### **5.5.5 Non-conformity report**

**Definition:** Non-conformity is non-fulfillment of a requirement

Non-conformities are divided into three categories depending on the degree of seriousness:

**Very serious non-conformity:** Non-conformities where the credibility to the organisations accreditation is seriously threatened. A warning of suspension will be evaluated for the whole accreditation or relevant parts of it (valid for accredited organisations). **Category 1.**

**Essential non-conformity:** Non-conformity where corrective action must be completed within a specified time interval to avoid suspension. **Category 2.**

**Minor non-conformity:** Non-conformity which can be an isolated incident and does not affect the results of the organisation's accredited activities. **Category 3.**

See the guidance document ILAC-G 20 [21].

Non-conformity report form [19], shall be used to describe non-conformities of category very serious or essential. Minor non-conformities are written in the assessment report and will be followed up during the next visit, but the applicant need to give information that the non-conformities are closed without any detailed description of the corrective actions.

The non-conformity report shall contain only factual observations related to lack of compliance within a specific clause in the applicant's own procedures or in MAURITAS' requirements. The assessor shall avoid making tendentious or emotive statements in the report or using it as opportunity to lecture the organisation on how to manage its affairs. It shall be the responsibility of the lead assessor assisted by the assessment team to collect all identified non-conformities prior to the final meeting.

All relevant columns in the non-conformity report form shall be filled in.

By first time accreditation, the time limit for presentation of corrective actions (category 1 and 2) shall normally be 12 working weeks with an opportunity for prolongation until 16 working weeks. For surveillance of existing accreditations, the time limit will normally be 6 working weeks for non-conformities category 2 with an opportunity for prolongation until 8 working weeks. For surveillance of existing accreditations, it can be necessary to shorten the time limit if it is found necessary to implement corrective actions as soon as possible. Especially this will be necessary in connection with non-conformities of category 1 which normally will lead to a warning about suspension. In this context, MAURITAS procedures for suspension and withdrawal will be followed.

### **5.5.6 Summary**

After the assessors have completed their individual assignments, an internal meeting within the assessment team shall take place, where all assessors present their non-conformities and conclusions. The lead assessor will use this as a basis for a summary at the final meeting. If the assessment team cannot reach a conclusion about a finding, the team shall refer back to the accreditation body for clarification.

The summary shall include all conditions which need to be corrected and the lead assessor's recommendation to MAURITAS. The lead assessor's recommendation may for example be that a new assessment visit need to be performed, a new witnessing (Section 5.7) or a recommendation for granting accreditation with or without any conditions (like implementation of corrective actions for closing of non-conformities).

The summary shall not only be a reiteration of the contents in the non-conformity reports. It shall for example correlate individual non-conformities which are not serious but together reveal serious weaknesses in the system.

The summary shall also give positive feedback to the organisation when relevant.

### **5.5.7 Factors effecting recommendations for accreditation**

In deciding on his/her recommendation, the lead assessor shall take into consideration the number of different category of non-conformities.

If no non-conformities are identified, the lead assessor shall normally recommend that accreditation is granted immediately.

If the lead assessor cannot recommend immediate accreditation because of non-conformities found, he/she will recommend that the accreditation will depend upon correction of the non-conformities (very serious and essential non-conformities) and that the corrective actions have to be verified.

If there are basic shortages in the system, a complete new assessment visit may be recommended or a refusal of accreditation. If a new assessment visit is recommended, all part of the system that need to be evaluated during the next visit shall be highlighted in the summary report.

When closing non-conformities, the lead assessor or technical assessor, where relevant shall make the following evaluations:

- If the non-conformity shall be closed based on satisfactory corrected procedures;
- If the non-conformity shall be closed based on satisfactory corrected procedures in addition to evidence of implementation;
- If the non-conformity shall be closed based on a visit to verify the implementation of the corrective actions.

### **5.5.8 Final meeting with the organisation representatives**

The purpose of the final meeting is to present to the organisation's representatives a summary of the results of the assessment and to clarify any misunderstandings.

The lead assessor shall normally:

- (a) thank the applicant for their assistance and cooperation;
- (b) emphasise that some non-conformities may not have been discovered;
- (c) present a summary of non-conformities identified, together with the summary report [20];
- (d) agree with the organisation on a date by which non-conformities shall be corrected (see paragraph 5.5.5);
- (e) answer any questions;
- (f) leave the original non-conformity reports with the applicant together with a copy of the summary report;
- (g) close the meeting.

During the final meeting, the assessment team shall not be lead into debating about the validity of their conclusions or their recommendations. If these are questioned, the lead assessor may, however, gives a short reason and refer to the non-conformity or combination of non-conformities which lead to that conclusion. If the applicant still do not accept the conclusion, the lead assessor shall advise the applicant to take up the matter with MAURITAS.

## **5.6 Reporting**

See the description under the working instructions in Section 4.

## **5.7 Witnessing of the applicant's performance of assessments**

In addition to the assessment visit, there shall be at least one witnessing of the organisation in operation before accreditation is recommended.

For product certification, an audit of a licensee/manufacture shall be witnessed.

For system certification, an audit of a supplier's quality system for each type of system for which they have applied shall be witnessed. (If the applicant's audit is a combination of more systems, the witnessing will cover all systems included in the audit). Relevant documentation that normally shall be presented for the assessment team prior to assessment are CV's for the audit team, report from the last audit, where relevant, and the company's quality manual.

For personnel certification, the examination of personnel competence shall be witnessed.

The total number of witnessing will depend upon what is included in the application.

Assessors/experts who participate during witnessing shall only witness the applicant's performance with the intention to consider:

- The applicant's competence
- Whether the application's procedures are followed
- If all relevant aspects are covered
- MAURITAS' assessors/experts shall abstain from being actively engaged in the process. So as not to interfere with the certification body's personnel, questions can, to a limited extent, be asked in order to clarify things.

An assessment report after the witnessing shall be prepared. Report [15] shall be used if an audit of a management system is witnessed by the lead assessor. The technical assessor/expert shall fill in the report [16] during his/her witnessing.

Unsatisfactory performance shall be reported as non-conformities (ref. paragraph 5.5.5) as described above. If possible, MAURITAS' assessors/experts shall give feedback to those being witnessed when the witnessing is finished.

If the witnessing take place at companies where there is a requirement for the use of personnel protection equipment, the assessment team shall call attention to that, if protection equipment is not distributed. If protection equipment does not exist the assessment team shall not perform the witnessing.

## **5.8 Surveillance**

The purpose of surveillance is to determine whether an organisation is continuing to comply with the requirements for accreditation. During the first accreditation period (4 years) assessments visits shall be performed annually, and all elements in the standard shall be assessed during the accreditation cycle. The report from each assessment visit shall show which parts of the standards has been assessed. Surveillance visits will last for the time planned for, by use of one or two assessors and be reported by use of summary report that will be presented at the final meeting. The final report [12] is written and presented for any representative for verification of the contents and the report is signed if it is in accordance with MAURITAS' policy and practice.

If a technical assessor/expert is participating he/she shall prepare the report [14].

The following points shall normally be checked during each regular surveillance visit:

- Major changes in organisation, key personnel and procedures
- Implementation of corrective actions on non-conformities from the last visit
- Registrations showing how certifications have been performed and the competence which has been used
- Appeals and complaints
- Internal audit and management review
- The contents in advertising and web-sites
- Certificates
- Use of accreditation marks

## **5.9 Renewal**

For renewal a document review shall be performed if there are essential changes in the quality system after the last assessment. The assessment visit will be the same as for the initial accreditation.

The lead assessor's recommendation from a renewal visit will depend upon the number of non-conformities and category. The recommendation will be one of the following alternatives:

- (a) Unconditional renewal (if no non-conformity has been found).
- (b) Renewal under the condition that all non-conformities are closed within agreed time.
- (c) Suspension (of the whole or parts of the accreditation) for a specified period until corrective actions on non-conformities have been implemented and a new visit has been performed with satisfactory results.

Suspension of an accreditation shall be evaluated if non-conformities of category 1 have been found.

## **5.10 Conclusion**

During an assessment visit or witnessing, different problems may show up. It shall always remain the duty of the individual assessor/expert to weigh all the evidence available before making a judgement on a particular situation in an organisation. Assessors shall always bear in mind the need for tact and objectivity. It is important to be aware that to be assessed may be a great mental stress for the auditees.

Assessors/experts shall act in a prejudice manner and be able to accept new solutions on old problems as long as the existing requirements are satisfactory met.

## **6. Invoicing**

MAURITAS covers the expenses for travelling subsistence allowances and overnight fee according to Governmental rates for assessors/experts outside Mauritius, in addition to the assessment fees charged by these assessors/experts or their accreditation body.

The assessment work will be invoiced to MAURITAS after the performance of the work and after the report is submitted to MAURITAS.

For local assessors and experts which are hired as private persons by MAURITAS they shall be remunerated at a rate fixed by MAURITAS.

## **7. Impartiality**

MAURITAS' assessors/experts are obliged to inform MAURITAS if they or their employers have performed any service during the last three years for a client being assessed.

In the same way, they are obliged to inform MAURITAS of other situations which possibly can affect the evaluation of a current client.

## **8. Confidentiality**

MAURITAS' assessors and experts are obliged to be strictly observant of the rules of the Official's Secrets Acts and MAURITAS' rules for confidentiality. Information about MAURITAS' customers which is acquired through the task as MAURITAS assessor shall not be revealed to a third party. Documentation received from MAURITAS or MAURITAS' customer or documentation prepared by the assessor himself shall be protected against access from a third party. Confidential documents must not be sent by telefax if not agreed by the affected party. Confidential documentation cannot be thrown, but must be destroyed or returned to those it may concern.

MAURITAS' policy is also not to reveal information about applicant's identity outside MAURITAS.

## **9. Distribution of documents**

MAURITAS' quality system includes all documents necessary for performance of accreditation activities. MAURITAS is keeping their assessors and experts updated with all documents which are necessary for performance of MAURITAS' tasks. Information about changes will normally be done by use of e-mail, or sending copies of documents by mail, if necessary. Assessors and experts are obliged to take care of the distributed documents and keep themselves updated.