

The Assessment of IAPMO R&T's Quality Management System Program by the Accreditation Body

The IAPMO R&T Management Registration Program is accredited by ANAB (ANSI-RAB National Accreditation Board). This means we are audited annually by an ANAB.

There are two types of assessments; an office assessment and a witness assessment. The office assessment is to ensure that we have followed the proper guidelines such as ISO/IEC Guide 62, entitled, "General Requirements for Bodies Operation Assessment and Certification/Registration of Quality Systems" in addition to our own policies and procedures, and the witness assessment is to ensure that our auditors have conducted audits competently based on ISO 19011, entitled, "Guidelines for Quality and/or Environmental Management Systems Auditing." ANAB also ensures that IAPMO R&T operates in non-discriminatory and impartial manners, and that the registration service is accessible to all applicants. ANAB assessor was at IAPMO Headquarters in May to conduct the audit for 2006.

The Office Assessment Process

ANAB assessor began the office assessment by reviewing our organizational structure, including our Governing Board and Registration Committee. The Governing Board is comprised of an equal number of voting members from the governmental sector, industry sector and staff directors. Some of the responsibilities of the Governing Board include surveying the possibility of having a Memorandum of Understanding with other entity(s) and to investigate the likelihood of expanding registration services such as registering to ISO 14001.

The Registration Committee consists of the Senior Director of R&T, the Management System Registration Manager and at least one staff director. The Registration Committee is responsible for making decisions in granting, maintaining (continuing), extending, reducing, suspending, and withdrawing of new or existing registrations.

The ANAB assessor then verified our registration process by reviewing selected surveillance audit files for appropriate documentation and to verify if we were following procedures. Other items reviewed included verification of the competence of staff personnel and competence of the contract auditors by examining their qualification records. All information reviewed was kept confidential as per the signed agreement.

The assessment concluded after review of our Internal Audits and Management Review records. Internal audits and management reviews are normally evaluated one after another because an internal audit serves as a liaison between management, staff personnel, and all external auditors.

The Witness Assessment Process

The witness assessment was conducted the following day after the office assessment. The scope of this assessment was to evaluate the competency of our auditors that have conducted ISO 9001:2000 audits.

During this assessment, items that were evaluated included observing each of our internal auditor's personal character along with application of the auditor's skills and knowledge. Examples of personal character would be being ethical, open-minded, diplomatic, observant, perceptive, versatile, tenacious, decisive and self-reliant. Examples of knowledge and skills would be techniques of interviewing, exercising prudent time management, records review, prioritization and accuracy.

As you can see, there are many "checks and balances" to ensure IAPMO R&T Registration Services department complies with the regulations set by the international standards. IAPMO R&T is known for its flexibility. This, combine with annual surveillance assessment performed by our accreditor, ensures that we are committed to provide our customers with the highest satisfaction of service without jeopardizing our integrity.

We invite you to join the million of companies world wide that have earned and benefited from ISO 9001 registration - let us help you obtain it!

Call us today at toll free 877-4-MY-ISO-1 (inside U.S.A.) or +1-909-230-5530 (outside U.S.A.). You may also contact us via e-mail at shirley.dewi@iapmort.org or dawn.lafleur-qualley@iapmort.org.

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