



ACCREDITATION MANUAL FOR LABORATORY-RELATED ACTIVITIES (NON-FORENSICS)

AUTHORITY: VICE PRESIDENT

EFFECTIVE DATE: 2019/08/14

DOCUMENT NUMBER: **MA 2100**

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FOREWORD

Accreditation benefits organizations by providing assurance that they are consistently performing their work competently and according to appropriate standards. Accreditation provides a benchmark for maintaining that competence. Many organizations operate in isolation from their peers, and rarely, if ever, receive an independent technical evaluation as a measure of their performance.

A regular assessment checks aspects of an organization's operations related to consistently producing accurate and dependable data. Areas for improvement are identified and discussed, and a detailed report is provided at the end of each visit. When necessary, follow-up action is monitored so the organization is confident that it has taken the appropriate corrective action.

The ANSI National Accreditation Board (ANAB) publishes a directory of accredited organizations, which includes contact details and information on accredited capabilities as a means for accredited customers to promote accredited services to their potential customers. Through a system of international agreements (see below), accredited organizations receive a form of international recognition, which allows their data, reports, and services to be more readily accepted in global markets.

This manual explains the operational activities and responsibilities of ANAB and its customers (excluding forensics and management systems certification bodies¹). It provides direct reference to administrative process rules (PR series) documentation. This manual and its associated process rules are not citable during an assessment but are enforced through contractual agreements. This manual also provides reference to Accreditation Requirements (AR series) documentation that is followed to ensure the accreditation process meets the requirements of ISO/IEC 17011. Accreditation Requirements are citable during an assessment to ensure compliance with national and international standards and requirements. This manual also defines the relationship between ANAB and its accredited organizations (customers).

The term "customer" as used in this manual refers to any customer seeking accreditation from or accredited by ANAB.

All references to ISO/IEC, ISO, and ANAB documents and other controlled materials are to the current versions. Most ANAB documents are accessible free of charge at www.anab.org. ILAC documents are accessible free of charge at www.ilac.org.

AUTHORITY AND RECOGNITION

ANAB provides accreditation for ISO/IEC 17025 testing and calibration laboratories and forensic testing agencies, ISO/IEC 17020 inspection bodies and forensic inspection agencies, ISO 17034 reference material producers, ISO/IEC 17043 proficiency test providers, and ISO 15189 medical test laboratories. In addition, ANAB accredits ISO/IEC 17021-1 management systems certification bodies, forensic-related bodies, and industry-specific programs.

ANAB is recognized as conforming with ISO/IEC 17011 and as such is a full member of the International Laboratory Accreditation Cooperation (ILAC), whereby ANAB is fully recognized by and recognizes ILAC

¹Accreditation requirements for ANAB management systems certification bodies and ANAB forensic science laboratories can be found in their respective accreditation manuals.

signatories worldwide for the accreditation of customers. ANAB is a signatory of the Asia Pacific Accreditation Cooperation (APAC) Mutual Recognition Arrangement (MRA). ANAB also is a signatory of the InterAmerican Accreditation Cooperation (IAAC) Multilateral Recognition Arrangement (MLA). In addition, ANAB is recognized nationally by regulators and specifiers (automotive, aerospace, environment, industrial, manufacturing, medical, military, and government agencies) for program-specific requirements.

The further authority of ANAB is by virtue of the acceptance by others through international MRAs, its accredited customers, and the data and services ANAB provides.

ESTIMATE AND APPLICATION FOR ACCREDITATION

Applicant customers begin by contacting ANAB and completing the request for estimate of fees (RFQ). ANAB produces a confidential estimate of the cost of the accreditation based on the information submitted.

Estimates are based on several factors, including but not limited to the number of customer sites, the complexity of work defined on the proposed scope of accreditation, the number of technicians, and the type of services performed in house and/or off site.

ANAB sales and technical staff can assist with the application process. See www.anab.org for contact information.

ACCREDITATION CYCLE

ANAB follows a two-year accreditation cycle when performing assessment activities. Various assessment activities are performed annually by ANAB to ensure continuing compliance with accreditation requirements. The accreditation cycle and accreditation activities are designed to provide ANAB with a system to monitor the activities of the customer in order to maintain confidence that accreditation requirements continue to be fulfilled. ANAB typically uses the same assessor for an accreditation cycle. Assessors may be chosen by ANAB to perform two accreditation cycles. The same assessor typically will not perform more than two consecutive accreditation cycles.

The two-year accreditation cycle consists of an initial accreditation assessment followed by a surveillance assessment activity the next year. During the first accreditation cycle, the surveillance assessment activity is typically required to be performed on site. At the end of the first accreditation cycle, a reassessment occurs, followed by a surveillance assessment (e.g., on site or possibly as a remote or desk assessment) one year later, and this cycle continues throughout each accreditation.

Under a contractual arrangement with regulators and/or specifiers and the accredited customer, ANAB may alter the accreditation cycle to a sector-specific required schedule. The requirements for such an altered cycle are detailed in ANAB supplemental requirements for a given sector-specific program. The following procedure applies to all customers and provides details of ANAB assessment activities:

- [PR 2303, Administrative Process Rule: Assessment Activities](#)

OPTIONAL PRE-ASSESSMENT SERVICES

ANAB offers optional assessment activities prior to an initial accreditation assessment to help an applicant organization understand accreditation requirements and prepare for accreditation. These activities provide an opportunity for the customer to evaluate its preparedness for the initial accreditation assessment.

ANAB does not provide consultation services because this is considered a conflict of interest for an accreditation body.

INTRODUCTORY VISIT

An introductory visit (IV) is an optional assessment activity performed by a single lead assessor, typically for a half day to one assessment day. An Accreditation Manager allocates a lead assessor to perform an IV. The assessor presents and answers general questions regarding accreditation requirements, the assessment process, and/or forms. ANAB assessors are not permitted to provide consultancy. During an IV, the assessor may tour the facilities and point out obvious nonconformities. This is an informal educational visit without a formal report or documented findings.

PRACTICE ASSESSMENT

A practice assessment is an optional on-site service that essentially is an unofficial accreditation assessment. ANAB conducts an assessment just as it would conduct an actual accreditation assessment, documenting compliance and nonconformities on the forms used for an assessment. ANAB provides the customer these assessment records but maintains only those records that ensure and demonstrate impartiality of the customer's accreditation process. The customer may undergo a maximum of two practice assessments. Practice assessments have no influence on the accreditation assessment. Assessors assigned to conduct the practice assessment normally do not conduct the accreditation.

PLANNING VISIT

A planning visit (PV) is an optional assessment activity performed by a single lead assessor, typically for one assessment day. An Accreditation Manager allocates a lead assessor to perform the PV. This is an opportunity to have a one-on-one interface with a lead assessor without consequences and to address specific questions or concerns about the accreditation process. A PV may provide an opportunity to review nonconformities and opportunities identified during the initial assessment document review (AADR). A PV may include sample assessment questioning to prepare staff and may identify obvious nonconformities.

INITIAL ACCREDITATION ASSESSMENT

Leading up to the initial accreditation assessment, the customer is expected to have effectively implemented a quality system meeting the requirements of the applicable accreditation standard and applicable ANAB accreditation requirements.

Prior to the initial assessment, ANAB performs a **document review**. The document review typically is performed by the lead assessor assigned to the initial assessment activity. The lead assessor reviews the quality system documentation and determines if customer's documentation is ready for the initial assessment.

The customer shall be able to demonstrate technical competency and the ability to competently perform all items identified on the proposed scope of accreditation.

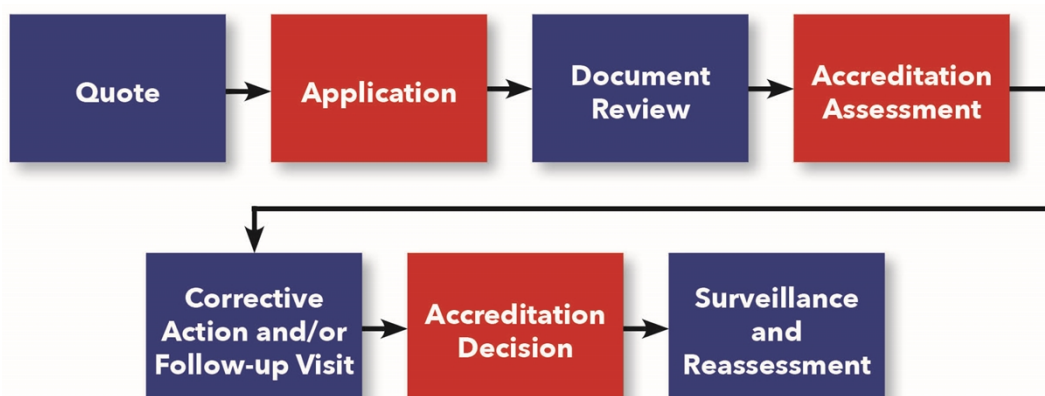
Within a 12-month period prior to the initial accreditation assessment, the customer shall complete an internal audit covering all elements of the applicable standards. This includes witnessing of a sampling of the proposed scope of accreditation.

Within a 12-month period prior to the initial accreditation assessment, the customer shall complete a management review covering the elements listed in the applicable standards.

Within a 12-month period (per Accreditation Requirements) prior to the initial accreditation assessment, the customer shall have completed at least one appropriate proficiency test or approved alternative.

The customer shall meet the requirements of all applicable ANAB accreditation program requirement documents.

ASSESSMENT PROCESS



The purpose of the assessment process is to determine the customer's compliance with the requirements of the applicable accreditation standard(s), ANAB accreditation requirements, and the technical competence to a declared scope of accreditation. Various assessment activity types are used, both on site and remotely, to evaluate conformance. Assessment activities include all locations where key activities of the customer are performed.

The ANAB assessment process was developed to sample in various details the customer's quality system and technical competence to a scope of accreditation. ANAB determines through interviews, reviewing documents and records, and witnessing of the scope of accreditation if the customer's system is effectively implemented and meets applicable requirements. The assessment team uses these assessment activities to determine if the customer continues to meet all ANAB requirements.

ANAB establishes surveillance and reassessment plans based on the customer's proven stability and competence. ANAB designs the reassessment and surveillance plans for each accredited organization to ensure representative samples of the scope of accreditation and management system are assessed on a regular basis.

ANAB may conduct surveillance assessments on a more frequent basis or schedule an early reassessment if ANAB determines this is warranted.

The customer may request and receive additional assessment activities in order to expand their scope during the accreditation cycle (see Scope of Accreditation below).

ASSESSMENT DELIVERABLES

The assessors will present to the customer the assessment summary, nonconformities (NCs) and agreed on scope of accreditation at the closing meeting after the assessment. These will be presented both in writing and orally to ensure a mutual understanding of the content for the deliverables.

ASSESSMENT SUMMARY

The assessor recommendation on accreditation and a summary of assessment activities, including any cited nonconformities, is provided to the customer and ANAB after the closing meeting of the assessment.

NONCONFORMITIES

ANAB presents any nonconformities (NCs) found during the assessment for the management system or technical operations supporting the scope of accreditation. These NCs and the anticipated timeframe for their closure are reviewed and formally presented to the customer during the closing meeting of each assessment activity.

OPPORTUNITIES FOR IMPROVEMENT

ANAB provides value to the customer by drafting potential assessment findings as opportunities for improvement (OFIs) when any are identified. An OFI is not an NC but is used to document an area of concern that does not have specific evidence to justify a finding and may help a customer improve operations. The customer is not required to respond to OFIs. Customers have a right to appeal any NC or accreditation decision (see Appeals and Complaints below).

DRAFT SCOPE OF ACCREDITATION

The draft scope of accreditation is formally confirmed and presented at the closing meeting. ANAB is in full control of the scope of accreditation and may choose to make changes as necessary during final review and processing.

POST-ASSESSMENT AND GRANTING OF ACCREDITATION

ANAB assessors, technical staff, and (when assigned) ANAB Accreditation Council Technical Advisory Group (AC TAG) member(s) review on a timely basis the assessment documentation to ensure that the assessment has taken place according to ANAB requirements. The technical review ensures that the customer has demonstrated adequate technical competence and provided to ANAB appropriate corrective action(s) for all issued nonconformities. ANAB technical staff also have the option, if necessary, to require that additional assessment activities be performed before an accreditation decision can be confirmed. This ensures the integrity and impartiality of the process.

Upon completion of the ANAB technical review, the decision to accredit the customer is made by ANAB technical staff based on the assessor recommendation, appropriate corrective action responses, and compliance with accreditation requirements.

After the decision to accredit is confirmed, ANAB sends the customer the certificate of accreditation, which includes the approved scope of accreditation. The customer is added to the directory of accredited customers on the ANAB website.

ANAB may conduct extraordinary assessment activities outside of a typical assessment cycle as a result of complaints, proficiency testing performance, location changes, organizational changes, and/or other situations in which it is necessary to ensure the integrity of the accreditation. ANAB advises the customer accordingly if such an extraordinary assessment is required.

NOTIFICATION OF CHANGES

According to ANAB signed agreements, the customer shall notify ANAB of any matters that may affect the customer's capability, the scope of accredited activities, or compliance with the requirements for accreditation. The customer shall use the ANAB notification process to formally document and submit a notification to ANAB.

The customer shall notify ANAB immediately of any changes in:

- Legal, commercial, or organizational status;
- Organization and management (e.g., key managerial staff or accounting contact);
- Policies or procedures that directly affect the validity of data;
- Physical location or premises;
- Changes to purchase order requirements and/or special invoicing methods required;
- Unsuccessful proficiency testing (or proficiency testing alternative) results;
- Key personnel, equipment, facilities, working environment, or other resources that would impact the validity of data, or the customer's ability to perform accredited work;
- Note: Key personnel is defined by ANAB to include the quality manager, technical manager, accounting contact, and anybody who is the only trained and authorized person to perform a technical activity supporting the scope, including uncertainty of measurement, and/or the facilitator of the proficiency testing/inter-laboratory comparison scheme;
- Other significant changes affecting the customer quality system or technical operations and any other matter that may affect the customer's capability, scope, compliance with requirements, or other criteria of competence specified by ANAB.

Upon official receipt of customer notification, ANAB evaluates the impact on accreditation and may do any of the following:

- Make note within the ANAB system for future reference;
- Make a brief visit to the customer to assess the impact of the change;
- Request further proof of conformity with requirements;
- Revise the scope of accreditation;
- Perform a surveillance visit;
- Perform a full reassessment.

ASSESSMENT DELAYS

If a customer causes delay in the accreditation process, the following procedure applies:

- [PR 2305, Administrative Process Rule: Delays Caused by the Customer](#), applies to all customers and provides the administrative process when a delay in the accreditation process is caused by the customer.

SCOPES OF ACCREDITATION

The scope of accreditation is a formal document owned by ANAB and issued to the accredited customer that defines the technical activities for which accreditation is sought. When accreditation has been granted, ANAB issues an approved final scope of accreditation.

PROPOSED SCOPE DEVELOPMENT

Prior to the initial assessment, the customer prepares a proposed scope of accreditation in accordance with the appropriate ANAB proposed scope instructions and using the appropriate scope of accreditation template.

The proposed scope of accreditation is a working document and is not an indication of accreditation status. Therefore, a proposed scope shall not be shared with any entity other than ANAB or its authorized representatives.

Scope instructions are located on the ANAB website (www.anab.org).

SCOPE MODIFICATION

The applicant or accredited customer can request changes to the scope of accreditation at any time. ANAB contacts the customer approximately three months prior to the expected yearly assessment activity to inquire about a possible change to the scope of accreditation. Unless ANAB is properly notified with adequate time prior to an assessment activity, the assessor may not be able to extend the scope during the assessment. The impact and cost of any scope change request is determined on a case-by-case basis.

Voluntary removal of scope items is unlikely to require more than administrative work by ANAB. Additions require review by ANAB technical staff to ensure the requirements of the scope item and ANAB are satisfied.

Technical competency to perform new scope activities is ensured by ANAB prior to addition to the scope of accreditation. This may require an on-site visit to verify the competency of the customer to perform the activities or may require only a technical review of documentation. A scope expansion visit may result in either partial or full approval and may result in identified nonconformities requiring corrective action prior to approval.

REQUIREMENT DOCUMENTS

This manual outlines the general processes for accreditation and refers to applicable accreditation requirements documents. ANAB accreditation requirements (AR series) documentation defines accreditation requirements. ANAB administrative process rules (PR series) documentation details key processes that support the accreditation requirements. This manual is to be used in conjunction with the following AR documents (as applicable) to fully define the requirements for accreditation.

ANAB offers accreditation to national and international conformity assessment standards and regulatory and industry-specific requirements. The customer shall own a copy of the applicable standard(s) and

comply with the following accreditation requirement documents that define the requirements for accreditation specific to each program offered by ANAB:

- [AR 2251, Accreditation Requirements: ISO/IEC 17025 Calibration Laboratories](#)
- [AR 2250, Accreditation Requirements: ISO/IEC 17025 Testing Laboratories](#)
- [AR 2259, Accreditation Requirements: ISO/IEC 17025 Dimensional Measurement Laboratories](#)
- [AR 2252, Accreditation Requirements: ISO/IEC 17020 Inspection Bodies](#)
- [AR 2258, Accreditation Requirements: ISO 17034 Reference Material Producers](#)
- [AR 2255, Accreditation Requirements: ISO/IEC 17043 Proficiency Test Providers](#)
- [AR 2253, Accreditation Requirements: ISO 15189 Medical Testing Laboratories](#)

Supplemental requirements (SR series) documents apply to specific accreditation schemes developed by regulators and specifiers (automotive, aerospace, industrial, manufacturing, medical, military, government agencies) for program-specific requirements.

Technical requirements (TR series) may apply for specific fields of accreditation.

All ANAB documents that define accreditation requirements, supplemental requirements, or technical requirements are available on ANAB's website (www.anab.org).

CONTROL AND USE OF ACCREDITATION SYMBOL

Upon granting of accreditation, ANAB allows its accredited customers to refer to, promote, and advertise their accreditation status through the use of an accreditation symbol.

ANAB owns and controls the certificate of accreditation, scope of accreditation, and use of the ANAB logo and accreditation symbols.

ANAB-accredited customers can and are encouraged to display their accreditation status through use of the accreditation symbol, but this shall be done only on accredited work or promotional material referencing accredited work. The accreditation symbol shall not be displayed on work that deals only with non-accredited work.

Accredited customers benefit from the use of the accreditation symbol by the acceptance established through mutual recognition agreements (MRAs) among accreditation bodies.

Customers shall refer to accreditation or claim accreditation only while in active status. For all other statuses, the customer shall cease using the ANAB accreditation symbol in any way. This includes references on reports and/or certificates and all forms of advertising. Reports of work that covers both accredited and non-accredited work shall clearly distinguish this on the reports.

ANAB-accredited organizations wishing to display their accredited status on certificates and reports shall use the appropriate accreditation symbol as provided by ANAB.

ANAB-accredited organizations wishing to represent their accredited status on certificates and reports that choose to not use the accreditation symbol shall include narrative reference to the accreditation as shown below:

“This [calibration/test/inspection/etc.] is accredited under the laboratory's [ISO/IEC 17025/ISO/IEC17020/etc.] accreditation issued by the ANSI National Accreditation Board. Refer to certificate and scope of accreditation [insert accreditation number here].”

- [PR 1018, Policy on Use of ANAB Accreditation Symbols and Claims of Accreditation Status](#), provides a company-wide symbol policy that applies to all customers and includes specific requirements for use of the accreditation symbol.

GUIDANCE DOCUMENTS

ANAB has published a series of accreditation guidance documents to assist in the understanding and application of accreditation requirements. ANAB guidance documents are available on request and on the ANAB website (www.anab.org).

ANAB encourages customers to review and understand all relevant guidance documents.

TRANSFER OF ACCREDITATION

Organizations accredited by other accreditation bodies can apply to transfer their accreditation from the other accreditation body to ANAB under strictly defined conditions. Transferring accreditation may save time and money when the current accreditation is considered in the application process. Only customers currently accredited by an ILAC MRA signatory accreditation body can qualify for transfer of accreditation. ANAB takes the necessary steps to determine eligibility and ensure a seamless transfer of accreditation.

- [PR 2308, Administrative Process Rule: Transfer of Accreditation](#), applies to all customers and provides the specific administrative process for transfer of accreditation.

MULTI-SITE, TEMPORARY, AND MOBILE ACTIVITIES

ANAB offers accreditation to organizations made up of one legal entity with multiple locations or using mobile or temporary operations that all seek accreditation.

All facilities that belong to the entity seeking accreditation and deliver or support key activities need to be reviewed by ANAB to provide assurance they are subject to the same quality system and use the same quality manual, which must comply in all respects with the requirements of the applicable standard and accreditation requirements. In addition, ANAB reviews the organization to ensure key activities are performed as part of a single quality system to determine if a multi-site accreditation is appropriate or if separate accreditations are warranted for each site. ANAB requires that the entity nominate one person as the main point of contact related to accreditation activities.

Applicants that wish to seek multi-site accreditation are expected to declare their intention to seek a multi-site accreditation during the application process.

- [PR 2307, Administrative Process Rule: Multi-Site Accreditation](#), applies and provides the specific administrative process for customers seeking multi-site accreditation.

CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

All information ANAB acquires in relation to ANAB accreditation activities, except for accreditation information that is required to be made public and information made publicly available by the customer, is treated as confidential by all ANAB employees, agents, councils, and committees, and any contractors or subcontractors.

Such information will not be disclosed to any unauthorized party without the written consent of the customer, except when the law requires disclosure. When ANAB is required by law to release such information, the customer will be informed of the information provided.

ANAB may provide access to confidential information to accreditation peer evaluators from accreditation bodies recognized by ILAC, IAF, or regional cooperation (e.g., APAC, IAAC) or other oversight bodies that have signed appropriate agreements to not disclose confidential information as required by specific schemes.

PUBLIC NOTICE AND INFORMATION

ANAB maintains on its website a publicly available directory of ANAB-accredited customers, including scopes of accreditation and information regarding suspensions and withdrawals of accreditation.

NOTIFICATION OF CHANGE IN ACCREDITATION REQUIREMENTS

ANAB will communicate to customers any changes in this accreditation manual and any additional accreditation requirements and procedures for accreditation, including the date on which the changes take effect. ANAB's intent is to give customers a reasonable amount of time to document and implement any required changes.

Customer action in response to changes in accreditation requirements and procedures is normally reviewed at the next scheduled assessment (or first assessment following any implementation period), unless the changes to the accreditation requirements warrant earlier verification, as determined by ANAB.

Accreditation requirements will be published on ANAB's website (www.anab.org).

ACCREDITATION STATUS

All ANAB customers are identified on the website by an accreditation status. The accreditation status categories are active, inactive, voluntary withdrawal, suspension, and termination.

In the event that ANAB decides to change the accreditation status of a customer from active to any other status, ANAB will notify the customer of the reasons for such action.

- [PR 2301, Administrative Process Rule: Accreditation Status](#), applies to all customers and provides the specific administrative process for accreditation status.

APPEALS AND COMPLAINTS

ANAB has an established process in place for reviewing and processing appeals and complaints.

Customers can submit a formal complaint about any aspect of the accreditation process. ANAB may receive a complaint from any source, such as a customer, another accreditation body, or a stakeholder, via verbal communication, email, or the ANAB survey form. ANAB will take action to ensure a clear understanding of the complaint and take action to appropriately resolve it.

Customers can submit a formal appeal about any assessment finding or decision. ANAB will take action to ensure a clear understanding of the appeal and take action to appropriately resolve it.

Notification of an appeal shall be provided to ANAB within 30 days of the reported NC, change in accreditation status, or accreditation decision.

- [PR 6000, Administrative Process Rule: Appeals and Complaints](#), applies to all customers and provides the specific administrative process for the appeals and complaints process.

FEES RELATING TO ACCREDITATION

ANAB invoices various fees based on the assessment activity and travel. Customers are directed to the below PR document for details.

- [PR 2310, Administrative Process Rule: Fees Relating to Accreditation](#), applies to all customers and provides the specific administrative process for the fees relating to the accreditation process.

RESPONSIBILITIES OF THE CUSTOMER

The signed application for accreditation and the requirements of the relevant accreditation program establish the relationship between ANAB and the conformity assessment body (customer). The application for each accreditation program contains a link to [AG 1008, Terms and Conditions for Accreditation](#).

OBLIGATIONS OF THE CUSTOMER

The customer will afford ANAB any accommodation and cooperation necessary to enable ANAB to verify compliance with the requirements for accreditation.

ANAB requires that its customers:

- Comply with the applicable standards and accreditation requirements;²
- Comply with all relevant provisions of ISO/IEC 17011 as defined in ANAB requirement documents;
- Comply with all other relevant ANAB requirements;
- Make all necessary arrangements to cooperate fully and supply to ANAB all information and documentation needed before and during the accreditation process;
- Claim that it is accredited only in respect to services and locations covered by the scope of accreditation;
- Pay accreditation fees before receiving initial and ongoing accreditation;
- Not use its accreditation in a way that brings ANAB into disrepute and not make any statement about its accreditation that could be considered misleading or unauthorized;
- Upon suspension or withdrawal of accreditation (however determined), cease using any advertising containing any reference thereto and return any certificates of accreditation to ANAB as requested;

²If applicable, customers shall comply with sector-specific supplemental and technical requirements as defined in relevant SR series and TR series accreditation documentation.

- Not use its accreditation to imply ANAB approval of any product, process, system, and/or person and/or service;
- Endeavor to ensure that no certificate or report of accredited work or any part thereof is used in a misleading manner;
- Comply with ANAB requirements when referring to its accreditation status in advertising, brochures or other documents, or other communications.

TRANSLATIONS FOR INTERNATIONAL ASSESSMENTS

International assessments require all management system and related technical documents to be in English at the time of allocation of assessment activities. Assessment scheduling will be delayed until all translated documents are received by ANAB, and such delays may lead to suspension of accreditation.

If the international customer cannot provide management system and technical documents in English, the customer must notify ANAB in writing immediately at the time of allocation. Additional translation fees will be charged at cost. Assessment scheduling will be delayed until all translated documents are received by ANAB, and such delays may lead to suspension of accreditation.

When required for objective evidence for the closure of nonconformities, records must be submitted in English. Corrective action review will be delayed until all translated documents and records related to corrective action of nonconformities are received by ANAB, and such delays may lead to suspension of accreditation.

International customers must provide an English translator for the assessment activity. The translator may be a member of the facility staff.

RESPONSIBILITIES OF ANAB

IMPARTIALITY

ANAB is organized, structured, and operated to safeguard the objectivity and impartiality of its activities. ANAB's Impartiality Policy ([PR 1017](#)) describes ANAB's commitment to impartiality.

ETHICS AND CODE OF CONDUCT

All ANAB contract, leased, temporary, and permanent employees, experts, assessors, and instructors agree to their willingness to observe and be bound by the following to:

- Act in a strictly trustworthy and unbiased manner in relation to both ANAB and any organizations involved in an assessment by them or personnel for whom they are responsible;
- Disclose any relationships they may have with the organization to be assessed before undertaking any assessment function concerning said organization;
- Not accept any inducement, gift, commission, discount, or any other profit from the organization assessed or its representatives or from any other interested person, nor knowingly allow personnel for whom they are responsible to do so;
- Maintain confidentiality and not disclose the findings or any part of them, the assessment team responsible, or any other information gained in the course of an assessment process to any third party, unless authorized in writing by both the assessed organization and ANAB;
- Not act in any way prejudicial to the reputation or interests of ANAB or to the assessed organization.

CONFLICT OF INTEREST

As an accreditation body, ANAB ensures that its activities do not compromise the confidentiality, objectivity, and impartiality of its accreditations. Assessors, technical experts, and Accreditation Council members ensure the impartiality of their conduct by declaring no conflict of interest with any activity related to the customer and the accreditation process.

As a result, all assessors, technical experts, contractors, and AC TAG members:

- Disclose to ANAB any professional, financial, and/or work-related interest that could be construed as a potential conflict of interest;
- Agree to hold in confidence all information received from each customer and ANAB unless the law requires such information disclosed without ANAB's consent;
- Declare that they understand and agree with the ANAB assessor manual that ensures that they are not subject to any undue influences or pressure that might affect their objectivity and integrity;
- Act objectively and are free from any undue commercial, financial, and/or other pressures that could compromise impartiality;
- Will not consult with applicants or customers that they have assessed at least until the time of the responsibilities for the issues of that particular customer has been fully discharged. ANAB employees will not consult with customers. Assessors and technical experts contracted to review technical packages will disclose immediately if they or their affiliates have consulted directly with any customer that may give the appearance of a conflict of interest, and will not make any decision related to that customer;
- Maintain as confidential all contract monetary information concerning ANAB that has not otherwise been made public by ANAB;
- In the event of any alleged breach of this code, cooperate fully in any formal inquiry procedure.

REVISION HISTORY

Revision Level	Description
Original Release	Original release. Replaces the legacy ANAB and L-A-B accreditation manuals.
1	Added AR 2259 under Requirement Documents and reference to frequency assessors are assigned to a single CAB under Accreditation Cycle.
2	Revised section on Control and Use of Accreditation Symbol; revised section on Responsibilities of the Customer to refer to AG 1008 and add section on translations; and revised section on Responsibilities of ANAB to refer to PR 1017.
3	Under Control and Use of Accreditation Symbol added PR 1018 and effective dates for PR 1018 and AR 2201.
4	Deleted reference to ISO Guide 34. Updated references to APAC (from APLAC). Deleted AR 2201 under Control and Use of Accreditation Symbol. Updated accreditation process flowchart.