

Greetings from the Chairman:

Dear IPC InTouch Followers, Greetings

This year Aegina Island, Greece hosted to the 20th General Assembly Meeting of IPC. We have again successfully completed an intensive agenda together with General Assembly members with the traditional Greek hospitality and the unforgettable beauty of the Aegean.

The top important items of the agenda of this years' meeting at which 2017 strategical plan is also prepared are; Preparation activities for Conference, details of our Auditor certification scheme offered to IAF, developments on IPC certification schemes and details about "1st International Conference and Exhibition for Professional Certification – CERTX" which will be held this year by IPC Association Partnership.

The presentation of the details of "Yoga professionals Certification Scheme" which has been published by Quality Council of India, has been the part of this years' Annual General Meeting.

Our operations goes on continuously. We are developing and growing with our new-joined members. When entering a new era in the presence of important strategic goals, I would like to invite the Personnel Certification Bodies in every region of the world to be the member of IPC and to give support about the Topics Personnel certification and Training



Osman Vural
IPC Chairman

New ISO 19011 to come

A new edition of ISO 19011 will according to ISO plan be finished in April 2018.

New ISO 9004 to come

ISO/CD 9004 is distributed by ISO for review and comment. Organizational quality is a major change in the focus for ISO 9004, leading to substantial changes to its structure and contents.

Greetings from the Chairman

Page 1

New ISO 19011 and new 9004 to come

Page 1

IPC accepted as association member of IAF

Page 2

Competence vs Qualification Personnel Certification Programs

Page 2

New ISO 17025 - DIS stage

Page 4

Quality Austria summer courses 2017

Page 7

IPC new members are welcome!

secretary@ipcaweb.org

IPC accepted as Association Member of IAF:

IPC has been accepted as Association Member of the International Accreditation Forum - IAF, since 30 July 2016. IAF Membership certificate was received by IPC Board Member Mr. Tom Arnold at the ILAC-IAF joint meeting held in India.



Competence vs Qualification Personnel Certification Programs



Technical note by Dr. George J. Anastasopoulos, IPC General Secretary and Director Conformity assessment, IAS.

Personnel certification was, is and will remain a desirable asset for any modern professional. In order to achieve it, significant effort and expenses are usually invested. Many times candidates have to choose between a “competence-based” and a “qualification-based” certification program. And in most of the cases the latter is “easier” and “cheaper” to achieve. But is it actually worth it? What is the difference between Competence vs Qualification Personnel

Certification Programs?

Competence, in ISO 19011:2011 standard, is defined as “*the ability to apply knowledge and skills to achieve intended results*”. Competence based certification means that the PCB is expected to examine candidate’s knowledge, skills, personal attributes and qualifications specific to the program and/or scope of certification. Qualification based certification is based on the applicant's education and qualifications,

rather than on the basis of measurable competence. The following short dialog is catalytic to understand, in a few words, the difference between “competence” and “qualification”:

- "Do you know how to drive a car?"
- "I got trained and acquired the driving license but I am still not confident to drive a car."
- "That means you have qualification, not competence."

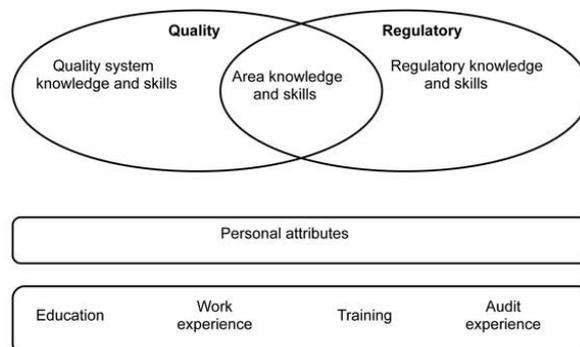
There are college drop-outs who are CEOs of Fortune 500 companies as they have competencies, not qualifications. Therefore, having both qualifications and competencies helps immensely but people can still excel through competencies rather than qualifications.

International Organization for Standardization (ISO), recognizing this fact, decided that the certification of persons, according to International Standard ISO 17024, should be based on the demonstration of competencies, and not the demonstration of qualifications. International standard ISO 17024 standard sets the requirements and the framework, in a global level, for the operation of Personnel Certification Bodies (PCBs). Through using the ISO 17024 standard, business, industry and other key stakeholders have recognized that this is the optimum way of achieving confidence in the competence of the persons certified by the PCBs. ISO 17024 allows variation in how competence is demonstrated and consequently different PCBs will interpret and apply this in different ways.

Still, there are PCBs that are insisting in offering, non-accredited, qualification based programs on the assumption that a qualification equals competence. While that assumption may be correct in very many cases, and may continue to be acceptable to a range of users, it is less acceptable for those who operate in contexts which require a more rigorous demonstration of competence based on a valid examination. This creates a considerable confusion to the market and to certification candidates. And, of course, as qualification programs don't satisfy all competence requirements they are non-accreditable.

Another key difference among the competence and qualification based programs is the change of emphasis from training to examination. Qualification based programs are emphasizing on the training while competence based programs are emphasizing on the results of training (assessing competencies through one or more methods of examination). And that examination must be valid, reliable and independent. Such certification programs should detail on defining competencies required. And it is those competencies that must be examined.

So is it possible to distinguish a competence from a qualification based program? The answer is simple: Check for the accreditation of the PCB that provides this program. If it is there, then check if achieved against ISO 17024 standard requirements. Then, check if the scope of accreditation includes that program. And, finally, check if the accreditation is provided by an Accreditation Body member of IAF (International Accreditation Forum/www.iaf.nu). All those requirements are also satisfied by the PCBs which are signatories of the MLA of IPC (International Personnel Certification Association/www.ipcaweb.org).



Example of Competence for Quality Management System Auditors (ISO 19011)

The new ISO 17025 – DIS stage

**By Dr. George Anastasopoulos, IPC General Secretary and Director
Conformity assessment, IAS.**

Introduction - Background information

As we discussed in my previous relative article "*The new ISO 17025 – What to expect*", ISO/IEC 17025 was first issued in 1999 by the International Organization for Standardization (ISO) and the International Electro-technical Commission (IEC). It is the single most important standard for calibration and testing laboratories around the world, with more than 50.000 laboratories accredited, globally.

At the International Laboratory Accreditation Cooperation (ILAC) General Assembly in October 2013 the Laboratory Committee (which is composed of stakeholder representatives of accredited testing and calibration) recommended that ILAC request that ISO/CASCO establish a new work item to comprehensively revise ISO/IEC 17025:2005. CASCO is the ISO committee that works on issues relating to conformity assessment. CASCO develops policy and publishes standards related to conformity assessment; it does not perform conformity assessment activities. CASCO's standards development activities are carried out by working groups made up of experts put forward by the ISO member bodies. The experts are individuals who possess specific knowledge relating to the activities to be undertaken by the working group.

The 5th ISO/CASCO WG 44 meeting was held on September 20-23, 2016 in Geneva. 96% of CASCO members voted in favor of the CD2 to move to the Draft International Stage (DIS). Fifty-three (53) experts representing certification/accreditation bodies and stakeholders from all over the world participated in that meeting. The deliverable of this meeting was the DIS version of the new ISO/IEC 17025 version. Up to the moment that this article was finalized, the DIS text was not yet released by ISO/CASCO secretariat, so the references to standard clause numbers listed in this article may be changed.

The Draft International Standard (DIS) will be translated and then circulated to all national ISO member bodies for comment and vote. Typically, the national bodies' mirror committees are responsible for monitoring and participating in the work of the relevant ISO committee. At this stage it is anticipated that the DIS will be released by the end of this year.

The DIS can be approved if two-thirds of national member bodies are in favor and not more than one-quarter of the total number of votes cast are negative.

If the DIS is approved the project could go straight to publication. However, should the draft be significantly revised following comments at the DIS stage (even if the DIS has been approved) a decision may be made to prepare a Final Draft International Standard (FDIS) and circulate it to national member bodies for a further vote. In any case the new ISO 17025 is expected to be published in 2017.

About the New Standard – DIS Changes

The format of the new standard will be significantly changed to be more in line with new ISO formatting guidelines. The basic format is similar to other new standards such as ISO/IEC 17020 and ISO/IEC 17065.

The new DIS is now structured as follows:

1. Scope
2. Normative references
3. Terms and definitions
4. General requirements
5. Structural requirements
6. Resource requirements
7. Process requirements
8. Management requirements
 - Annex A – Metrological Traceability (Informative)

- Annex B – Management System (Informative)
- Bibliography

Changes in the requirements of new ISO 17025/DIS

In addition to the changes decided in the previous standard stage, as described in details to my previous article, the following new changes were introduced to the DIS:

- Term “process” is not used in DIS except on the title of chapter 7 “Process requirements” and 7.10 (regarding complaint handling process) where the text is defined from the CPC (Policy Committee).
- Definitions for verification, validation shall not be included in the standard (reference to International Vocabulary of Metrology – Basic and General Concepts and Associated Terms-VIM 3rd edition). WG agreed that to avoid any confusion between “verification & validation” as a conformity assessment activity and the other usages, the definitions were deleted.
- Requirements for documentation were relaxed. The term “documented procedure” is not used in DIS. Example:

5.1 *The laboratory shall:*

- c) *document its procedures to the extent necessary to assure the consistent application of its activities and validity of the results”*
- Requirement “to prevent contamination” was added to clause 6.3 “Laboratory Facilities and Environmental Conditions”
- “Reference data” is now added as part of “Equipment” (6.4.1)
- Requirements for calibration are aligned with ISO 9001:2015 text: “When the measurement accuracy and measurement uncertainty affect the validity of the reported result, or metrological traceability is a requirement, measuring equipment shall be calibrated” (6.4.6). WG took the decision to eliminate *comparisons* where it refers to calibration.
- Requirements regarding externally provided product and services are aligned with ISO 9001:2015:

“6.5.1 The laboratory shall assure the suitability of externally provided products and services that affect laboratory activities, when they:

- a) are intended for incorporation into the laboratory’s own activities;*
- b) are provided, in part or in full, directly to the customer by the laboratory, as received from the external provider;*
- c) are used to support the operation of the laboratory.*

NOTE: Products can include, for example, measurement standards and equipment, auxiliary equipment, consumable materials and reference materials. Services can include, for example, calibration services, sampling services, testing services, facility and equipment maintenance services, proficiency testing services and assessment and auditing services.”

- New requirements for method verification are added:

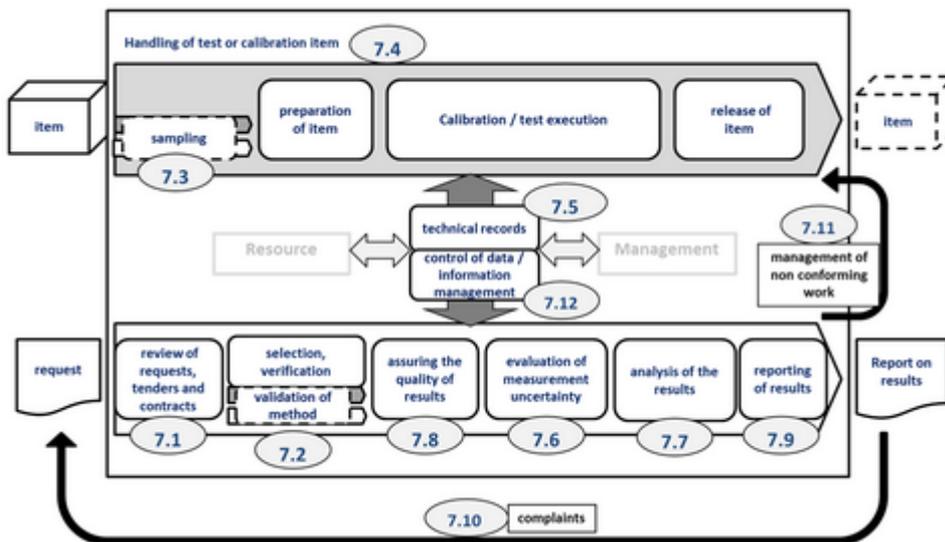
“7.2.1.5 ...

The laboratory shall verify that it can properly perform methods before introducing them by ensuring that it can achieve the required performance. Records of the verification shall be maintained. If the method is revised, verification shall be repeated to the extent necessary.”

- Use “*measurement uncertainty*” rather than “*uncertainty of measurement*”
- WG discussed the in-depth analysis that shows that ISO/IEC 17025 meets each of the principles, but not to the same level as ISO 9001. Each one is taken into account, but to

a limited extent.

- Addressing uncertainty in sampling WG added sampling to 7.6.2.
- Annex A is now simplified and shortened.
- Annex B: It is clarified that ISO/IEC 17025 is following the logic of a process, consistent with the process approach and requirements of ISO 9001. A possible representation of this approach is provided in the Annex:



- A lot of re-structuring was performed and clarifications were added.

The next step

ISO/CASCO/WG 44 will meet again at Geneva, Switzerland, from July 10 to 14, 2017. The output of that meeting is expected to be the FDIS version of the standard.

About the Author

Dr. George Anastasopoulos (ganas@iasonline.org), is the Director of Conformity Assessment Accreditation Services, for International Accreditation Service (IAS). He has also served to the Bonn-Germany based, Accreditation Panel of the United Nations Kyoto Protocol system UNFCCC/CDM.

He is a Mechanical Engineer with a MSc and a PhD in Applied Mechanics from Northwestern University, Evanston, Illinois. He is also member of ISO/TC176 and ISO/CASCO technical committees which developed the new ISO 9001:2015 and new ISO 17025 (under development).

Dr. George Anastasopoulos is awarded with the EOQ Presidential Georges Borel Award for international achievements being at the edge of the development, use and diffusion of quality at international level through his professional activities and behaviors, personally contributing to the development of the European Quality movement through his accomplishments with a global impact in the field of quality.

Dr. Anastasopoulos presented many papers in technical and financial conferences, magazines and newspapers and is the author of many articles and books. He also presented many lectures as keynote speaker in topics such as Management Systems, Business Process Reengineering, Telecoms-FTTH-IT, Quality Assurance and Process Auditing. He participated in numerous consulting and research projects sponsored by government and industry in USA, European Union and many other countries worldwide

Quality Austria Summer Academy 2017

Quality Austria would like to announce that the next **qualityaustria** Summer Academy is planned to take place in **Vienna from 14th to 28th of August 2017**.

The intensive courses and the exams, which enable participants to become **Quality Management Representatives and Quality Systems Manager**, are all hold in **English language**.

The training content and examinations are **accredited according ISO 17024** and are also **EOQ (European Organisation for Quality) –harmonized**, which means that EOQ-certificates can be applied for in addition to the accredited **qualityaustria** certificates.

Detailed information to content, dates and prices can be found in the folder following [this link](#).

For any further questions and registration, please contact Mrs. Andrea Schwarzer (andrea.schwarzer@qualityaustria.com).

Dear Members and Interested Parties,

please forward this newsletter to you colleagues and business associates that might be interested. If they want to be on our mailing list, please contact secretary@ipcaweb.org . If you have any information that would be suitable for IPC in touch, please forward it to marit.paus@finsnes.com.

Best regards,
Marit Paus Finsnes,
Editor, IPC in touch