

[www.uaeiso.com](http://www.uaeiso.com)

# **ISO 17020**

## **Inspection Quality Management Systems Implementation Road Map**



# 10 Step Approach to ISO 17020 Certification

- **Awareness Training**
- **Inspection Quality Policy and Objectives Finalization**
- **Gap Analysis**
- **Documentation / Process Design**
- **Documentation / Process Implementation**
- **Internal Audit**
- **Management Review Meeting**
- **Pre-assessment Audit**
- **Corrective – Preventive Actions**
- **Final Accreditation Audit & Award of Accreditation**



# Step 1: Awareness Training



## **Deliverables:-**

**Organization wide awareness about Inspection Quality Management System and ISO 17020.**

- Training sessions for inspection staff.
- Creates a motivating environment throughout the organization for ISO 17020 implementation.

# Step 2:- Inspection Quality Policy & Objectives

## Deliverables:-

### Development of Inspection Quality Policy and Objectives for the organization as per ISO 17020 standard.

- Work shop with Top Management & Inspection Staff on development of Inspection Quality Policy.
- Work shop with Top Management and Inspection Staff on development of Inspection Quality Objectives and plan for achievement.

## Step 3:- Gap Analysis



### **Deliverables:-**

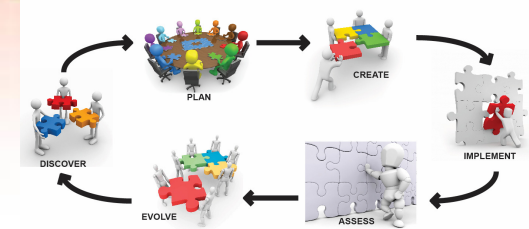
**Identification of degree of compliance of existing system with requirements of ISO 17020 standard.**

- Understanding of all operations of the organization.
- Comparing existing operations with requirements of ISO 17020 standard.
- Micro-level survey for each & every inspection parameter of the inspection bodies and preparation of detailed gap analysis report.

# Step 4:- Documentation / Process Design



## Deliverables:-



**Documentation of the entire process as per requirements of ISO 17020 Inspection Quality Management System.**

- Quality Manual
- Functional & mandatory Procedures
- Formats / Operation control plan
- Work instructions / Guidelines
- Documentation & implementation training, internal audit training as per ISO 17020, quality plans, reporting etc.



## Step 5:- Documentation / Process Implementation



### Deliverables:-

**Processes / Documents developed in the last module implemented across the organization covering all the departments and activities.**

- Work–shop on process / document implementation as per ISO 17020 requirements.
- Departmental / Individual assistance in implementing the new processes / documents.
- Initiate ISO 17020 performance monitoring system.

# Step 6:- Internal Audit



## Deliverables:-

**A robust internal audit system for the organization.**

- Internal Auditor Training & Examination.
- Successful employees carry out internal audit of the organization covering third party inspection operations.
- Suggest corrective and preventive actions for improvements in each of the audited departments.



# Step 7:- Management Review Meeting



## **Deliverables:-**

**A formal system of top management reviewing various business critical quality aspects of the organization.**

- Review the Quality management system to ensure its continued suitability, adequacy and effectiveness.
- This management review must be documented and must address the need for changes to the Quality management system and assess opportunities for improvement.

**....and develop action plan**

# Step 8:- Pre assessment Audit



## Deliverables:-

**A formal Pre Accreditation audit conducted to assess effectiveness of ISO 17020 implementation in the organization.**

- A replica of final accreditation audit.
- Finds degree of compliance with ISO 17020 standard.
- Gives an idea to the employees about how the Final Certification audit would be conducted.

# Step 9:- Corrective – Preventive Actions



## Deliverables:-

### **Organization ready for final accreditation audit.**

- On the basis of pre-assessment audit conducted in the last step, all the non-conformities will be reviewed and our team will assist your employees to close by taking appropriate correction, corrective actions and identify preventive actions.
- A final review by our experts will ensure that all the NCs are closed effectively and the organization is ready for the final accreditation audit.

# Step 10:- Final Accreditation Audit



## Deliverables:-

**Organization awarded ISO 17020 Accreditation.**

- We provide 100% onsite assistance and support to ensure smooth conduct and successful completion of audit.
- Upon the audit, your organization will be ***awarded ISO 17020 Accreditation.***

# Need More Information.....?

**Sterling International Consulting FZE**

Level 6, Office 605 - The Fairmont, Sheikh Zayed Road,  
PO BOX 27363, Dubai, United Arab Emirates

Phone: +971 505842597

Email: [info@uaeiso.com](mailto:info@uaeiso.com)

Web: [www.uaeiso.com](http://www.uaeiso.com)

Web: [www.uaeiso.com](http://www.uaeiso.com)

