MODULE C: VERSLAG VAN DE hoofdAUDITOR

(EN ISO/IEC 17025:2017 + EN ISO/IEC 17043:2010)

# Vertegenwoordigers van de instelling

|  |  |
| --- | --- |
| Functie Aan te passen naar de door de instelling gebruikte naamgeving | Naam |
| Verantwoordelijke managementsysteem |  |
| Technisch verantwoordelijke |  |
| … |  |

# Steekproefsgewijze evaluatie van de opvolging van de corrigerende maatregelen naar aanleiding van de vorige audit

|  |  |
| --- | --- |
| ID code van de voorgaande audit |  |

De steekproefsgewijze evaluatie van de opvolging van de tekortkoming wordt genoteerd als “+” wanneer alle elementen voldoende opgevolgd en opgelost zijn en deze afgesloten kan worden.
Een nieuwe tekortkoming XX-Ay of XX-By (XX= initialen auditor, y=volgnummer van de tekortkoming in dit deelverslag), wordt gedefinieerd indien

* er deelelementen nog niet opgelost zijn; en/of
* er elementen niet in orde zijn; en/of
* de doorgevoerde oplossing aanleiding gegeven heeft tot een nieuwe tekortkoming.

|  |  |  |
| --- | --- | --- |
| Tekortkoming vorige audit | Beoordeling van de opvolging en effectiviteit van de genomen corrigerende maatregel(en) | Evaluatie |
|  |  |  |
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# Verslag van de audit

Gelieve achter elk normelement de evaluatie aan te geven:

* + (bekeken en in orde);
* XX-Ay of XX-By (bekeken, maar met tekortkoming: XX=initialen auditor, y=volgnummer van de tekortkoming in dit deelverslag);
* nb (niet bekeken);
* nvt (niet van toepassing).

### Normeisen

##### EISEN AAN HET MANAGEMENT : HOOFDSTUK 4, 5, 8 VAN EN ISO/IEC 17025:2017

#####  HOOFDSTUK 5 VAN EN ISO/IEC 17043:2010

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §4.1 Impartiality §4.2 Confidentiality,  § 5 Structural requirementsEN ISO/IEC 17043:2010 §4.10 Confidentiality §5.1. Organization  |
| 4.1.1 | 5.1.4 5.1.5 d) | Structured and managed so as to safeguard impartiality |  |
| 4.1.2 |  | The management shall be committed to impartiality |  |
| 4.1.3 | 5.1.5 b) | No commercial, financial or other pressures that compromise impartiality. |  |
| 4.1.4-5 |  | Identify risks to its impartiality on an on-going basis. (risks that arise from its activities, or from its relationships, or from the relationships of its personnel). Demonstrate how such risk are eliminated or minimized |  |
| 4.2.1 | 4.10.2 5.1.5 c) | Management of all information obtained or created including confidential information |  |
| 4.2.2 | 4.10.3 | Notification of release of confidential information  |  |
|  | 4.10.1 | Confidentiality of participants’ identity |  |
|  | 4.10.4 | Written notification of providing PT results directly to regulatory authorities |  |
| 4.2.3 |  | Information about the customer obtained from sources other than the customer |  |
| 4.2.4 |  | Personnel, including any committee members, contractors, personnel of external bodies, or individuals acting on the laboratory's behalf, shall keep confidential all information obtained or created during the performance of laboratory activities, except as required by law  |  |
| 5.1 | 5.1.1 | Shall be a legal entity, or a defined part of a legal entity, that is legally responsible for its activities |  |
| 5.2 |  | Identification of the management that has overall responsibility  |  |
| 5.3 |  | Definition and documentation of the range of activities (Specifically emphasized in ISO/IEC 17025:2017 §5.3 : Subcontracting of the laboratory activities on an ongoing basis not allowed.) |  |
| 5.4  | 5.1.25.1.3 | Activities shall be carried out in such a way as to meet the requirements of the applicable standard and of the laboratory’s customers, regulatory authorities and organizations providing recognition. Includes activities performed in permanent facilities as well as at other sites (including temporary or mobile facilities) |  |
| 5.5 a)-c) | 5.1.5 e) f) | Definition of the organization and management structure. Specifying the responsibility, authority and interrelationship of personnel |  |
| 5.6 a)-e) | 5.1.5 a) i) j) | Availability of authorized personnel and resources needed to carry out their duties |  |
|  | 5.1.5 k) | Deputies for key positions |  |
| 5.7 a) | 5.1.65.2.5 | Management shall ensure that appropriate communication takes place including on the importance of meeting customers' and other requirements. |  |
| 5.7 b) | 5.2.8 | Management shall ensure that the integrity of the management system is maintained in case of changes |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §8.1 Options management system  §8.2 Management system documentation (option A)  §8.3 Control of management system documents (Option A)EN ISO/IEC 17043:2010 §5.2 Management system  §5.3. Document control  |
| 8.1.1 |  | General  |  |
| 8.1.2 |  | Option A  |  |
| 8.1.3 |  | Option B : Establishment and maintenance of a management system, in accordance with the requirements of ISO 9001, and that is capable of supporting and demonstrating the consistent fulfilment of the requirements of Clauses 4 to 7 |  |
|  | 5.2.1 | Set-up, implementation, and maintenance of management system in accordance with its extent |  |
| 8.2.1 | 5.2.3 a)-e) | policies related to quality shall be documented under the authority of the top management |  |
| 8.2.3 | 5.2.4 | Commitment of top management to the development and implementation of the management system and continuous improvement of the effectiveness of the management system |  |
| 8.2.2 |  | The policies and objectives shall address the competence, impartiality and consistent operation of the laboratory |  |
|  | 5.2.3 a)-e) | Policy shall include : management's commitment to the quality of its proficiency testing services, management's statement of the standard of service, purpose of the management system related to quality, commitment to implementation of policies and procedures, management's commitment to comply with this International Standard and to continually improve theeffectiveness of the management system. |  |
| (8.9.2 b)) |  | Overall objectives shall be reviewed during the management review |  |
|  | 5.2.6 | Quality manual outlining the structure of the documentation of the management system |  |
| (5.5 - 5.6) | 5.2.7 | Roles and responsibilities of technical- and quality managers |  |
| 8.2.1 | 5.2.1 | Policies and objectives are established, documented, maintained, acknowledged and implemented |  |
| 8.2.4 | 5.2.25.3.2.2 | All documentation, processes, systems, records, related to the fulfilment of the requirements of this document shall be included in, referenced from, or linked to the management system |  |
| 8.2.5 | 5.2.2 | All personnel involved shall have access to the parts of the management system documentation and related information that are applicable to their responsibilities |  |
| 8.3.1 | 5.3.1 | Internal and external documents are controlled |  |
| 8.3.2 a)-f) | 5.3.2. 5.3.3 | Requirements for control of documents  |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §7.1 Review of requests, tenders and contracts EN ISO/IEC 17043:2010 §5.4. Review of requests, tenders and contracts  |
| 7.1.1 a)-d) | 5.4.1 | Procedure for the review of requests, tenders and contracts |  |
|  | 5.4.3 | Review of contracts including subcontracted work |  |
| 7.1.2 |  | Informing the customer when the method requested by the customer is considered to be inappropriate or out of date |  |
| 7.1.3 |  | Defining the decision rule for statements of conformity  |  |
| 7.1.4 |  | Differences between the request or tender and the contract |  |
|  | 5.4.4 | Deviations in contracts or PT design – information to participants/customers |  |
| 7.1.5 |  | Informing the customer of any deviation from the contract |  |
| 7.1.6 | 5.4.5 | Management of contract amendments |  |
| 7.1.7 | 5.7.1 | Cooperation with customers |  |
| 7.1.8 | 5.4.2 | Retention of records regarding contract review |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §5.3 Range of laboratory activities  §6.6 Externally provided products and services EN ISO/IEC 17043:2010 §5.5. Subcontracting services §5.6 Purchasing services and supplies |
| (6.6.2 a)-d)) | 5.5.1 | Procedures to ensure that the subcontractors’ experience and technical competence are sufficient for their assigned tasks |  |
|  | 5.5.2 | No-subcontracting of PT scheme planning, performance evaluation and authorization of final report |  |
| 5.3 |  | Definition and documentation of the range of laboratory activities. for which it conforms.. Subcontracting of the laboratory activities on an ongoing basis not allowed |  |
| (6.6.2 a)-d)) | 5.5.5 | Evidence of the subcontractor’s competence |  |
| 7.1.1 c | 5.5.3 | Notification of subcontracting |  |
|  | 5.5.4 | Responsibility for subcontracted work |  |
| 6.6.1 a-c | 5.6.2 | Suitable externally provided products and services  |  |
| 6.6.2 a)-d) | 5.6.15.6.25.6.35.6.4 | Procedure and retention of records for externally provided products and services and external providers of products or services |  |
| 6.6.3 a)-d) |  | Communication of requirements to external providers |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 § 8.6.2 Improvement (Option A) (Feedback from customers) EN ISO/IEC 17043:2010 § 5.7. Service to the customer  § 4.9 Communication with participants  |
| 8.6.2 | 5.7.2 | Feedback from the customer |  |
|  | 4.9.1 | Specific information made available by PT provider |  |
|  | 4.9.2 | Advice to participants in case of changes in PT scheme design or operation |  |
|  | 4.9.3 | Communication on documented appeal procedures |  |
|  | 4.9.4 | Communication records |  |
|  | 4.9.5  | Issuing statements of participation or performance |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §7.9 ComplaintsEN ISO/IEC 17043:2010 §5.8 Complaints & appeals  |
| 7.9.1 | 5.8 | Documented process to receive, evaluate and make decisions on complaints. |  |
| 7.9.2 7.9.3 |  | Process for handling for complaints : requirements & availability to any interested party |  |
| 7.9.2 |  | Reception and confirmation of complaints |  |
| 7.9.4 |  | Responsible for gathering and verifying all necessary information to validate the complaint |  |
| 7.9.2 |  | Responsible for all decisions at all levels of the handling process for complaints |  |
| 7.9.5 |  | Acknowledge receipt of the complaint, and provide the complainant with progress reports and the outcome. |  |
| 7.9.6 |  | The outcomes to be communicated shall be made by, or reviewed and approved by impartial person |  |
| 7.9.7 |  | Formal notice of the end of the complaint handling |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §7.10.Nonconforming work, EN ISO/IEC 17043:2010 §5.9 Control of nonconforming work  |
| 7.10.1 | 5.9.1 a)-e) | Procedure for the management of non-conforming work including responsibilities & authorities |  |
| 7.10.2 |  | Records of nonconforming work and actions |  |
| 7.10.3 | 5.9.2 | Implementation of corrective actions in case nonconforming work could recur |  |
|  | 5.9.1 d) | decision on recall  |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §8.7 Corrective actions (Option A), EN ISO/IEC 17043:2010 §5.11 Corrective actions  |
| 8.7.1 a)-f) | 5.11.1 | Policy and procedure(s) for implementing corrective actions |  |
| 8.7.1 b) | 5.11.2 | Investigation to identify the root causes  |  |
| 8.7.2 | 5.11.3 | Selection and implementation of appropriate corrective actions |  |
| 8.7.1 d) | 5.11.4 | Monitoring of effectiveness of the corrective actions |  |
|  | 5.11.5 | Additional audits whenever there is doubt |  |
| 8.7.3 a)-b) |  | Retention of records of nonconformities and corrective actions |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §8.6.1 Improvement (option A)EN ISO/IEC 17043:2010 §5.10 Improvement  §5.12 Preventive actions  |
| 8.6.1 | 5.10 + 5.12.1 | Identify and select opportunities for improvement and develop, implement and monitor any necessary actions |  |
|  | 5.12.2 | Verifying the effectiveness of the preventive actions |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §7.5 Technical records  §8.4 Control of records (Option A)EN ISO/IEC 17043:2010 §5.13 Control of records  |
|  | 5.13.1.1 | Procedures for identification, collection, indexing, access, filing, storage, maintenance and disposal of records |  |
|  | 5.13.1.2 | Procedures for retaining records, including confidentiality arrangements |  |
| 8.4.2 |  | Controls needed for the identification, storage, backup, protection, archive, retrieval, retention time and disposal of its records |  |
| 8.4.1 |  | Establishment and retention of legible records to demonstrate fulfilment of the requirements of ISO/IEC 17025 |  |
| 7.5.1 | 5.13.2.2 | Technical records contain sufficient information to facilitate or enable the repetition of the laboratory activity under conditions as close as possible to the original. Observations, data, checking and calculations shall be recorded at the time they are made and shall be identifiable to the specific task and to the personnel responsible |  |
|  | 5.13.2.1 | Requirements for contents of technical records related to PT rounds |  |
| 8.4.2 | 5.13.1.2 | All records shall be readily retrievable  |  |
| 7.5.2 | 5.13.2.3 | Management of mistakes/amendments of records |  |
| 8.4.2 | 5.13.1.3 | Records shall be held securely and in confidence |  |
| 7.11.3 | 5.13.1.4 | Procedures to protect electronically held data |  |
| 8.4.2 | 5.13.1.2 | Defining retention period for records |  |
| (7.8) |  | Calibration or measurement results shall be reported in accordance with ISO/IEC 17025. |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §8.5.: Actions to address risks and opportunities (option A)  |
| 8.8.1 |  | Consider the risks and opportunities associated with the activities |  |
| 8.8.2 |  | Plan actions to address these risks and opportunities |  |
| 8.8.3 |  | Actions taken shall be proportional to the potential impact  |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| **EN ISO/IEC 17025:2017 § 8.8 Internal audit (option A)** **EN ISO/IEC 17043:2010 § 5.14 Internal audits**  |
| 8.8.1+8.8.2 | 5.14.1 | Audit programme (predetermined schedule and procedures) |  |
| 8.8.2 | 5.14.2 | Corrective actions |  |
| 8.8.2 | 5.14.3 | Records |  |
| 8.8.2 (+8.7) | 5.14.5 (+5.11) | Follow up of the corrective actions |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| **EN ISO/IEC 17025:2017 § 8.9 Management reviews (option A)** **EN ISO/IEC 17043:2010 § 5.15 Management reviews**  |
| 8.9.1+8.9.2 | 5.15.1 | Procedure, preset schedule, periodicity, content |  |
| 8.9.3 | 5.15.2 | Records, actions and timescale |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

##### TECHNISCHE EISEN : HOOFDSTUK 6,7 VAN EN ISO/IEC 17025:2017

#####  HOOFDSTUK 4 VAN EN ISO/IEC 17043:2010

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| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §6.1 General  §6.2 Personnel EN ISO/IEC 17043:2010 §4.1General  §4.2 Personnel  |
| 6.1 | 4.1 | Availability of competent personnel (including subcontractors) |  |
| 6.1 |  | Availability of facilities, equipment, systems and support services necessary to manage and perform its activities |  |
| 6.2.1 | 4.2.3 | Personnel shall act impartially, be competent and work in accordance with the management system. |  |
| 6.2.2 | 4.2.2  4.2.6 | Competence requirements (education, qualification, training, technical knowledge, skills and experience) for each function influencing the activities shall be documented |  |
|  | 4.2.7 | Ensuring necessary training and evaluation of effectiveness of training activities |  |
| 6.2.3 | 4.2.1 | Personnel shall have the competence to perform the activities and to evaluate the significance of deviations |  |
| 6.2.4 | 4.2.55.1.5 g) | Communication of duties, responsibilities and authorities to personnel. |  |
| 6.2.5 a-f | 4.2.55.1.5 h) | Procedures and retention of records related to selection, training, supervision, authorization and monitoring competence of the personnel |  |
| 6.2.6 a)-c) | 4.2.4 | Authorization of personnel to perform specific activities |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §6.3 Facilities and environmental conditions EN ISO/IEC 17043:2010 §4.3: Equipment, accommodation and environment |
| 6.3.1 | 4.3.1 | The facilities and environmental conditions shall be suitable for the activities |  |
| 6.3.2 | 4.3.2 | The requirements for facilities and environmental conditions necessary for the performance of the laboratory activities shall be documented |  |
| 6.3.3 | 4.3.4 | Monitoring, controlling and recording the environmental conditions  |  |
| 6.3.4 | 4.3.34.3.5 | Measures to control facilities (access, environmental factors, incompatible activities…) |  |
| 6.3.5 | 4.3.2 | Activities at sites or facilities outside its permanent control |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §7.2 : Selection, verification and validation of methodsEN ISO/IEC 17043:2016 §4.3.6 Validation and maintenance of performance characteristics of methods and  equipment  §4.5: Choice of method or procedures |
| 7.2.1 |  | Selection and verification of methods |  |
| 7.2.1.1 |  | Appropriate methods and procedures for laboratory activities, for evaluation of the measurement uncertainty as well as statistical techniques for analysis of data. |  |
| 7.2.1.2 |  | All methods, procedures and supporting documentation shall be kept up to date and shall be made readily available to personnel  |  |
| 7.2.1.3 |  | Using the latest valid version of a method unless it is not appropriate or possible to do so |  |
| 7.2.1.4 |  | Selection of an appropriate method and informing the customer  |  |
| 7.2.1.5 |  | Verify that the required performance of a method can be achieved + retention of records of the verification |  |
| 7.2.1.6 |  | Method development shall be a planned activity and shall be assigned to competent personnel |  |
| 7.2.1.7 |  | Deviations from methods shall occur only if the deviation has been documented, technically justified, authorized, and accepted by the customer |  |
| 7.2.2 |  | Validation of methods |  |
| 7.2.2.1 |  | Validation of non-standard methods, laboratory-developed methods and standard methods used outside their intended scope or otherwise modified |  |
| 7.2.2.2 |  | The influence of changes on a validated method shall be determined and where they are found to affect the original validation a new method validation shall be performed |  |
| 7.2.2.3 |  | Performance characteristics of validated methods |  |
| 7.2.2.4 a-e |  | Retention of records regarding validation |  |
|  | 4.3.6 | Appropriate validation and maintenance of performance characteristics of methods and equipment |  |
|  | 4.5.1 | Test methods, calibration or measurement procedures to be used |  |
|  | 4.5.2 | Considerations to be made in case of participants’ choice of method |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §6.4 EquipmentEN ISO/IEC 17043:2010 §4.3 Equipment, accommodation and environment |
| (6.4) |  | Measuring equipment used in RM production is used in compliance with the relevant requirements of ISO/IEC 17025 |  |
| 6.4.1 | 4.3.1 | Access to appropriate equipment |  |
| 6.4.2 |  | Requirements for equipment outside the permanent control of the laboratory shall meet the requirements of §6.4 |  |
| 6.4.3 |  | Procedure for handling, transport, storage, use and planned maintenance of equipment |  |
| 6.4.4 | 4.3.6 | Verification that equipment conforms to specified requirements before being placed or returned into service |  |
| 6.4.5 | 4.3.6 | The equipment used for measurement shall be capable of achieving the required measurement accuracy and/or measurement uncertainty |  |
| 6.4.6 | 4.3.6 | Calibration of measuring equipment  |  |
| 6.4.7 |  | Calibration programme |  |
| 6.4.8 |  | Identification of the calibration status or period of validity |  |
| 6.4.9 |  | Management of equipment that produces questionable results |  |
| 6.4.10 |  | Procedure for intermediate checks |  |
| 6.4.11 |  | Reference values and correction factors |  |
| 6.4.12 |  | Measures to prevent unintended adjustments |  |
| 6.4.13 a-h |  | Retention of records |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §6.5 : Metrological traceability |
| 6.5.1 |  | Metrological traceability of measurement results shall be established and maintained by means of a documented unbroken chain of calibrations |  |
| 6.5.2 6.5.3 |  | Measurement results are traceable to the International System of Units (SI)When metrological traceability to the SI units is not technically possible, the laboratory shall demonstrate metrological traceability to an appropriate reference |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |  |
| --- | --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| EN ISO/IEC 17025:2017 §7.11 Control of data & information managementEN ISO/IEC 17043:2010 §4.7 Data analysis and evaluation of proficiency testing scheme results (§4.7.1.1 +  §4.7.1.2) |
| 7.11.1 |  | Access to the data and information needed to perform laboratory activities |  |
| 7.11.2 |  | The laboratory information management system shall be validated for functionality, including the proper functioning of interfaces within the laboratory information management system(s) by the laboratory before introduction.  |  |
| 7.11.2 |  | Software developed in-house or changes or modifications to commercial off-the-shelf software shall be validated |  |
|  | 4.7.1.1 | Validation, maintenance and operational checks of data processing equipment and software |  |
| 7.11.3 a)-d) |  | Protection from unauthorized access, protecting and maintaining integrity of data, data security, safeguarding the accuracy of data (recording and transcription) |  |
| 7.11.3 e) |  | Records of system failures of the laboratory information management system and appropriate immediate and corrective actions. |  |
| 7.11.4 |  | Requirements for off-site systems or systems maintained through external providers |  |
| 7.11.5 |  | Instructions, manuals and reference data are readily available to personnel |  |
| 7.11.6 | 4.7.1.2 | Calculations and data transfers shall be checked |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

##### TESTEN EN KALIBREREN :

##### SPECIFIEKE DELEN VAN HOOFDSTUK 7 VAN EN ISO/IEC 17025:2017

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Omschrijving | Evaluatie |
| 7.3  | Sampling |  |
| 7.3.1 – 7.3.2 | Sampling plan and method |  |
| 7.3.3 | Retention of records of sampling data |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Omschrijving | Evaluatie |
| 7.4 | Handling of test or calibration items |  |
| 7.4.1 | Procedure for the transportation, receipt, handling, protection, storage, retention, and disposal or return of test or calibration itemsPrecautions to avoid deterioration, contamination, loss or damage to the item |  |
| 7.4.2 | System for the unambiguous identification of test or calibration items |  |
| 7.4.3 | Deviations from specified conditions shall be recorded.Indicating which results may be affected by the deviation in the test or calibration report |  |
| 7.4.4 | Environmental conditions shall be maintained, monitored and recorded |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Omschrijving | Evaluatie |
| 7.6 | Evaluation of measurement uncertainty |  |
| 7.6.1 | Identification of contributions to measurement uncertainty that are of significance |  |
| 7.6.2 | Measurement uncertainty for calibrations |  |
| 7.6.3 | Evaluation/estimation of measurement uncertainty for testing |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Omschrijving | Evaluatie |
| 7.7 | Ensuring the validity of results |  |
| 7.7.1 a)-k) | Procedure for monitoring the validity of results  |  |
| 7.7.2 a)-b) | Data shall be recorded in such a way that trends are detectable  |  |
| 7.7.3 | Monitoring performance by comparison with results of other laboratories (proficiency testing or other interlaboratory comparisons) |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17025:2017 | Omschrijving | Evaluatie |
| 7.8 | Reporting the results |  |
| 7.8.1 | General |  |
| 7.8.1.1 | The results shall be reviewed and authorized prior to release |  |
| 7.8.1.2 – 7.8.1.3 | The results shall be provided accurately, clearly, unambiguously and objectively and shall include all the information agreed with the customer and necessary for the interpretation of the results and allinformation required by the method used. All issued reports shall be retained as technical records. When agreed with the customer, results may be reported in a simplified way |  |
| 7.8.2 | Common requirements for reports (for testing, calibration or sampling) |  |
| 7.8.2.1 | Contents of the report |  |
| 7.8.2.2 | Responsibilities for all information provided in the report - Information supplied by the customer |  |
| 7.8.3 | Specific requirements for test reports |  |
| 7.8.3.1 a)-e) | Additional requirements where necessary for the interpretation of the test results  |  |
| 7.8.3.2 | Where the laboratory is responsible for the sampling activity, test reports shall meet the requirements of § 7.8.5 |  |
| 7.8.4 | Specific requirements for calibration certificates |  |
| 7.8.4.1 | Requirements for calibration certificates |  |
| 7.8.4.2 | Requirements for calibration certificates in case of sampling (see §7.8.5) |  |
| 7.8.4.3 | Recommendation on calibration interval is not allowed |  |
| 7.8.5 | Reporting sampling – specific requirements |  |
| 7.8.5.1 a)-f) | Additional information necessary for the interpretation of results |  |
| 7.8.6 | Reporting statements of conformity |  |
| 7.8.6.1 | Document the decision rule for the statement of conformity |  |
| 7.8.6.2 | The statement clearly identifies the results on which the statement of conformity is applied, the specifications and the applied decision rule |  |
| 7.8.7 | Reporting opinions and interpretations |  |
| 7.8.7.1 | Documenting the basis upon which the opinions and interpretations have been made and authorization of personnel for the expression of opinions and interpretations |  |
| 7.8.7.2 | Opinions and interpretations expressed in reports shall be based on results obtained from the tested or calibrated |  |
| 7.8.7.3 | Retention of records of communication/dialogue with the customer |  |
| 7.8.8 | Amendments to reports |  |
| 7.8.8.1 | Any change of information shall be clearly identified |  |
| 7.8.8.2 | Amendments to a report shall be made only in the form of a further document, or data transfer with appropriate mention |  |
| 7.8.8.3 | New report shall be uniquely identified and shall contain a reference to the original that it replaces |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

##### LEVEREN VAN GESCHIKTHEIDSBEPROEVINGEN :

##### SPECIFIEKE DELEN VAN HOOFDSTUK 4 VAN EN ISO/IEC 17043:2010

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| 4.4 | Design of proficiency testing schemes |  |
| 4.4.1 | Planning |  |
| 4.4.1.1 | Process identification, planning, description & execution |  |
| 4.4.1.2 | No subcontracting of planning |  |
| 4.4.1.34.4.1.3 a)-b) | Documented plan addressing objectives, purpose and basic design including:Name and address of PT provider and name, address, affiliation of the coordinator and any other relevant personnel |  |
| 4.4.1.3 c) | Information on subcontracted activities |  |
| 4.4.1.3 d) | Participation criteria |  |
| 4.4.1.3 e) | Number and type of expected participants |  |
| 4.4.1.3 f)-g) | Selection of measurands/characteristics including information on what is to be identified, measured or tested and description of expected range of values/ characteristics to be expected |  |
| 4.4.1.3 h) | Identification of potential error sources |  |
| 4.4.1.3 i) | Requirements for production, QC, storage and distribution |  |
| 4.4.1.3 j) | Prevention of collusion or falsification and procedures if collusion or falsification is suspected |  |
| 4.4.1.3 k) | Information to be supplied to participants including global time schedule |  |
| 4.4.1.3 l) | For continuous proficiency testing schemes : distribution dates/frequency, deadlines for returning results and test or measurement date when relevant |  |
| 4.4.1.3 m) | Information related to preparation and testing/measuring of PT items |  |
| 4.4.1.3 n) | Methods for homogeneity and stability testing including biological viability testing when relevant |  |
| 4.4.1.3 o) | Preparation of reporting format for participants |  |
| 4.4.1.3 p) | Description of statistical analysis |  |
| 4.4.1.3 q) | Origin, traceability and measurement uncertainty of assigned values |  |
| 4.4.1.3 r) | Evaluation criteria of participant performance |  |
| 4.4.1.3 s) | Description of data, interim reports or information to be returned to participants |  |
| 4.4.1.3 t) | Publication policy of participants results |  |
| 4.4.1.3 u) | Actions in case of lost or damaged PT items |  |
| 4.4.1.4 | Technical expertise and experience / advisory group |  |
| 4.4.1.54.4.1.5 a) | Use of technical expertise for:Planning requirements (see §4.4.1.3) |  |
| 4.4.1.5 b) | Identification/resolution of potential difficulties related to PT items |  |
| 4.4.1.5 c) | Instructions for participants |  |
| 4.4.1.5 d) | Comments on issues or remarks raised in previous PT rounds |  |
| 4.4.1.5 e) | Advice on participant performance evaluation methods |  |
| 4.4.1.5 f) | Comments on PT results and participants performance |  |
| 4.4.1.5 g) | Advice to participants |  |
| 4.4.1.5 h) | Response to feedback from participants |  |
| 4.4.1.5 i) | Technical meetings with participants |  |
| 4.4.2 | Preparation of proficiency test items |  |
| 4.4.2.1 | Procedures for appropriate PT item preparation |  |
| 4.4.2.2 | Procedures for appropriate PT item acquisition, collection, preparation, handling, storage, disposal in line with regulatory/ethical requirements |  |
| 4.4.2.3 | Matching of PT items with routine type of items/materials |  |
| 4.4.2.4 | Instructions for returning PT items after preparation or manipulation when applicable |  |
| 4.4.3 | Homogeneity and stability |  |
| 4.4.3.1 | Criteria for adequate homogeneity and stability |  |
| 4.4.3.2 | Procedure for assessment of homogeneity and stability with appropriate statistical design |  |
| 4.4.3.3 | Timing of homogeneity assessment |  |
| 4.4.3.4 | Demonstrated stability throughout the conduct of the PT including storage and transport conditions |  |
| 4.4.3.5 | Use of PT items from previous rounds : confirmation of property values |  |
| 4.4.3.6 | Procedures used to collect, produce, package and distribute theproficiency test items are fit for purpose when homogeneity and stability testing are not feasible |  |
| 4.4.4 | Statistical design |  |
| 4.4.4.1 | Statistical design in accordance with the objectives of specific PT scheme |  |
| 4.4.4.2 | Documented and justified statistical design and data analysis methods |  |
| 4.4.4.34.4.4.3 a) | Elements to be considered in the statistical design:Required or expected accuracy (trueness and precision) and measurement uncertainty |  |
| 4.4.4.3 b) | Minimum number of participants and alternative approaches for performance assessment in case of insufficient number of participants |  |
| 4.4.4.3 c) | Relevance of significant figures to reported results, number of decimal places |  |
| 4.4.4.3 d) | Number of PT items to be tested and repetitive tests |  |
| 4.4.4.3 e) | Procedure to establish evaluation criteria |  |
| 4.4.4.3 f) | Procedure to identify and/or handle outliers  |  |
| 4.4.4.3 g) | Procedure for evaluation of excluded values  |  |
| 4.4.4.3 h) | Objectives for design and frequency of PT rounds  |  |
| 4.4.5 | Assigned values |  |
| 4.4.5.1 | Procedure for determination of assigned value(s) |  |
| 4.4.5.2 | Calibration PT schemes: metrological traceability and measurement uncertainty |  |
| 4.4.5.3 | Other PT scheme areas : consideration of relevance, needs and feasibility for traceability and measurement uncertainty  |  |
| 4.4.5.4 | Justified use of consensus value as assigned value and estimation of uncertainty |  |
| 4.4.5.5 | Policy on disclosure of assigned values |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| 4.6 | Operation of Proficiency Testing Schemes |  |
| 4.6.1 | Instructions for participants |  |
| 4.6.1.1 | Prior notice on despatch and arrival of test items |  |
| 4.6.1.24.6.1.2 a) | Detailed instructions to all participants on:- Routine testing on PT items |  |
| 4.6.1.2 b) | - Factors influencing the PT items |  |
| 4.6.1.2 c) | - Procedure for preparation and conditioning prior to testing |  |
| 4.6.1.2 d) | - Handling and safety instructions |  |
| 4.6.1.2 e) | - Specified environmental conditions |  |
| 4.6.1.2 f) | - Instructions on recording and reporting results and associated uncertainties |  |
| 4.6.1.2 g) | - Latest reception date for PT or measurement results |  |
| 4.6.1.2 h) | - Information on contact details of PT provider |  |
| 4.6.1.2 i) | - Instructions on return PT items |  |
| 4.6.2 | Proficiency test items handling and storage |  |
| 4.6.2.1 | Appropriate identification, segregation and protection from contamination or degradation prior to despatch |  |
| 4.6.2.2 | Secure storage facilities preventing damage or deterioration – procedures for authorizing despatching to and reception from storage facilities |  |
| 4.6.2.3 | Periodic deterioration testing of stored PT items, chemicals and materials  |  |
| 4.6.2.4 | Handling, decontamination and disposal of hazardous PT items, chemicals and materials |  |
| 4.6.3 | Packaging, labelling and distribution of proficiency test items |  |
| 4.6.3.1 | Conformity of packaging and labelling processes to safety and transport requirements |  |
| 4.6.3.2 | Specifying environmental conditions for transport, monitoring during transport and assessment of impact on PT item |  |
| 4.6.3.3 | Documented instructions for transport of PT item by participants |  |
| 4.6.3.4 | Appropriate labelling of PT items |  |
| 4.6.3.5 | Procedure for confirmation of delivery of PT item |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| 4.7 | Data analysis and evaluation of proficiency testing scheme results |  |
| 4.7.1 | Data analysis and records |  |
| 4.7.1.1 | Validation, maintenance and operational checks of data processing equipment and software  | See above |
| 4.7.1.2 | Recording and analysis of results – procedures for validity checks of data entry, data transfer, statistical analysis, and reporting |  |
| 4.7.1.3 | Generation of summary and performance statistics consistent with statistical design |  |
| 4.7.1.4 | Detection of statistical outliers |  |
| 4.7.1.5 | Procedure and criteria for dealing with gross errors |  |
| 4.7.1.6 | Criteria and procedures to identify and manage PT items found to be unsuitable after distribution |  |
| 4.7.2 | Evaluation of performance |  |
| 4.7.2.1 | Documented, valid and fit-for-purpose evaluation methods – no subcontracting of performance evaluation |  |
| 4.7.2.24.7.2.2 a) |  Expert commentary on participants’ performance with regard to:Overall performance against prior expectations |  |
| 4.7.2.2 b) | Variation within and between participants and comparison with previous or similar PT-results or published precision data |  |
| 4.7.2.2 c) | Variation between methods and procedures |  |
| 4.7.2.2 d) | Error sources and suggestions for performance improvement |  |
| 4.7.2.2 e) | Advisory and educational feed-back for continual improvement |  |
| 4.7.2.2 f) | Cases of impossible result and performance evaluation |  |
| 4.7.2.2 g) | Suggestions, recommendations, comments |  |
| 4.7.2.2 h) | Conclusions |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

|  |  |  |
| --- | --- | --- |
| Normelement EN ISO/IEC 17043:2010 | Omschrijving | Evaluatie |
| 4.8 | Reports |  |
| 4.8.1 | Clear and comprehensive PT reports covering global as well as individual performance - no subcontracting of final report authorization |  |
| 4.8.24.8.2.a) | Content of PT-scheme reports:- Name and contact details PT provider |  |
| 4.8.2.b) | - Name and contact details PT coordinator |  |
| 4.8.2.c) | - Identification of persons authorizing the report |  |
| 4.8.2.d) | - Indication of subcontracted activities |  |
| 4.8.2.e) | - Issue date and status of PT report |  |
| 4.8.2.f) | - Page numbering and indication of the end of PT report |  |
| 4.8.2.g) | - Confidentiality statement |  |
| 4.8.2.h) | - Report number and PT-scheme identification |  |
| 4.8.2.i) | - Description of PT-items used |  |
| 4.8.2.j) | - Participants’ results |  |
| 4.8.2.k) | - Statistical data and summaries |  |
| 4.8.2.l) | - Applied procedure for establishment of assigned value |  |
| 4.8.2.m) | - Metrological traceability and measurement uncertainty of assigned value |  |
| 4.8.2.n) | - Procedure for establishing PT- standard deviation or other evaluation criteria |  |
| 4.8.2.o) | - Assigned values and summary statistics for grouped results |  |
| 4.8.2.p) | - Comments on participants’ performance |  |
| 4.8.2.q) | - Information about PT design and implementation  |  |
| 4.8.2.r) | - Applied statistical procedures for data analysis  |  |
| 4.8.2.s) | - Advise on interpretation of statistical analysis |  |
| 4.8.2.t) | - Comments and recommendations on PT outcome |  |
| 4.8.3 | Timescale for reporting – provision of preliminary or anticipated results in sequential PT schemes and in case of perishable PT items |  |
| 4.8.4 | Policy for use of reports |  |
| 4.8.5 a)–c) | Requirements for newly issued or amended reports (identification – traceability - reason for re-issue or amendment) |  |

###### Belangrijkste bekeken documenten:

###### Algemene beschrijving van de vaststellingen inclusief de verwijzing naar eventuele tekortkomingen:

### Bijkomende eisen van BELAC

|  |  |  |
| --- | --- | --- |
| **Referentie** | **Evaluatie** | **Conclusie** |
| BELAC 2-001 (verwijzing accreditatie) |  |  |
| BELAC 2-002 (accreditatiescope : vast versus flexibel – slapende activiteiten) |  |  |
| BELAC 2-101 (accreditatiescope beproevingslaboratorium: omschrijving + beoordeling) |  |  |
| BELAC 2-109 (accreditatiescope leverancier geschiktheids-beproevingen (PT): omschrijving + beoordeling) |  |  |
| BELAC 2-110 (accreditatiescope kalibratielaboratorium: omschrijving + beoordeling) |  |  |
| BELAC 2-003 (beleid en leidraden betreffende herleidbaarheid van meetresultaten) |  |  |
| BELAC 2-106 (geschiktheids-beproevingen (PT): leidraden deelname en evaluatie van performantie) |  |  |
| BELAC 2-107 (uitdrukking van de meetonzekerheid in kalibratie) |  |  |
| BELAC 2-108 (uitdrukking van de meetonzekerheid voor kwantitatieve bepalingen) |  |  |
| BELAC 2-404 (EA - 2/17 Notified Body) |  |  |
| BELAC 2-405-DOSI *(*Bijzondere bepalingen voor de accreditatie van laboratoria erkend als dosimetrische dienst door het Federaal Agentschap voor Nucleaire Controle (FANC)) |  |  |
| BELAC 2-405-DNA JUST (eisen m.b.t. accreditatie van erkende DNA labo’s) |  |  |
| BELAC 2-405-CPR (eisen m.b.t. accreditatie van instanties aangemeld i.k.v. Verordening Nr. 305/2011)  |  |  |
| BELAC 2-405-WADA (eisen m.b.t. accreditatie van WADA-antidopinglaboratoria) |  |  |