

## **ISO/IEC 17020 (Inspection Body) Course**

### **Course Objectives**

To provide:

- An understanding of the ISO/IEC 17020 requirements,
- Their application in inspection bodies, and
- Some guidance on the implementation of these requirements

### **Course Duration**

1.5 Day

### **Who Should Attend**

This course is designed for Inspection Body Managers, Quality Managers and Inspection Body personnel who are responsible for implementing and operating the quality system to ISO/IEC 17020.

### **Course Outline**

- Benefits & driving forces for implementing ISO/IEC 17020, and obtaining accreditation
- Type criteria for inspection bodies (including type A, B, C)
- General requirements
  - Impartiality & Independence
  - Confidentiality
- Structural requirements
  - Administrative requirements
  - Organisation & management
- Resource requirements
  - Personnel & training issues
  - Facilities & equipment
  - Subcontracting
- Process requirements
  - Inspection methods & procedures
  - Handling inspection samples and items
  - Records
  - Inspection reports & certificates
  - Complaints & appeals
- Management System requirements
  - Quality policy
  - Good documentation practice
  - Quality manual and procedures
  - Document control, and management of records
  - Management review
  - Internal audits
  - Corrective and preventive actions