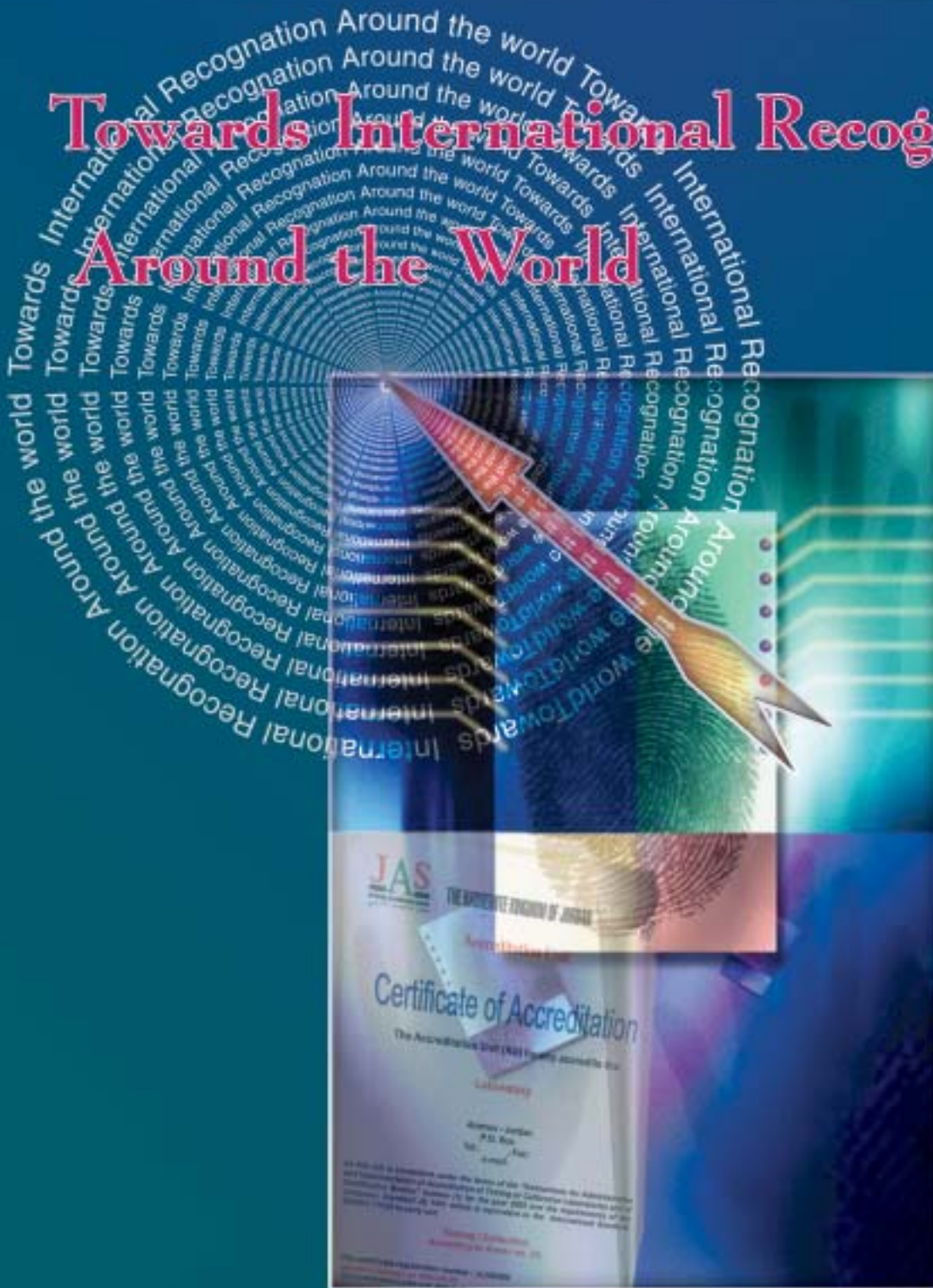


## Towards International Recognition Around the World



# Accreditation News

Accreditation news is a semi annual newsletter issued by Accreditation Unit (AU). It promotes the accreditation services rendered by AU and provides technical knowledge and guidance on applying the accreditation requirements.

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مركز الدستور الفني

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# VISION

To be a sustainable, independent and internationally recognized accreditation body, competent to provide accreditation services to conformity assessment bodies according to international standards and active on regional and international levels as well as to become a signatory of the multilateral recognition arrangement.

**(National Recognition .... International Acceptance)**

# MISSION

The accreditation unit grants national accreditation as an official recognition of the technical competence of the conformity assessment bodies; the testing and calibration laboratories, inspection and certification bodies, by implementing an accreditation system that fulfills international requirements through:

- Implementing the international practices and achieving the international acceptance.
- Managing an effective relationship with Conformity Assessment Bodies by exchange of knowledge to fulfill their needs and reach the highest level of their satisfaction.
- Providing a creative, open and cooperative work environment for the Jordanian Accreditation System (JAS) assessors and committees' members to ensure their impartiality, confidentiality and objectivity, as well as availing the needed information at the right time to make the right decision.
- Providing the human, financial, and technological resources needed to ensure effective & competent accreditation services, according to harmonized standards.

## *AU Proceeds Towards Recognition*

Throughout the last year, the Accreditation Unit (AU) worked hard to achieve its goals and become internationally recognized accreditation body. Therefore, it started implementing a quality management system according to ISO/IEC 17011 which will replace ISO/IEC Guide 58 and ISO/IEC Guide 61. It was a challenge for us, however, our internal audit results showed that we were successfully implementing the system.

On the other hand, 5 new staff members joined AU while 3 AU staff members either resigned or took a yearly leave. The new staff are well educated and holding a B.Sc. or Msc. in chemical or industrial engineering. A training program have been started for them including practical on site assessment as observers.

As part of our continuous efforts to fulfill the needs of our customers, AU will survey their needs by distributing a questionnaire covering areas related to accreditation, training and new scope of accreditation. Based on the results of the survey, AU will define its next priorities for developments and will take the necessary actions to achieve them.

Furthermore, our customer satisfaction survey for the year 2003 showed that we are achieving good levels in the development of assessors' qualification, communication skills and competence of AU. However, the survey also indicated low levels of satisfaction regarding the duration for granting accreditation. We took several measures to improve AU performance and we hope that this year survey will show better results.

On the national and regional levels, AU played an important role to unify the Arab effort to establish an Arab Accreditation Forum. AU has been selected as a focal point to represent the regional countries, Syria, Lebanon, Palestine and Iraq. This put an obligation on AU to help those countries to develop their systems and the infrastructure related to accreditation.

Additionally, AU is working hard to be internationally recognized. Thus a pre-peer evaluation team from ILAC as part of ILAC Multi-lateral arrangement procedure evaluated AU system and attended two on site assessments to evaluate our assessors and the assessment process as a whole. AU is now closing the deviations raised during the pre-peer evaluation in cooperation with the accreditation and technical committees, the full support of our top management and the belief and hard work of AU staff.

However, all of these activities will not be appreciated nor recognized if AU is kept part of JISM. The conflict of interest between AU and other conformity assessment services provided by JISM is clear. To avoid this, JISM top management is working hard to establish an autonomous independent accreditation body. The draft law is now under revision and we hope that by the end of the year 2004, the Jordanian Accreditation Body is established.

We believe that all the achievements were gained by the collective efforts of every party of our stakeholders and all of those who worked and working to establish the National Jordanian Accreditation Body. But these are only stations on the road towards recognition, the road is still long where we have to pass by other very important stations and leave our marks

*Best Regards,  
Ola K. Zawati  
AU Director*

## The Cabinet Decides to Give the Accredited Laboratories by the Accreditation Unit at JISM Priority in the Governmental Tenders

The Council of Ministers has taken a decision to give the priorities to the laboratories which are accredited by the Jordanian Accreditation System (JAS) at the Jordan Institution for Standards and Metrology (JISM) in governmental tenders. The decision has been taken upon the recommendations of H.E Deputy Prime Minister and Minister of the Industry and Trade Dr. Mohammad Al Halaiqah to H.E Prime Minister Faisal Al Fayez.

This step will contribute greatly to supporting the accredited laboratories and the national efforts towards achieving a high quality infrastructure for Metrology, Standards, Testing and Quality in Jordan in accordance with the best International practices and harmonized standards.

We would like here to express our deep appreciation to H.E Prime Minister and H.E Deputy Prime Minister for the decision taken in this regard, and to Dr. Ahmad Hindawi the GM of JISM for his continuous support which played a vital role in supporting and promoting the Jordanian Accreditation System. Hoping that Accreditation Unit will continue in developing its system to achieve independence, national

recognition and international acceptance by signing the Multi Lateral Arrangement.

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



رئاسة الوزراء

الرقم ١٤٦٤-١١-٢١  
التاريخ ١٨ ربيع الأول ١٤٢٤  
الموافق ٢٠٠٤-٠٤-٢٦

معالي نائب رئيس الوزراء ووزير الصناعة  
والتجارة/ رئيس مجلس إدارة مؤسسة  
المواصفات والمقاييس

إشارة لكتابكم رقم أم/٣٥٣٨ تاريخ  
٢٠٠٤/٤/٢٦.

أوافق على أن تمنح المختبرات الوطنية المعتمدة والمبينة أسماؤها بمرفق كتابكم المشار إليه أعلاه الأولوية عند اختبار المختبرات للقيام بالفحوصات وذلك كشرط رئيسي من شروط طرح العطاءات الحكومية ودراستها وتقييم المختبرات المتقدمة لتنفيذ العطاءات، لإجراء اللازم.

واقبلوا فائق الاحترام.

رئيس الوزراء

### WHY TO BE ACCREDITED???

*Accreditation is an effective marketing tool for testing, calibration and measurement organizations, and a passport to submit tenders to contractors that require independently verified laboratory, and it is a reliable indicator of its technical competence.*

*The structure of AU is designed in such a way that satisfies the demand of its clients and in order to ensure the effective operation of the accredited bodies.*

### Draft Accreditation Law Waiting for Approval

Within the Accreditation Unit (AU) attempts to fulfill the necessary international requirements for signing multi-lateral agreements, AU with cooperation of the concerned parties is working to establish an independent accreditation body to fulfill those requirements as well as the requirements of the FDIS ISO/IEC 17011. In this regard AU has amended Jordanian Accreditation System (JAS) and drafted the Jordanian accreditation law which was approved by the JISM Board of Directors on June, 2003. AU also set "The Work Plan of Financial Management for the Jordanian Accreditation Body for the year 2004-2008". The Jordanian accreditation final draft law and the work plan were presented to the Cabinet to be studied and approved. The draft law focuses on the independency of the Jordanian Accreditation Body so as to administer and operate the JAS under its own board of directors.

### An ILAC Pre-peer Evaluation Performed on AU

A primary evaluation process was performed on the Accreditation Unit (AU), Amman-Jordan by an evaluation team from ILAC. The pre peer evaluation conducted by team leader Mr. Roberto Perissi, and team member Mr. Jorgen Blom in December 2003 in accordance with the terms of UNIDO/ILAC/ISO Memorandum of Understanding. This process aimed at establishing whether the Accreditation Unit is reliable and competent to deliver services according to the related harmonized standards and though ready to receive the peer evaluation team as a final step towards signing an ILAC multi lateral agreement. This evaluation process discussed and covered all AU activities including the legal situation of the unit. A summary report was issued, as a result of this process, which provides a description of the strengths and weaknesses of the operation of AU and a conclusion on its readiness for the full evaluation. The evaluation team expressed their appreciation for the efforts exerted by AU to fulfill the FDIS ISO/IEC 17011 and relevant ILAC documents, and AU was in turn happy with the comments and points raised by the evaluators to improve the Jordanian Accreditation System and consequently; will take into account the actions required to recover all the weaknesses and findings.

*SUCCESS IS NOT A DESTINATION  
IT IS A JOURNEY*

# Proficiency Testing: Building Confidence in Laboratories Test Results

*By: Eng. Sunya Hammad*

One method for assuring the quality of test and calibration results is participation in interlaboratory comparisons or proficiency testing schemes (PTS). Proficiency testing is "determination of laboratory testing performance by means of interlaboratory comparisons"<sup>(1)</sup>.

Interlaboratory comparisons mean "Organization, performance and evaluation of test on the same or similar test items by two or more laboratories in accordance with pre-determined conditions"<sup>(1)</sup>.

Interlaboratory comparisons are designed for the purpose of proficiency testing (PT) and also for validation of methods, characterization of reference materials and for self-assessment of a laboratory's performance in a test. The results of such comparisons may be used by the accreditation body to assess the competence of the laboratory.

In principle, proficiency test by means of interlaboratory comparisons consists of having several participants (e. g. various laboratories) testing a sub-sample in accordance with the same standardized measurement procedure; the sub-samples given to all participants are taken from the same sample, and investigated several times.

PTS can take many forms among which:

1. "Qualitative schemes for example where laboratories are required to identify a component of a test item.

2. Data transformation exercises-for example where laboratories are furnished with sets of data and are required to manipulate the data to provide further information.
3. Single item testing-where one item is sent to a number of laboratories sequentially and returned to the organizer at intervals.
4. On-off exercises-where laboratories are provided with a test item on a single occasion.
5. Continuous schemes-where laboratories are provided with test items at regular intervals on a continuous basis.
6. Sampling-for example individual or organizations are required to take samples for subsequent analysis."<sup>(1)</sup>.

## **Proficiency Testing and Accreditation**

Proficiency test results are significant part of accreditation and monitoring of test laboratories. These results provide the assessors with information on the effectiveness of the quality management system of the laboratory and its technical competence. Many different procedures are used to assess the laboratories competence by proficiency testing. For example, the accreditation body can provide the laboratory with test items which characteristics are accurately determined (Bilateral Proficiency Testing). This procedure is sometimes used by Accreditation Unit (AU) in Jordan as a part of accreditation and



surveillance steps. Another procedure is to provide the laboratory with sample of undisclosed characteristics to test it; this sample is not identified as a sample for proficiency testing (Blind Test Item).

Participation in PTS may reduce the cost of accreditation because the assessor can depend on their results to assess the competence of the laboratory and thus make the assessment procedures less exhausting for the laboratory. So, the extra cost of participation in PTS will be compensated by the reduction of accreditation cost <sup>(1)</sup>.

It is the role of the accreditation body and assessors to collect general information about appropriate PTS and to promote the benefits of participation in it. But, the choice of PTS and verification of its provider is the responsibility of the laboratory. In this regard, AU would like to provide general information about a web site of one of the PTS provider, which is "EPTIS".

In 1998, competent organizations in 16 member states of the European Union (EU) and the European Free Trade Association joined forces to overcome the information barrier. A network was established under the auspices of the European Co-operation for Accreditation (EA) and the two European Laboratory Organizations (Eurachem) and (Eurolab). Within this network and funded by the EU a European Information System on Proficiency Testing Schemes (EPTIS) was developed. EPTIS consists of a database and website and these were launched on the Internet in the year 2000 <sup>(2)</sup> at the address [www.eptis.bam.de](http://www.eptis.bam.de).

After EU funding of the project has ended, the 16 partners agreed to continue their co-operation on a voluntary but fully formalized basis. This is laid down in the "Protocol for the maintenance and development of the European Proficiency

Testing Information System" which was agreed by all partners in 2001. A steering committee was established to co-ordinate the activities, and provision was made for supporting organizations prepared to give official patronage and active support to EPTIS. To date, EA, ILAC, Eurachem and Eurolab have declared their official status as EPTIS supporting organizations <sup>(2)</sup>.

The site lists the most recent PTS offered. It also provides a wide variety of PTS to choose from. To search the provided PT schemes click on "Search EPTIS" at EPTIS home page, then select the country that you prefer for providing the scheme, testing field (e.g., Acoustics, Ageing, Analytical chemistry...) and sets of products (e.g., Adhesives, Agriculture, Air...). Then, confirm the query and submit it to get the PTS that matches the required specifications. These results include designation of the PTS and their providers. These results can be further filtered by specifying a different country for providing PT, set of products, testing fields, providers, test items, tested properties, testing methods and standard series and guidelines. When selecting one of the PTS you will get more detailed information such as: tested property, testing method, general information about the PTS provider, year of first execution, regulatory of performance, participation fees, the contact person and the address of the provider.

***It is said that a laboratory cannot build confidence in its test results and prove its technical competence unless it participated in proficiency tests.***

#### **References:**

1. ISO/IEC Guide 43 "Proficiency Testing by Interlaboratory Comparisons"1997.
2. EPTIS website, [www.eptis.bam.de](http://www.eptis.bam.de)

## List of Accredited Jordanian Laboratories According to JAS

Last updated (2004 - 07 - 27)

No.	Name of The Accredited Laboratory	Address	Scope of Accreditation	Date of Accreditation	No. of Accreditation Certificate
1	Plastic and Rubber Laboratory	Royal Scientific Society Mechanical Design and Technology Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: n-haddad@rss.gov.jo	Mechanical Testing of Plastic Materials	1999-09-09	JLAS/001
2	Analytical Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: y.khayat@rss.gov.jo	Inorganic Chemical Analysis (Testing) by Instrumental and Wet Chemistry	2000-08-17	JLAS/002
3	Cement Laboratory	Royal Scientific Society Building Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: kahhaleh@rss.gov.jo	Mechanical and Physical Testing of Cement	2000-08-20	JLAS/003*
4	Metallography and Heat Treatment Laboratory	Royal Scientific Society Mechanical Design and Technology Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: n-haddad@rss.gov.jo	Chemical, Mechanical and Metallurgical Testing of Metals and Alloys	2000-08-20	JLAS/003*
5	Calibration Laboratory	Royal Scientific Society Electronic Services and Training Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Calibration of DC Current, DC Voltage and DC Resistance	2000-08-20	JLAS/003*
6	Construction Materials Testing Laboratory	Arab Center for Engineering Studies P.O. Box 5504 PC 11183 Tel.:5810777 Fax:5812777 e-mail: aces@nol.com.jo	Physical and Mechanical Testing of Aggregate Concrete, Building Stone, Kerbstone, Soil and Reinforcing Steel Materials	2002-01-22	JLAS/004

## List of Accredited Jordanian Laboratories According to JAS

Last updated (2004 - 07 - 27)

No.	Name of The Accredited Laboratory	Address	Scope of Accreditation	Date of Accreditation	No. of Accreditation Certificate
7	Testing and Quality Control Laboratory	Royal Scientific Society Electronic Services and Training Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Electrical Products Testing	2002-03-14	JLAS/005-A
8	Ceramics and Glass Laboratory	Royal Scientific Society Building Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: kahhaleh@rss.gov.jo	Physical, Mechanical and Chemical Testing of Ceramics, Tiles of Ceramic Applications and Physical Testing of Glass	2002-04-25	JLAS/005-B
9	Cigarettes Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: y.khayat@rss.gov.jo	Chemical Testing of Cigarettes	2002-06-05	JLAS/005-F
10	Raw Materials Laboratory	Royal Scientific Society Building Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: kahhaleh@rss.gov.jo	Mechanical and Physical Testing of Marble and Building Stone	2002-05-21	JLAS/005-E
			Mechanical and Physical Testing of Aggregate	2003-01-13**	JLAS/005-E
11	Concrete Laboratory	Royal Scientific Society Building Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: kahhaleh@rss.gov.jo	Mechanical and Physical Testing for Cement Tiles and Gypsum	2002-05-21	JLAS/005-C
			Mechanical and Physical Testing for Concrete	2003-01-13**	JLAS/005-C
12	Building Components Laboratory	Royal Scientific Society Building Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: kahhaleh@rss.gov.jo	Mechanical and Physical Testing of Precast Concrete Pipes and Concrete Blocks	2002-05-21	JLAS/005-D
13	Food Testing Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Chemical Testing of Fats, Grains, Wheat and its Products, Almonds, Peanuts and Dairy Products	2002-09-09	JLAS/005-H

## List of Accredited Jordanian Laboratories According to JAS

Last updated (2004 - 07 - 27)

No.	Name of The Accredited Laboratory	Address	Scope of Accreditation	Date of Accreditation	No. of Accreditation Certificate
14	Textile and Paper Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Chemical and Physical Testing of Paper, Paper Board, Hygienic Paper, Baby Diapers and Woven and Textile Fabrics	2002-09-19	JLAS/005-I
15	Petrol and Lubricants Testing Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Chemical Testing of Lubricants (Motor Oils and Multigrade Motor Oils)	2002-09-25	JLAS/005-J
16	Water testing Laboratory	Royal Scientific Society Environmental Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701 Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Chemical and Microbiological Testing of Water, Wastewater, Sludge, Soil, Fish, Food Detergents, Disinfectants, Cosmetics and Washing Solutions	2003-06-04	JLAS/005-G
17	Provimi Jordan Feed Concentrate Manufacturing Co. Ltd.	Quastal Industrial Area Amman - Jordan P.O. Box 499 PC 11118 Tel.: 4711476/7 Fax: 4711478 e-mail: provimi@nets.com.jo	Chemical and Microbiological Testing of Animal Feed and Seeds And Serological Testing of Chicken Blood	2004-06-21	JLAS/006
18	Insulation Materials Laboratory	Royal Scientific Society Building Research Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701, Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Physical Testing of Thermal Insulating Materials	2004-07-06	JLAS/007
19	Gas Chromatography Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701, Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Analysis of Antioxidants (BHT,BHA) in in Fats and Vegetable Oils, & Analysis of Ethanol in Juice, & Analysis of Methanol and Higher Alcohols in Ethanol Samples and Alcohol Drinks	2004-07-19	JLAS/008
20	Paints Laboratory	Royal Scientific Society Industrial Chemistry Center Amman - Jordan P.O. Box 1438 PC 11941 Tel.: 5344701, Fax: 5344806 e-mail: rssinfo@rss.gov.jo	Physical Testing of Paints	2004-07-19	JLAS/009

\*Cement, Metallography and Heat Treatment and Calibration Laboratories applied in one application; therefore have the same accreditation certificate number

\*\* Scope Expansion

# Multi -Site Accreditation

*By: Eng. Lana Marashdeh*

**C**orporate accreditation allows organizations to combine a number of accreditations into one. They may involve multiple facilities (i.e. fields/programs) on one site or spread over a number of locations. Where more than one permanent location is included in a single accreditation granted to one entity, the term multi-site accreditation is used.

The rationale for corporate accreditation is that efficiencies in accreditation are possible if a group of facilities are centrally managed and operated under a unified quality management system.

## *Features and Benefits of Multi-site Accreditation:*

- \* For a multi-site accreditation, a core site will be identified and considered as the source of central management between the accreditation body and the organization.

- \* There is a potential for recognition of signatories for multiple sites, depending on field/program specific requirements.

- \* Management will be provided with an organization-wide view of their operations.

## *Eligibility for Multi-Site Accreditation:*

- \* The organization must have a quality policy common to all sites included in the corporate accreditation.

- \* As a pre-requisite for multi-site accreditation, all parts of the entity seeking accreditation must be subject to one and the same quality management system, which must comply in all respects with the appropriate international standards.

- \* The organization must have one appointed management representative with responsibility for maintenance and application of the quality system across all locations, fields of testing and/or

accreditation program.

- \* Any conditions for accreditation that are identified at the assessment of a site must be investigated and acted upon at all sites, where relevant to those sites.

## *Applying for multi-site accreditation:*

- \* For Conformity Assessment Bodies: The application should involve general information concerning the CAB such as its functions, its relationships in a larger cooperate, and addresses of all its physical locations.

- \* For Laboratories: Each location involved in the provision of accredited testing/ calibration activities, or in providing support functions to those activities, has to be identified in the scope also.

- \* An organization with multi-site accreditation must maintain an up-to-date matrix of precisely which tests are carried out, where /what support functions are operated from each location.

## *Assessment, Accreditation & Surveillance processes:*

- \* The normal assessment and accreditation processes for accreditation apply to multi-site accreditation.

- \* Each location involved in multi-site accreditation will be visited at assessment and re-assessment, to evaluate the scope of accreditation (or application) for the accredited (applicant) body to be visited (including the regions in which it operates).

- \* Surveillance activities must provide confidence that the accredited CAB/ Labs continue to provide reliable results over their full scope of accreditation, including geographical regions in which they operate and continue to operate an effective QMS.

## *Decision-making and granting accreditation:*

\* Scopes issued by the AU state clearly that a multi-site accreditation is involved. They detail the entire scope and list the locations involved together with the general activities and or support functions carried at or by each.

\* Separate certificates of accreditation generally will be issued by the accreditation body for each site. If a single certificate number covers more than one site, it will indicate clearly when a multi-site accreditation is involved in the "notes" of the scope.

\* Similarly, separate scopes for multi-site accreditation will be issued for each site when separate certificates are issued. Where one certificate covers all locations, the scope will clearly identify in the "notes" wherever scopes of accreditation differ from one site to another.

## *Suspension, termination and reduction of accreditation:*

\* Suspensions, terminations and reductions in scope at one location, whether voluntary or imposed, will automatically involve a full consideration of the implications for the multi-site as a whole

\* In the case of termination or resignation of a location from a multi-site accreditation, any one or more of the locations included in the multi-site that wishes to remain accredited will be required to apply for individual accreditation, and to pay the necessary fee.

### *References:*

\* *Group Laboratory Accreditation, UKAS Publication ref: LAB 7, Edition 2, 2003.*

\* *Accreditation of Multiple-Site Laboratories, by Thom Adams, Laboratory Accreditation Bureau, revision 1, 2003.*

\* *<http://www.etat.lu/olas>, Multi-Site Accreditation, 2002.*

\* *Corporate Accreditations- NATA Accreditation of Multiple Site and/or Multiple Field Laboratories, National Association of Testing Authorities, Australia, 2003.*

## TRAINING COURSES CONDUCTED BY AU

### *Measurement Uncertainty*

The Jordan Institution for Standardization (JISM) with Cooperation with Royal Scientific Society (RSS) organized a training course titled " Guide to the calculation of uncertainty in calibration and measurement" during the period 17-19 February 2004. This course, which was held at JISM and presented by Eng. Osama Melhem from RSS, discussed several items related to measurement uncertainty such as; types of metrology, combined uncertainty and step by step for calculating and reporting of uncertainty results. This course is considered an important issue to the laboratories and AU assessors as well. Many of the participants expressed their interest in similar courses, therefore it was decided that this course will be re-organized for the year 2005 for all interested parties, especially AU assessors.



## *AU Proceed In The Training Program Of Its Technical Assessors*

**A**ccreditation Unit (AU) proceeded in the training program of its assessors by organizing a training course titled "Accreditation and Technical Assessment Awareness". The course which was held in National Training Institution during 2-3/06/2004 aimed at familiarizing participants with the accreditation criteria used by the Jordanian Accreditation System (JAS), assessment techniques and human aspects of assessment. The course emphasized on the vital role of the technical assessor in determination the credibility of the accreditation scheme. By the end of the course, the participants were aware of the requirements of ISO/IEC17025:1999 and familiar with the accreditation process. AU staff supervised by Eng. Ola Zawati presented the course. Thirty one participants attended from JISM and other governmental and private institutions



## *Accreditation and Technical Assessment Techniques Training Course*

**D**ue to the vital role that the technical assessors plays in determining the credibility of the Accreditation System and the competence of the accredited bodies, the Accreditation Unit (AU) organized a training course scheduled this year for the qualification of AU assessors, titled "Accreditation and Technical Assessment Techniques". The course that was conducted during 2-5/8/2004 and presented by AU staff members aims at familiarizing the assessors of AU with the accreditation criteria, assessment techniques and human aspects of assessment.



Twenty-three participants representing fourteen different institutions attended several lectures and took part in many exercises and case studies. By the end of the course the participants were evaluated, and the results reflected that they were familiar with the accreditation criteria and the assessment process.

**Schedule of Training Courses to be Organized  
by the Training Sub-Unit@ Accreditation Unit  
For the year 2005**

<i>Training Course description</i>	<i>Month</i>	<i>Min. No. of Participants</i>
<i>Accreditation and Technical Assessment Awareness</i>	<i>Feb.</i>	<i>20</i>
<i>Accreditation and Assessment Techniques</i>	<i>April</i>	<i>20</i>
<i>ISO/ IEC 17025</i>	<i>June</i>	<i>20</i>
<i>Measurement Uncertainty</i>	<i>August</i>	<i>20</i>
<i>Refresher Training Session</i>	<i>September</i>	<i>30</i>
<i>AU Conference on Accreditation</i>	<i>October</i>	<i>30</i>

# Cross-Frontier Accreditation - Principles for Avoiding Duplication

*By: Eng. Sahar Ballout*

**W**hen we were asked to write an article related to accreditation, I was looking for a situation that we face and that the accreditation society should be aware of its rules. Therefore, I chose to write about Cross Frontier Accreditation. Cross Frontier Accreditation situation is requested when a laboratory may seek accreditation from bodies outside its own country. The Jordanian Accreditation Unit still an associate member<sup>(1)</sup> in the International Laboratory Accreditation Cooperation (ILAC) and many laboratories in Jordan are accredited by ILAC full member<sup>(1)</sup>, e.g. UKAS (United Kingdom Accreditation Services) or DAP (a German Accreditation Body). This makes laboratories think that they do not have to get an accreditation from the national accreditation body. This point is clarified in a formal ILAC document in the G-series that is ILAC-G21:2002, "Cross Frontier Accreditation Principles for avoiding duplication".

First, the ILAC document listed reasons why a laboratory may seek accreditation from bodies outside its own country:

- \* The national accreditation body does not offer the required scope.
- \* The national accreditation body is not a signatory to the Arrangement<sup>(1)</sup>.
- \* There is no national accreditation body.
- \* Its clients demand a specific accreditation and will not be persuaded to accept an equivalent.
- \* It is part of a chain of laboratories with a single owner who wants all the laboratories to have the same accreditation and who is not willing to work with the ILAC Arrangement partners.

In these and similar circumstances, an ILAC Arrangement signatory, if asked to provide accreditation to a laboratory outside its country or economy, may respond positively. However, it should take the following steps before accepting the contract:

If there is an ILAC Arrangement signatory covering the scope of the required accreditation in the country or economy of the applicant, it should:

- \* Enquire whether the applicant is aware of the existence of a national accreditation body,
- \* Suggest that the accreditation could be more economically performed by a national body,

\* Point out the equivalence of the national accreditation demonstrated through the ILAC Arrangement.

Only if the applicant still persists in requiring its accreditation to proceed, the ILAC Arrangement signatory, that is asked to provide accreditation to a laboratory outside its country or economy should request the applicant to be allowed to inform the national accreditation body that it will be undertaking the work, to explain the circumstances and to invite any relevant national accreditation body to be an observer at the assessment. It may also suggest that a joint accreditation be offered by it and the national accreditation body.

If there is an ILAC member accreditation body in the country or economy of the applicant that is not an ILAC signatory for the scope (as the case of the Jordanian Accreditation Unit), it should enquire whether the applicant would be prepared to have any relevant national accreditation body informed of the application with the option of

- \* Observing the assessment for experience.
- \* Providing a team member or members to the accreditation body's assessment team, or
- \* Performing a joint assessment with the objective of dual accreditation.

In all these cases, the objective of eventual handover of the accreditation to the relevant national accreditation body should be borne in mind, either when that body joins the ILAC Arrangement for the scope, or when the applicant laboratory may choose.

This approach will serve to strengthen the international network of laboratory accreditation bodies provided through ILAC.

This in turn will assist the WTO/TBT objective of facilitating international trade by removing technical barriers to trade through mutual recognition between the nationally based conformity assessment systems.

Bearing in mind, the AU is working hard to be internationally recognized it will contact other accreditation bodies to coordinate their assessment carried out in Jordan and to participate with JAS assessors as observers or as part of those accreditation bodies assessments' teams.

*1- (Definitions of these terms can be found in IAC - S2 : 2003 "Rules")*

# An Overview of a Document - Grading Of Non Conformities

*By: Eng. Lina Halaseh*

The main concern for most of the Conformity Assessment Bodies (CAB) as the accreditation body starts its assessment or reassessment is to have as minimum non-conformities as possible. And if there were non-conformities, the CAB usually wishes to have them classified as minor non-conformities.

So the most common questions are: what could be considered as non-conformities? and what are their classifications? Herein we will give an overview of an ILAC guidance document ILAC -G20:2000 that refers to the non-conformities and their classifications.

The document mentioned that as the first step, the nature of non-conformities for accreditation may be listed as:

- \* Documentation not conforming with the requirements of the standard.

- \* Staff are not following documented procedures.

- \* Technical managers or other key staff not demonstrating competence in the work they are doing.

- \* Operational procedures such as test or measurement methods, Traceability, etc., lacking technical validity.

- \* Breakdown in the operation of the quality management system of the laboratory.

- \* The laboratory not conforming to the rules of the accreditation.

The second step is to determine the seriousness of non-conformities and since the accreditation is primarily concerned with providing assurance to the customers of the laboratories that their staff are competent and their procedures and results are technically valid, then non-conformities related to technical activities would normally be viewed as more

serious than those related to management requirements where the validity of results may not be in question. A typical grading of seriousness of non-conformities, based on the actions taken by the accreditation body, may be:

1. where non-conformity is "very serious indeed" and the credibility of the accreditation program is seriously threatened, the accreditation of the laboratory is suspended immediately.

2. where non-conformity is "quite significant", corrective action must be completed within the specified time interval to avoid suspension. Such non-conformities may need a follow up on-site assessment to ensure they have been effectively corrected especially if the validity of results or the integrity of the accreditation body is threatened.

3. where the non-conformity is "minor" or isolated and does not affect test or calibration results or certificates, requiring corrective action would not improve the operation of the laboratory and could seriously damage the relationship between the laboratory and the accreditation body. In such cases the non-conformity could be noted in the assessment notes, for checking at the next assessment.

In some cases a series of non-conformities, each in themselves being minor, may add up in combination to what is considered a serious overall problem.

Regardless of the nature of the non-conformities, each one should be evaluated within the circumstances presented so that a fair grading may be established and the actions taken against the laboratory will be appropriate.

بقلم: م. لينا هلسه



## حقائق في أرقام

- ❖ ازداد عدد موظفي الوحدة من ٣ موظفين عام ٢٠٠٢ إلى ٧ موظفين في عام ٢٠٠٣
- ❖ تم اعتماد ١٥ مختبر فحص و مختبر معايرة واحد في مختلف المجالات الفنية حتى نهاية عام ٢٠٠٣
- ❖ تقدم ٣٦ مختبر ما بين مختبرات فحص ومختبرات معايرة للحصول على الاعتماد، حيث تم تقييم ٣١ مختبر حتى نهاية عام ٢٠٠٣.
- ❖ قامت وحدة الاعتماد بتنظيم ٢٣ دورة تدريبية لتدريب ٤٧٨ مشارك في مجالات الاعتماد والتوعية حول مبادئ التقييم الفني وتقنياته وقياس الارتياح ومواصفة الأيزو/ايسي ١٧٠٢٥ والكتابة التقنية واختبارات المهارة حتى نهاية عام ٢٠٠٣
- ❖ قامت الوحدة بتنفيذ عمليات تقييم كالتالي: تقييم وثائق لـ ٣٤ مختبر، و تقييم في الموقع لـ ٤٢ مختبر، و ١٣ زيارة متابعة في الموقع، و ٤ عمليات تقييم وثائق كمتابعة لاحقة، حتى نهاية عام ٢٠٠٣.
- ❖ تتعاون وحدة الاعتماد مع ١٤ مقيم فني متخصص و٦ مقيمين جودة لانجاز مهامها.

## بطاقة تعريف

انضم إلى وحدة الاعتماد ٤ مهندسات إدارية، فيما يلي بطاقة التعريف بهن:

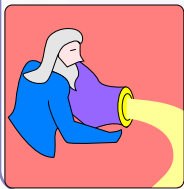


- ١- الاسم: لينا هلسه  
المؤهل العلمي: بكالوريوس هندسة صناعية / مسؤول الجودة / تاريخ التعيين: ٢٠٠٣/٨/١٠
- ٢- الاسم: لانا مراشدة  
المؤهل العلمي: ماجستير هندسة كيميائية/ قسم التدريب / تاريخ التعيين: ٢٠٠٣/٨/١١
- ٣- الاسم: سحر بلوط  
المؤهل العلمي: بكالوريوس هندسة صناعية/ قسم الاعتماد / تاريخ التعيين: ٢٠٠٣/٨/٣
- ٤- الاسم: ريم برهومة  
المؤهل العلمي: بكالوريوس هندسة صناعية / قسم التدريب / تاريخ التعيين: ٢٠٠٤/٩/١
- ٥- الاسم: ميس مرعي  
المؤهل العلمي: بكالوريوس ادارة اعمال / تاريخ التعيين: ٢٠٠٤/٩/١

كلمة من موظفي الوحدة: انضمنا إلى وحدة الاعتماد وكلنا عزم ونشاط كي تستمر هذه الوحدة بالتميز والعطاء كما عهدتموها.

## برجك يا مختبر

نجمك يقودك إلى الاعتماد، فاتبعه ولا تتردد، سوف تصادف بعض المتاعب والعقبات بس لا تهكل هم عند وحدة الاعتماد الحل..... شمر عن سواعذك الفتية والحق بمركب الاعتماد الوطني لتكون من المتميزين.

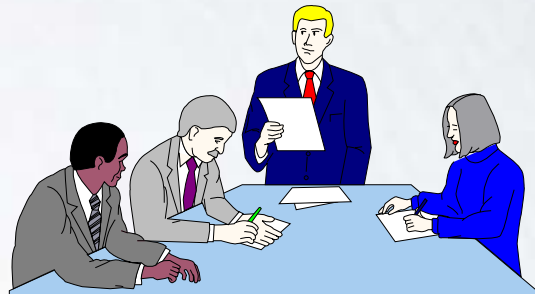


## آخر الكلام

الحياة مليئة بالحجارة فلا تتعثر بها.... بل اجمعها وابن بها سلما تصعد به نحو النجاح.

## توجه

❖ تعمل وحدة الاعتماد على رفع كفاءة موظفيها وذلك بإشراكهم بدورات متخصصة ومكثفة لتضمن استمرارية العطاء والنجاح الدائم للوحدة.  
❖ تنوي الوحدة البدء باعتماد جهات التفتيش وجهات منح شهادات المطابقة إضافة إلى المختبرات.



## Two of AU Staff Participated in an Advanced Training Programme in Sweden

By: Eng. Shereen Abbadi

Eng. Sunya Hammad and Eng. Shereen Abbady participated in the advanced training programme organized by the Swedish Board for Accreditation and Conformity Assessment (SWEDAC) and sponsored by the Swedish International Development and Cooperation Agency (SIDA) during the period from 15th March to 8th April 2004 in Sweden.

The four weeks training programme "World trade and Conformity Assessment, Quality Infrastructure Development" aimed at providing the participants with a more-in-depth understanding of the principles of international trade with emphasis on the agreements of the World Trade Organization (WTO), technical regulatory activities and related conformity assessment activities, the concept of quality, the role and use of accreditation and conformity assessment as a tool of enforcement of national legislation and the development of national quality policies.



The programme concentrated on regional cooperation in the field of accreditation. The previous proposals for a regional Arabic cooperation, which were presented during the last conference of AIDMO in Rabat/ Morocco held in December 2003, were discussed and analyzed for their weaknesses and strengths. The participants - who mainly represented accreditation bodies of Arab countries such as Egypt, UAE, Tunisia etc... were introduced to the existing regional cooperation models on the international arena.

## AU Issues its 2003 Annual Report

AU issued its 2003 annual report of the activities of the unit. The year 2003 was a challenging one for AU; it was a year of continued efforts to ensure continuity and stability of the system, in both the size of our activities and responsibilities and the size of our staff. It was a year of continued turnover of accredited laboratories, relevant to the growth in the number, capabilities and qualifications of the unit staff. It was also a year of renewed regional and international relationships as AU has received a pre-peer evaluation from ILAC as part of AU hard work to be internationally recognized through joining Mutual Recognition Arrangements with ILAC and EA. AU also has been become the focal point to represent the accreditation bodies in the region as a step towards establishing the Arab Accreditation Forum.

AU continues to provide guidance and interpretations as the laboratory community becomes increasingly familiar with the accreditation criteria. Throughout 2003, AU

responded to customer needs by conducting much-needed training courses on accreditation managerial and technical concepts. AU also has achieved technical assistant from two international financial aids programs, including consultations from international competent experts and training.

AU continues to maintain its high standard of service. The Unit is committed to maintaining its system in accordance with national and international standards and will not compromise its process or the integrity of the accreditation program. Therefore, a draft law for establishing a fully autonomous accreditation body has been submitted to the Jordanian cabinet for approval.

AU will strive to achieve international recognition and be sustainable and independent body inspired by its vision "National Recognition... International Acceptance". This is an ongoing effort and continuous journey. Obstacles have been raised and will always be but we will overcome and further achievements are expected in the future.

## The Accreditation Technical Committee Convene

**T**he Technical Committee (TC) for Accreditation is one of the important parts of the Accreditation Unit's organizational structure. Its role is to advise AU, on the technical requirements for accreditation and on technical matters related to the operation of the accreditation system. The Technical Committee also plays a role in the decision-making process regarding granting, maintaining, suspending and terminating the accreditation.

A new technical committee was formed by the end of 2003 including twenty-five members representing private and public sectors, inspection bodies and scientific and academic institutions. The members are divided into nine working groups according to their sector of expertise. These nine sectors include: Chemical and Biological, food stuff, Environmental, Metrology and Calibration, Construction Materials, Electrical, Mechanical and Metallurgy, Non-Destructive testing and Proficiency Testing.

The first meeting of the committee was held

on November 19th 2003. In this meeting AU Director, Eng. Ola Zawati presented an introduction of the Jordanian Accreditation System (JAS) and the duties of the members. On the other hand, the members elected Dr. Izz-Eddin Katkhuda to be the chairman of the committee, and every working group assigned a group coordinator.

The meeting also included a discussion among the members that included a variety of subjects related to the work of AU and the Technical Committee such as, the members impartiality, the committee's work basics, the mechanism for arranging dates of meetings, international subsidizing organizations working in Jordan and arrangements with institutions and governmental organizations in the field of accreditation.

During the first quarter of 2004, the technical committee through its sectorial working groups; conducted 32 meetings. In those meetings the committee reviewed reports of assessed laboratories and developed several technical policies.

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