

PSQCA's ACCREDITATION SCHEME FOR INSPECTION
BODIES
PSQCA General Requirements



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PART A

INTRODUCTION

The PSQCA Accreditation Scheme of Inspection Bodies is mandated by the PSQCA Act, 1996 and Government of Pakistan, Registration and Regulation of Inspection Agencies Rules, 1981(SRO 10 (1)/82.

Accreditation has been used for many years as a means of deciding upon whom to admit to a particular group of equals or peers. PSQCA Inspection Bodies Accreditation is available for virtually all types of tests, calibrations, measurements, inspections and observations which are reproducible and properly documented.

PSQCA accredits the very close relationship between inspection, sampling, testing and measurement yet understands that inspection includes a variety of activities. Inspection includes the examination of materials, products, components, assemblies, cargoes and consignments, usually for compliance with specified criteria. It includes visual examination and associated work, and may be more directly focused on products. PSQCA staff can advise potential applicants of the appropriate field of inspection for the Accreditation of their inspection activities. An inspection body which is engaged in testing, measurement or sampling work may apply for Accreditation for this work concurrently with its application for registration for inspection.

Accreditation is based on the assessment of performance of an inspection body including procedures, staff competence and reporting. It is available to all inspection bodies including in-house services. PSQCA welcomes applications for the accreditation of all types of inspection work on the basis of Accreditation. The following are categories for accreditation Scope of Inspection Bodies Scheme.

Categories for accreditation Scope of Inspection Bodies Scheme

1. Agricultural Products
 - Livestock
 - Meat products
 - Milk and milk products
 - Crops
 - Grain products
 - Cotton & wool
 - Others

2.
 - Industrial Equipment
 - Pressure equipment
 - Lifting and lifted equipment
 - Lifting devices
 - Lifted equipment
 - Rigging
 - Elevators and lifts
 - Conveyors
 - Forklifts
 - Mobile equipment
 - Industrial machinery
 - Explosion-protected equipment
 - Construction equipment
 - Fabricated assemblies and structures
 - Electric generators, motors and related equipment

- Power transmission equipment
 - Pressurized machines
 - Storage tanks
 - others
3. Manufactured Goods
- Fabricated metal components and products
 - Moulded polymers and composites
 - Electrical and electronic products
 - Telecommunication devices
 - Food and beverages
 - Coffees
 - Cocoa and by-products
 - Wine
 - Alcohols declared to be of agricultural origin
 - Canned food
 - Dairy products
 - Biomass
 - Other processed food & beverages
 - Textiles and textile products
 - Refractories and ceramics
 - Timber products
 - Footwear
 - Toy & nursery products
 - Pharmaceutical products
 - Automotives and components
 - General manufactured products
 - others
4. Natural Resources and Refined Products
- Ores and minerals
 - Ore concentrates
 - Energy minerals or materials, incl coal and coke
 - Gas, petroleum and petrochemical products
 - Timber
 - Biofuel
 - Metallurgical products, incl precious metals and minerals
 - Fertilizers and other chemicals
 - Rubber
 - Others
5. Building & construction Materials and Products
- Building products
 - Underground conduits
 - Steel fabricated structures and assemblies
 - Concrete structures
 - Fire protection equipment
 - Playground equipment
 - Others



6. Reused and Recycled Products

- Scrap metals
- Paper
- Plastics
- Concrete
- Others

Users of PSQCA's accredited inspection bodies should review the Scope(s) of Accreditation from any accredited inspection body by PSQCA when making decisions about using the inspection body. The Scope(s) of PSQCA's accreditation identifies the specific inspections or types of inspections for which the body is accredited.

The Criteria for Accreditation under the Scheme has been revised to align it with the international standard for accreditation of inspection bodies, ISO/IEC 17020:1998 'General criteria for the operation of various types of bodies performing inspection' and reference to the clauses of the above standard has been given, wherever needed. Additional criteria needed to clarify issues related to use of the PSQCA-Accreditation logo on inspection reports and inspected items have been added.

- a) The inspection agency seeking accreditation under the Scheme shall implement quality management systems to meet the requirements of ISO/IEC 17020 with the following provisions:
- b) The agency shall be a Type A inspection body providing 3rd party inspection services conforming to Clause 4.2.1 of the standard under Clause 4 on 'Independence, impartiality and integrity'.
- c) The inspection agency shall generally not sub-contract any part of its inspection work. In exceptional circumstances it may sub-contract part of its work provided that the sub-contractor meets the requirements of Type A inspection body as per ISO/IEC 17020 and is accredited under the Scheme, with prior written permission of PSQCA and with due notification in advance to the client.
- d) The inspection agency shall maintain a laboratory to support its inspection work and the same shall comply with the requirements of ISO/IEC 17025:1999 'General requirements for the competence of Testing and Calibration laboratories'. In exceptional circumstances inspection agency may sub-contract part of its testing work provided that the sub-contractor meets the requirements of ISO/IEC 17025, with prior written permission of PSQCA and with due notification in advance to the client.
- e) It conforms to any additional requirements of PSQCA or specific fields or programs necessary to meet particular user needs.

It is PSQCA policy not to Accredite an inspection body that fails to meet the above criteria (see Part B, Conditions for Accreditation and Part C, Accreditation Process, sections on deficiencies, Accreditation decisions and suspension or withdrawal of Accreditation)

Abdul Ghaffar Soomro
Director General PSQCA

PART B

CONDITIONS FOR ACCREDITATION

(based on SRO, 10 (1)/82, Government of Pakistan and ISO/IEC 17020)

To attain and maintain Accreditation, an applicant must agree to:

- 1) Afford accommodation and cooperation as needed to enable PSQCA to verify compliance (clause 6 of SRO, 10(1)82 Government of Pakistan and PSQCA Act 1996) with the requirements for Accreditation including examination of documentation and access to all areas, equipment, records and personnel for the purposes of assessment, surveillance, reassessment and resolution of complaints;
- 2) Comply at all times with the criteria, requirements, and conditions for Accreditation (SRO, 10(1)/82, Government of Pakistan, and ISO/IEC 17020);
- 3) Maintain impartiality and integrity;
- 4) Retain all quality and technical records throughout the period between PSQCA on-site assessments;
- 5) Claim that it is accredited only in respect of services for which it has been granted Accreditation and which are carried out in accordance with these conditions;
- 6) Pay such fees as shall be determined by PSQCA;
- 7) Not use its Accreditation in such a manner as to bring PSQCA into disrepute and not make any statement relevant to its Accreditation which PSQCA may consider misleading or unauthorized;
- 8) Upon suspension, withdrawal or expiration of its Accreditation (however determined) discontinue its use of all advertising matter (including on the Internet) that contains reference thereto and return any certificates of Accreditation to PSQCA;
- 9) Not use its Accreditation to imply product approval by PSQCA;
- 10) Ensure that no certificate or report, nor any part thereof, is used in a misleading manner;
- 11) In making reference to its Accreditation status in communication media such as advertising, brochures, web pages, or other documents, comply with the requirements of PSQCA;
- 12) Inform PSQCA headquarters in writing within 30 days of changes or pending changes in any aspect of the inspection body's status or operation that affects the inspection body's legal, commercial or organizational status; organization or management (e.g., managerial staff); policies or procedures, where appropriate; premises; personnel, equipment, facilities, working environment or other resources, where significant; authorized signatories; or such other matters that may affect the inspection body's capability, or scope of accredited activities, or compliance with the criteria, requirements and conditions for Accreditation;
- 13) Make revisions to its procedures in response to due notice of any intended changes by PSQCA to the criteria, requirements, or conditions for Accreditation, as specified by PSQCA.

In order to apply, the applicant inspection body's AUTHORIZED REPRESENTATIVE must agree to the above conditions for Accreditation and must attest that all statements made on their application are correct to the best of their knowledge and belief.

PART C

PSQCA ACCREDITATION PROCESS

1.0 Application

1.1 An inspection body applies for Accreditation by obtaining the application package (available from PSQCA headquarters or the PSQCA website www.psqca.org.pk) and completing appropriate application sheets and the checklist. All applicants must agree to the conditions for Accreditation (see Part B of this document), pay the appropriate fees set by the PSQCA, and provide detailed supporting information on:

- Scope of inspections, methods, and relevant standards;
- Quality Manual; and
- Organization structure.

1.2 Accreditation is available for any type of inspection body. For standard-type inspections, the scope of Accreditation is normally identified in terms of standard inspection methods prepared by national, international, and professional standards writing bodies.

1.3 Accreditation of non-standard inspection methods may be granted and shall be referenced in the scope. PSQCA reserves the right to refuse to consider Accreditation for proprietary and/or non-standard inspections, without prejudice, if the inspection body does not provide sufficient access to personnel, methods, records, equipment and/or facilities to enable determination of competence.

1.4 If an inspection body wishes Accreditation for the use of its own methods, then it must provide the following information to the assessor(s) before assessment:

- Origin of method;
- Comparison with the standard methods they replace including any departures from standard;
- Reasons for and effects of departures; and
- Documentation of method/validation data (per clause 10.3 of ISO/IEC 17020)

2.0 Assessment Process

The purpose of Accreditation assessment is to establish whether or not an inspection body complies with the PSQCA requirements for Accreditation and can competently perform the types of inspections for which Accreditation registration is sought. When Accreditation is required to demonstrate compliance with additional criteria (i.e., ISO/IEC 17020) which may be imposed by other authorities, the PSQCA assessment will include such additional criteria. The assessors may respond to questions associated with their observations that facilitate inspection body management system improvement.

2.1 Pre-Site Visit

2.1.1 Once the application information is completed and the appropriate fees are paid, PSQCA headquarters staff identifies and assigns one or more assessors to conduct an on-site assessment. Assessors are selected on the basis of their inspection expertise to ensure effective assessments. They do not represent their employers (if so affiliated) while conducting assessments for PSQCA. The inspection body has the right to ask for another assessor if it objects to any assessor assignment. PSQCA technical assessors are drawn from industry, academia, government agencies, consultants, and from the inspection body community. Assessors work under contract to PSQCA. Assessments may last from one to several days depending on the extent of the desired scope and the size of the inspection body. More than one assessor may be required. Trained assessors document their findings on standardized checklists during the assessment. The training, along with these documents, are intended to ensure that assessments are conducted as

uniformly and completely as possible among the assessors and from inspection body to inspection body.

- 2.1.2 In preparation for the assessment, the assessor team requests copies of quality documentation and selected technical SOPs. The quality manual and related documentation are reviewed by the assessor team before the on-site assessment begins. This review is ideally completed before the assessment is scheduled. Upon review of submitted documentation, the assessor(s) provide the document review results to the inspection body in writing; and may ask the inspection body to implement corrective action to fill any documentation gaps required by the general criteria before scheduling the assessment. A pre-assessment visit may be requested by the inspection body or suggested by the assessor as an option at this point to enhance the success of the full assessment.
- 2.1.3 Prior to scheduling the full assessment, the assessor reviews the draft scope(s) to determine the inspections to be witnessed and verifies the availability of the technical personnel who perform the inspections. The assessor of the inspection body also provides an assessment agenda.

2.2 On-Site Assessment

2.2.1 The full assessment involves:

- An entry briefing with inspection body management;
- Interviews with technical staff;
- Demonstration of selected inspections including, as applicable, inspections at representative field locations;
- Examination of equipment and calibration records;
- Audit of the quality system to verify that it is fully operational, conforms to all sections of ISO/IEC 17020, and contains all the required documentation;
- A written report of assessor findings; and
- An exit briefing including the specific written identification of any deficiencies.

2.2.2 During the full assessment, the assessor has the authority to stop the process at any time and consult with PSQCA staff and the inspection body's management to determine if the assessment should proceed. In cases where the number of significant non-conformances affects the ability to successfully complete a full assessment, the visit may be converted to a pre-assessment. The full assessment is then rescheduled when the inspection body and assessor determine it is appropriate to proceed.

3.0 Deficiencies

- 3.1 During the assessment, assessors may observe deficiencies. A deficiency is any nonconformity to Accreditation requirements including:
- 3.2 An inspection body's inability to perform an inspection for which it seeks Accreditation;
- 3.3 An inspection body's quality system does not conform to a clause or section of ISO/IEC 17020, is not adequately documented, or is not completely implemented in accordance with that documentation ; or
- 3.4 An inspection body does not conform to any additional requirements of PSQCA necessary to meet particular needs.
- 3.5 At the conclusion of an assessment, the assessor prepares a report of findings, identifying deficiencies, which, in the assessor's judgment, the inspection body must resolve in order to be accredited. The assessor then holds an exit briefing with top management of the inspection body to describe the findings,

review the list of deficiencies (deficiency report), and describe the deficiency resolution process. The authorized representative of the inspection body (or designee) is asked to sign the deficiency report to attest that the deficiency report has been reviewed with the assessor. The signature by the authorized representative does not imply concurrence with the findings, only that the inspection body had reviewed and received a copy of the report.

4 **Corrective Action Process**

4.1 The inspection body is requested to respond, in writing, within two month after the date of the exit briefing detailing either its corrective action or why it does not believe that a deficiency exists. The corrective action response must include a copy of any objective evidence (e.g., calibration certificates, procedures, paid invoices, packaging slips and/or training records) to indicate that the corrective actions have been implemented/completed. If the assessor's review of the corrective action response is needed, the inspection body may be billed (at the prevailing assessor rate) by PSQCA for time exceeding one hour. The assessor will discuss the possibility of this review with the inspection body during the exit briefing and obtain the inspection body's concurrence. If the inspection body disagrees with the findings that one or more items are deficient the inspection body must explain in its response why it disagrees with the assessor.

4.2 If a new applicant inspection body fails to respond in writing within six months after the date of the exit briefing, it may be treated as a new applicant subject to new fees and reassessment should it wish to pursue Accreditation after that time. A new applicant inspection body that fails to resolve all its deficiencies within six months of being assessed shall be reassessed at its expense. Even if the inspection body responds within six months, PSQCA staff in agreement with the lead assessor has the option to ask for reassessment of an inspection body before an initial Accreditation vote is taken based on the amount, extent and nature of the deficiencies. Renewal inspection bodies must respond in writing within 30 days of the exit briefing, and resolve all deficiencies within 60 days of the exit briefing. Failure to meet these deadlines may result in adverse Accreditation action (e.g. reassessment or suspension of Accreditation registration). The Accreditation Council panel also has the option to require a follow-up assessment of any inspection body (new or renewal) before an affirmative Accreditation decision can be rendered.

5 **Accreditation Anniversary Date**

5.1 The anniversary date of the inspection body's Accreditation is established 105 to 135 days after the last day of the final on-site assessment before an initial Accreditation decision, regardless of the length of time required to correct deficiencies. This anniversary date normally remains the same throughout the inspection body's enrollment.

5.2 Any extensions to Accreditation beyond the anniversary date must be requested and justified in writing by the inspection body. Extensions of Accreditation are not automatically granted. Extensions of Accreditation, when granted are normally limited to no more than 90 days. When fundamental non-conformances are identified during an assessment, extensions of Accreditation are not considered until the inspection body submits objective evidence demonstrating that the non-conformances have been addressed. Extensions are not granted when delays are due to the inspection body's failure to respond to requests within established deadlines. When an inspection body is granted an extension, a revised Scope of Accreditation is issued which reflects the extended anniversary date. Because the Scope of Accreditation is the document used to provide evidence of Accreditation (see Section 9.0), the Certificate of Accreditation is not normally reissued for an extension. Upon completion of the renewal process, both documents are reissued, reflecting the renewed anniversary date.

6 Accreditation Decisions

- 6.1 Before Accreditation decision the concerned director shall sent the lead assessor report to 5 members Accreditation Panel for ballot. The members shall review the deficiency response, including objective evidence of completed corrective action, for adequacy and completeness. If member is uncertain about the adequacy or completeness of the deficiency response, the response is submitted to the assessor(s) for review and comment. Since all deficiencies must be resolved before Accreditation can be extended, staff shall ask the inspection body for further written response in those cases where staff recognizes that an affirmative vote is not likely because of incomplete corrective action or obvious lack of supporting objective evidence that corrective action has been completely implemented.
- 6.2 The Pannel is chosen so that the full range of the inspection body's capabilities is adequately covered. When there is disagreement regarding criteria interpretation or the meaning of objective evidence, PSQCA staff assists in obtaining additional information to facilitate the PSQCA Inspection Body panel member in making their decisions.
- 6.3 Staff shall notify the inspection body asking for further written response based on the specific justification for any negative votes received from the PSQCA IB panel. If further written response still does not satisfy the negative voter(s), a follow-up assessment may be proposed or required. If two or more voters request a follow-up assessment, the inspection body is asked to either accept the follow-up or appeal the decision. If the inspection body refuses the proposed follow-up, PSQCA appeals group is balloted.
- 6.4 If Accreditation is granted, the PSQCA staff prepares and forwards a certificate and scope of Accreditation registration to the inspection body.

7 Annual Review

Accreditation is for three years. However, after the initial year of Accreditation, each inspection body must pay annual fees and assessor fees and undergo a one-day surveillance visit by an assessor. This surveillance visit is performed to confirm that the inspection body's quality system and technical capabilities remain in compliance with the PSQCA Accreditation requirements. For subsequent annual reviews occurring after the renewal of Accreditation (see Section 8) each inspection body must pay annual fees and submit updating information on its organization, facilities, key personnel and reports of any quality claims regarding inspections. Objective evidence of completion of the internal audit and management review is also required. If the renewal inspection body does not promptly provide complete annual review documentation, or significant changes to the facility or organization have occurred, a one-day surveillance visit and payment of the associated assessor fees is required.

8 Reassessment and Renewal of Accreditation

- 8.1 PSQCA conducts a full on-site reassessment of all accredited inspection bodies at least every three years. Reassessments are also conducted when evaluations and submissions from the inspection body or its clients indicate significant technical changes in the capability of the inspection body have occurred.
- 8.2 Each accredited inspection body is sent a renewal questionnaire, well in advance of the expiration date of its Accreditation, to allow sufficient time to complete the renewal process. A successful on-site reassessment must be completed before Accreditation is renewed for another three years.
- 8.3 If deficiencies are noted during the renewal assessment, the inspection body is asked to write to PSQCA

within 30 days after the assessment stating the corrective action taken. All deficiencies must be resolved before Accreditation is renewed for another two years.

8.4 The renewal decision process is similar to the initial decision process (see section 6. Accreditation Decisions), except as follows:

- If there are no deficiencies, renewal is automatically processed without Accreditation panel vote.
- If there are only a few deficiencies of a minor nature (i.e., the non-compliances do not directly affect the integrity of inspection results) and there is sufficient objective evidence that the deficiencies have been resolved, the Director General may elect to renew Accreditation without Accreditation Panel vote.
- If there are major deficiencies (i.e., the non-compliances directly affect the integrity of inspection results), the staff advises the inspection body of the required time-frame (normally 30 days) in which to resolve all deficiencies or be subject to further actions leading to suspension or withdrawal of Accreditation. Several related minor deficiencies or repeat deficiencies from previous assessments may also be considered a major deficiency. In these cases, a ballot of the PSQCA Accreditation panel is conducted using the same voting procedure as for initial Accreditation decisions.

9.0 Adding to the Scope of Accreditation

An inspection body may request additions to its scope of Accreditation at any time. Such a request must be submitted in writing to Director PSQCA's Accreditation Scheme for Inspection Bodies. Each request is handled on a case-by-case basis. Unless the previous assessor can verify the competence of the inspection body to perform the additional inspections, another on-site assessment is normally required. The assessor may (based on a review of the supporting objective evidence provided) be able to recommend a scope addition without an on-site assessment. However, if the assessor's time spent is more than one hour, the inspection body may be billed by PSQCA at the prevailing assessor rate. If the additional inspection methods require a new technology, another assessment is mandatory.

10 Obligations of the PSQCA Accredited Inspection Bodies

In order to become and remain Accredited by PSQCA, an inspection body shall meet the following requirements pertaining to the use of the "PSQCA's Accreditation logo" and to any other reference to PSQCA Accreditation. Failure to comply with these requirements may result in suspension or revocation of an inspection body's Accreditation.

10.1 Offer to all customers a standard of service consistent with the PSQCA's Accreditation Scheme for IBs terms and conditions and maintain impartiality and integrity in all operations;

10.2 Immediately notify PSQCA, where applicable, on any of the following:

- i. any change in its legal, commercial, ownership or organizational status;
- ii. any changes in organisation, top management and key personnel e.g. e.g. key managerial staff, management representative and approved signatories who could affect the performance or competence of the accredited organisation;
- iii. plans to conduct any PSQCA Accreditation IBs' activities outside the Pakistan
- iv. change of resources and premises, where the accredited organisation has the responsibility to inform PSQCA at least 3 months in advance.
- v. any lawsuit or criminal investigation of the accredited organization or its staff;



- vi. any changes to the scope of Accreditation;
 - vii. any significant changes in main policies; and
 - viii. any other matters that may affect the ability of the Accreditation
- 10.3 Provide reasonable facilities, such as accommodation, cooperation, and access to documentation, inspection methods, test / calibration standards, personnel, inspection site, calibration and testing areas for the assessors and SAC staff to discharge their duties during assessments and resolution of complaints;
- 10.4 The inspection body should keep its scope of Accreditation available to show clients or potential clients the inspection technologies and methods for which it is accredited. PSQCA staff also uses the scopes of Accreditation to respond to inquiries and to prepare the PSQCA on-line directory.
- 10.5 It is the ethical responsibility of PSQCA's accredited and applicant inspection bodies to describe their Accreditation status in a manner that does not imply Accreditation in areas that are outside their actual scope of Accreditation or for other inspection operations not covered under PSQCA Accreditation.
- 10.6 General Requirements PSQCA Accreditation Scheme Logo**
- 10.6.1 The inspection body shall have a policy and procedure for controlling the use of the term "PSQCA" and the "PSQCA's Accreditation logo".
- 10.6.2 The "PSQCA's Accreditation Scheme Logo for Inspection Bodies" shall not be used by an inspection body that is not PSQCA's Accredited. .
- 10.6.3 The "PSQCA's Accreditation Scheme Logo for Inspection Bodies" shall be used by accredited inspection body only under the name in which it holds PSQCA's Accreditation.
- 10.6.4 When promoting or providing proof of Accreditation, PSQCA's accredited inspection bodies shall use the scope(s) of Accreditation, as this document details the specific inspections which are accredited. The certificate shall be used for display purposes and may also accompany the scope.
- 10.6.5 It is the responsibility of the inspection body to communicate this Advertising Policy and its requirements to the necessary corporate/marketing representatives to ensure that all requirements are met.
- 10.7 Logo Reproduction**
- 10.7.1 "PSQCA's Accreditation Scheme Logo for Inspection Bodies" sheets are sent to all accredited inspection bodies, and an electronic version is available upon request.
- 10.7.2 Where the PSQCA name and/or logo is used by accredited inspection bodies, it shall always be accompanied by at least the word "Accreditation."
- 10.7.3 While there are no restrictions on the size and color of the "PSQCA's Accreditation Scheme Logo for Inspection Bodies" reproduction, the logo must maintain its form.
- 10.7.4 The "PSQCA's Accreditation Scheme Logo for Inspection Bodies" may be generated electronically provided that the prescribed formats and forms are retained.



- 10.7.5 Use of the “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” on Inspection Reports
Where the “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” is used to endorse inspection results, **it shall always be accompanied by the PSQCA certificate number(s).**
- 10.7.6 The “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” may be displayed on all inspection reports that contain **exclusively** results from inspections that have been carried out within the inspection body's official PSQCA Scope of Accreditation.
- 10.7.7 The “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” shall not be used on certificates and reports if none of the results presented are from inspections included on the PSQCA Scope(s) of Accreditation.
- 10.7.8 Where both accredited and unaccredited inspection results are included on an endorsed report, unaccredited results shall be **clearly and unambiguously** identified as such. For example, placing an asterisk after each such result along with a footnote stating: “*These inspection results are not covered by our current PSQCA’s Accreditation Scheme for Inspection Bodies*”.
- 10.7.9 On reports where results are reported within the field where Accreditation exists but in a technology that is not included in the scope, they must be so indicated.
- 10.7.10 There shall be nothing in the reports or in any attachments or other materials which implies or may lead any user of the results or any interested party to believe that the work is accredited when it is not.

10.8 Subcontracted Inspections

PSQCA’s accredited inspection body may include the results of subcontracted inspections in its endorsed reports only if:

- 10.8.1 PSQCA’s accredited inspection body has to inform the client **in writing** of the proposed subcontracting and has obtained prior approval; and
- 10.8.2 The subcontracted inspection results shall be clearly and unambiguously identified on the report.

10.9 Opinions and Interpretations

- 10.9.1 Where statements of opinions and interpretations are outside the Scope of PSQCA’s Accreditation, the inspection body is required to include a disclaimer such as the following in the certificate or report: “*The opinions/interpretations expressed in this report are outside the scope of this PSQCA’s Accreditation Scheme for IBs.*”¹
- 10.9.2 It is preferable, however, to express opinions and interpretations that are outside the Scope of Accreditation on a separate letter which is not part of the endorsed report and that does not carry the “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” or other reference to PSQCA’s Accreditation Scheme for IBs.

10.10 Advertising, Publicity, and Business Solicitation

¹ Statements of compliance with a specification are not considered “opinions and interpretations.”



- 10.10.1 Accredited inspection bodies may incorporate statements concerning their Accreditation in publicity and/or advertising materials, including brochures and organization publications, technical literature, business reports, web sites and quotations or proposals for work.
- 10.10.2 The use of the “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” or other reference to PSQCA used to promote IBs Accreditation enhances the reputation and value of Accreditation for all stakeholders. It is the responsibility of the accredited inspection bodies to ensure that there is no misrepresentation of the Accreditation status and that the Accreditation process is not brought into disrepute.
- 10.10.3 The Accreditation claim shall be related only to the inspection that is covered under the PSQCA Scope of Accreditation, and not with any other activities in which the inspection body or its parent organization are involved.
- 10.10.4 PSQCA’s Accreditation Scheme for IBs is site specific. The Accreditation claim shall be related only to the specific inspection body location(s) that is covered under the PSQCA Scope of Accreditation, and not with any other non- Accredited locations.
- 10.10.5 In proposals or quotations, the PSQCA’s accredited inspection body shall distinguish inspections that are covered under the PSQCA’s Scope of Accreditation from those that are not covered.
- 10.10.6 Where the “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” is printed on letterhead or other corporate stationery, such stationery shall not be used for work proposals, quotes, reporting of inspection results **exclusively** outside the PSQCA Scope of Accreditation, or certifying a product or other item.
- 10.10.7 The “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” or Accreditation claim may be affixed to a material, item or product provided that it is directly traceable to a report and/or records of the inspection observations. It shall also clearly indicate that the inspection certificate refers specifically and solely to the inspected item.
- 10.10.8 If the “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” is included in literature relating to a product, the logo must appear directly adjacent to the reference to the accredited inspection body and it must be clearly stated that inclusion of the logo does not imply certification of the inspected products.
- 10.10.9 The “PSQCA’s Accreditation Scheme Logo for Inspection Bodies” shall not be displayed on business cards in a manner that might imply personnel certification.
- 10.11 **Misuse of the “PSQCA’s Accreditation Scheme Logo for IBs” or Accreditation Status**
- 10.11.1 Every circumstance where the principle of accurate representation applies cannot be anticipated and dealt with in this document. Therefore, it is the responsibility of the Accredited and applicant inspection body representatives not to misrepresent their Accreditation status under any circumstances.
- 10.11.2 If there are questions, the inspection body should submit intended uses of the logo, draft advertisements, and/or any other Accreditation claims to PSQCA Headquarters for advance review.
- 10.11.3 Upon suspension or termination of Accreditation, an inspection body must immediately cease to issue inspection reports displaying the logo and shall cease publishing documents (including on the Internet) containing the logo.

11 IBs Accreditation Status and Adverse Accreditation Decisions

There are various levels of status that may be assigned to inspection bodies that cannot uphold the requirements for initial or continued Accreditation:

- 11.1
 - **Voluntary Withdrawal** – An applicant inspection body not yet accredited, or a renewal inspection body, can decide to terminate further Accreditation action and voluntarily withdraw from the Accreditation program. The inspection body contact must inform PSQCA in writing of this request. PSQCA does not publicize the fact that a new inspection body had applied and then withdrawn.
- 11.2
 - **Delinquent** – An inspection body (newly enrolled or renewal) is classified as delinquent when it has not completed the necessary assessment actions within an acceptable time frame. An inspection body's delinquent status is not publicized. The inspection body must undergo a full reassessment, paying only the assessor fees and expenses, before any further Accreditation actions can be taken. A new inspection body's anniversary date is based on the date of this full reassessment (see section 4 above). A renewal inspection body's anniversary date remains unchanged. Renewal inspection bodies also have the option of reapplying as a new applicant undergoing a full assessment, and being assigned a new anniversary date based on that the date of that full assessment.
- 11.3
 - **Inactive** - An inspection body is designated as inactive when it has requested in writing that its Accreditation be allowed to temporarily expire due to unforeseen circumstances that prevent it from adhering to the PSQCA Conditions for Accreditation. To regain PSQCA's accredited status, the Inactive inspection body must notify PSQCA in writing of this desire; agree to undergo a full reassessment, and pay all renewal fees and reassessment costs.

The Inactive status can be given to an inspection body for no longer than one year, after which time the inspection body is removed from PSQCA records and designated as withdrawn.

12 Suspension of Accreditation

Suspension of all or part of an Inspection Body's Accreditation may be a decision made by either the Director General or Accreditation panel. The PSQCA's Accreditation applicable to a specific inspection body may be suspended upon adequate evidence of:

- 12.1 non-compliance with the requirements (e.g. page 5 conditions of accreditation);
- 12.2 improper use of the PSQCA's IBs Accreditation logo (e.g., misleading prints or advertisements are not solved by suitable retractions and appropriate remedial measures by the inspection body); and
- 12.3 Other deviations from the requirements of the PSQCA's Accreditation Scheme for IBs (e.g., failure to pay the required fee or to submit annual review information i.e., about inspection consignments within 60 calendar days after it is due).
- 12.4 When PSQCA's accredited inspection body is suspended, PSQCA shall confirm an official suspension in a certified letter, return receipt requested, (or equivalent means) to the inspection body's authorized representative, stating:

i.the cause;

- ii. the conditions under which the suspension will be lifted;
- iii. that the suspension will be publicized on the PSQCA website;
- iv. that the suspension is for a temporary period to be determined by the time needed to take corrective action;
- v. that, within thirty (30) days of receipt of the notice, the inspection body may submit in person, or in writing, information in opposition to the suspension, including any additional information that raises a genuine dispute over material facts;
- vi. that a further review will be conducted to consider such information and a further written notification will be sent to the inspection body by certified mail, return receipt requested, indicating whether the suspension has been terminated, modified, left in force or converted to a withdrawal of Accreditation.

13.0 **Withdrawal of Accreditation**

13.1 PSQCA shall withdraw Accreditation of Inspection Body for any of the following causes:

- i. under the relevant provisions for suspension of Accreditation;
- ii. if surveillance or reassessment indicate that deficiencies are of a serious nature as judged by the Accreditation Panel;
- iii. when complaints are received relating to one or more of the inspection body's inspection reports and investigation reveals serious deficiencies in the quality system and/or competence in conducting the specific inspections;
- iv. if the system rules are changed and the inspection body either will not or cannot ensure conformance to the new requirements;
- v. on any other grounds specifically provided for under these program requirements or formally agreed between PSQCA and the inspection body;
- vi. when such action is necessary to protect the reputation of PSQCA; and at the formal request of the inspection body.

13.2 When it is proposed to withdraw Accreditation, PSQCA shall issue a written notice by certified mail, return receipt requested:

- i. that withdrawal is being considered;
- ii. of the reasons for the proposed withdrawal sufficient to put the inspection body on notice of the cause;
- iii. that within thirty (30) days of receipt of the notice, the inspection body may submit in person, or in writing, information in opposition to the withdrawal, including any additional information that raises a genuine dispute over material facts; and
- iv. of the effect of proposed withdrawal, including removing the inspection body's name from the PSQCA Directory and publicizing the action in the PSQCA Newsletter and on the Worldwide Web.

13.3 An inspection body may appeal to PSQCA against a decision to withdraw or not to award Accreditation.

14 Appeals Procedure

- 14.1 PSQCA Inspection bodies appellate authority (3-member appeal panel) with reference to clause 8 will hear the appeal of any inspection body aggrieved by an order under sub rule (1) of rule 5 or an action taken under sub-rule (4) of rule 7 (SRO 10(1)/82, Government of Pakistan) may, within 30 days of the order or action taken
- 14.2 The PSQCA staff shall advise the applicant in writing of its right to challenge an adverse Accreditation decision by the Director IBs accreditation Scheme or Accreditation Panel. The appeals policy, including an applicant's right to a hearing, is contained in the PSQCA by laws.
- 14.3 An appeal shall be lodged no later than thirty (30) days after notification of the decision by forwarding a certified letter to PSQCA for timely consideration by the five-member appeals panel of the PSQCA. The decision of the PSQCA's appeals group is communicated in writing to the appellant.
- 14.4 The decision of the appellate authority shall be final and is communicated in writing to the appellant.

15 Confidentiality Policy

- 15.1 All information provided by applicants in connection with a request for an application package, an application for Accreditation registration is confidential. Such information is examined by a small group of PSQCA staff, assessors, and PSQCA Inspection bodies Panel and appeal members, all of whom are made aware of its confidentiality. Such information shall not be released to others unless the applicant provides PSQCA permission in writing to do so.
- 15.2 Documents needed to convey information about accredited inspection bodies and their scopes of Accreditation are not confidential.
- 15.3 In response to a question about whether or not a particular inspection body has applied for Accreditation, PSQCA simply responds by saying that the inspection body is not accredited. Staff neither confirms nor denies whether an inspection body has ever applied for Accreditation. If the inspection body itself is saying that it has applied for Accreditation, it is the inspection body's responsibility to release the information regarding its applicant status. If the caller says that the inspection body claims it applied, staff shall take the name, address and phone number of the inspection body to check to see if the inspection body is misleading the client but staff still will not verify the inspection body's application. Should the inspection body insist that staff verify for a potential client that it has applied to PSQCA, staff shall indicate that it has applied only if the inspection body makes such a request to PSQCA in writing or designates on the application for IB's Accreditation that PSQCA is authorized to release information regarding the applicant's status.
- 15.4 If an inquiry is made about an inspection body whose Accreditation has lapsed but is in the renewal process, staff can indicate that the inspection body is not now accredited but is in the process of renewal, if that is the case. If the renewal inspection body's Accreditation has lapsed with no indication (return of evaluated.

16 Conflict of Interest Policy



16.1 Since its inception, PSQCA has had a policy that actual or apparent conflicts of interest must be avoided as mandated by normal business ethics. PSQCA believes that it is vital that its Inspection bodies Accreditation services be impartial and objective, uninfluenced by the private interests of individuals acting for PSQCA. Accordingly, any person directly involved in actions relating to the PSQCA Accreditation process shall avoid direct participation in actions which may involve an actual or apparent conflict of interest.

16.2 The Director PSQCA's IBs Accreditation Scheme shall, as promptly as possible, take all possible means to prevent or overcome any such actions that may conceivably be in violation of this policy.

17 **Limitation of Liability**

17.1 PSQCA shall not be liable to the Accredited Inspection Bodies for any losses, damages or expenses including injury to reputation suffered by the directly or indirectly by the use of the PSQCA's Accreditation Scheme for IBs logo, assessment activities carried out by the PSQCA, its representatives, employees and/ or PSQCA's exercise or performance of its rights, powers, duties or obligations under these Terms and Conditions.

17.2 This terms and conditions shall be construed in accordance with and governed by the SRO, 10 (1)/82, Government of Pakistan, PSQCA Act 1996, PSQCA's Conformity Assessment Rules, 2008 and the parties hereby agree to submit to the exclusive jurisdiction of the Pakistani Courts.

18 **Qualification Criteria for Inspectors and Approved Signatories**

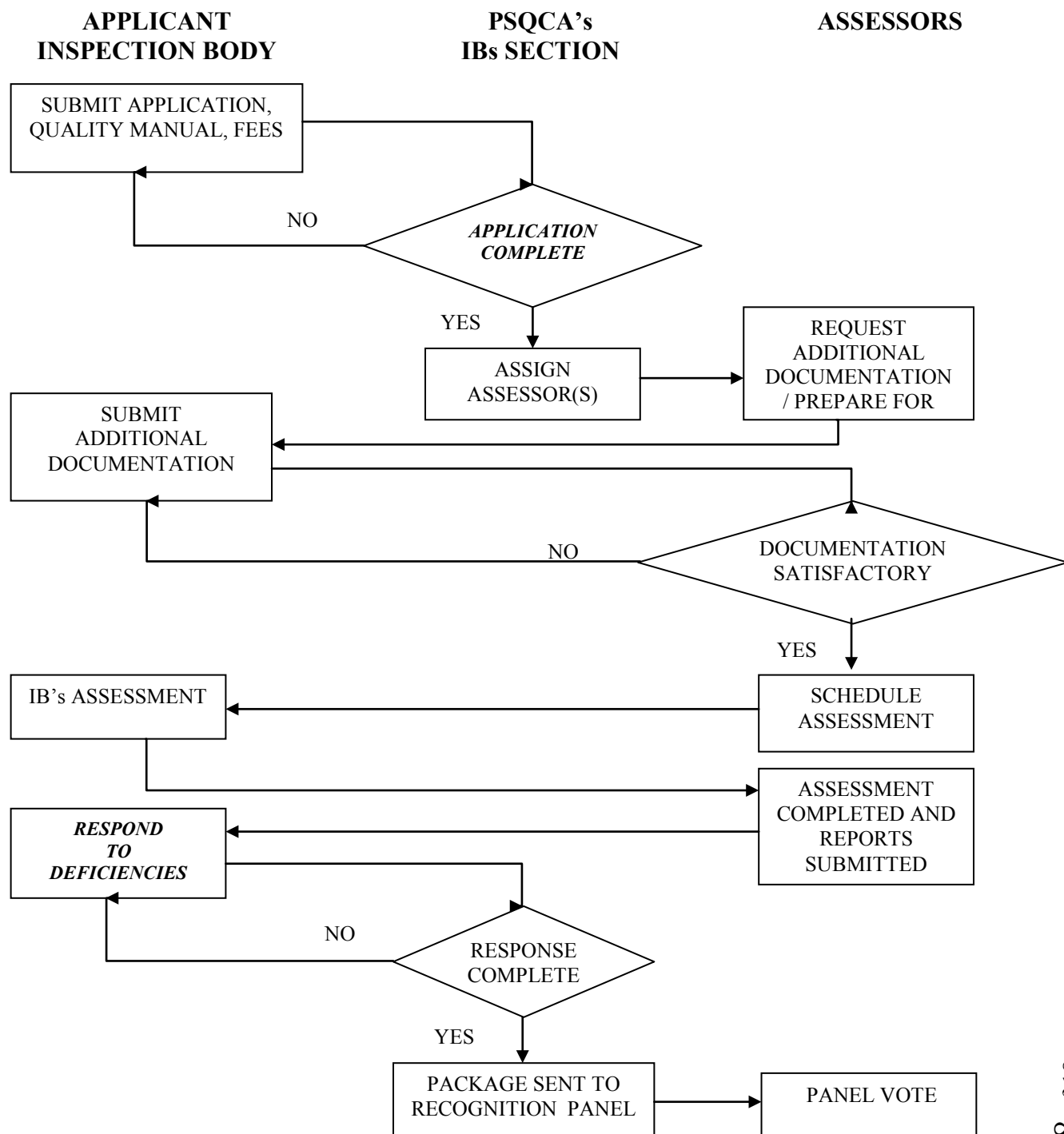
The general criteria for an inspector for works under accredited scope shall include

- Minimum of 6 months of working experience in inspection.
- Trained for inspecting the different categories as mentioned in the scope.
- Has been evaluated and appraised by the inspection body to be competent for the inspection.

The general criteria for an approved signatory includes

- Minimum of 2 years of working experience in inspection.
- Demonstrated knowledge in various aspects of inspection.

19. PSQCA ACCREDITATION PROCESS DIAGRAM



20. PSQCA APPEALS PROCESS DIAGRAM

