حكومة دبي
GOVERNMENT OF DUBAI

مركز الإمارات العالمي للاعتماد
Emirates International Accreditation Centre

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دليل التعامل مع الاحداث والظروف الغير اعتيادية المؤثرة على عمليات التقييم

Guideline for Extraordinary Circumstances Affecting the Assessment Process

EIAC-GD-GEN-001

Signatories	
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1 Introduction

1.1 In a normal business environment, every organization is continuously exposed to opportunities, challenges, and risks. However, cases of extraordinary events or circumstance beyond the control of the organization may happen. In such circumstances, all the related bodies including EIAC and its accredited Conformity Assessment Bodies (CABs) should have a processes for properly maintenance of accreditation and conformity assessment activities in accordance with the working standards and guidelines outlined in this document.

1.2 In response to any extraordinary events; it is important for EIAC and its accredited CABs to be able to establish an appropriate course of actions. However, these actions are not to replace the regular accreditation on process requirement.

1.3 This document has been established in line with the international practices.The IAF ID 3 and IAF MD 4 are considered while preparing this guideline.

2 Scope

This guideline is applicable to assessment of all types of EIAC's accredited conformity assessment bodies (CABs).

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3 Definition

Extraordinary event or circumstance: A circumstance beyond the control of the organization, commonly referred to as "Force Majeure" Examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic outbreaks, flooding, earthquake, malicious computer hacking, other natural or man-made disasters.

4 Course of actions

4.1 When situation of extraordinary occurs, EIAC will establish a reasonable course of action to evaluate the current and expected future situation of the CAB accreditation status, and define alternate potential short-term methodology of assessment to verify the accredited system continuing effectiveness.

4.2 In order to ensure the proper implementation of the Accreditation Programme that should not affect the accreditation status of any CABs and its clients, based on the status of each CABs, one or a combined assessment techniques will be applied for periodic and re-assessment visits as specified in Annex 1.

4.3 In situations when EIAC is not able to conduct assessment using any of the defined assessment techniques in Annex 1 for any particular CAB, the accreditation may be extended for six months in consist with the requirements of ISO/IEC 17011:2017 clause No. 7.9 and EIAC policy. This should be decided case by case basis.

4.4 The Case Manager will maintain communications with the CAB to complete and record a detailed review of the information provided by each CAB.

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5 References

5.1 ISO/IEC 17011:2017 Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies.

5.2 IAF ID 3: IAF Informative Document for Management of Extraordinary Events or Circumstances Affecting ABs, CABs and Certified Organizations.

5.3 IAF MD 4: IAF Mandatory document for the use of information and communication technology (ICT) for auditing/assessment purposes.

6 Annex 1

#	Assessment Techniques	Mean	Responsibility of EIAC Assessment Team	Responsibility of CAB
1	Document and records review	Electronic Submission via email or any secure cloud server	The following documents should be requested from CAB; i) Entity registration and trade Legal license ii) Liability insurance (where applicable) iii) Impartiality risk review (where applicable) iv) Current organizational structure v) Internal audit vi) Management review	The CAB shall submit the records on or before the date defined on the assessment plan. The CAB shall be ready for the clarifications on the defined date of assessment.
2	File (s) review (Including files of CAB staff and CAB's clients)	Electronic Submission via email and/or any secure cloud server, on-line web-based program	The Assessment Team leader shall describe the details of required records and ask the CAB to submit accordingly.	The CAB shall submit the required documents as per the plan and be ready for the on-line presence on agreement on-line platform on agreed date as per the assessment plan.

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#	Assessment Techniques	Mean	Responsibility of EIAC Assessment Team	Responsibility of CAB
3	Review of performance of the PT & ILC participation and results (For laboratories only)	Electronic Submission via email and/or any secure cloud server, on-line web based program	The EIAC Assessment Team Leader shall describe the details of required PT/ILC records and ask the CAB to submit accordingly.	The CAB shall submit the records on or before the date defined on the assessment plan. The CAB shall be ready for the clarifications on the defined date of assessment.
4	Meetings and interviewing	Audio and/or video on-line web based program	The EIAC Assessment Team Leader shall identify the CAB staff required for this assessment activity.	The CAB shall ensure the availability of required staff on agreed assessment date.
5	Remote assessment	Using any available electronic means, on-line web based program	The EIAC Assessment Team Leader shall define the extent of the remote assessment including witness activity (whenever applicable)	The CAB shall make remote assessment arrangements on agreed date(s) as per the assessment plan.

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