# QUESTIONNAIRE

**Code: AFI 10.01**
**Published Version: 7.16**
**Published date: 1/2016**

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| **Code:** | |
| **Date** | |

*For VIAS only*

# QUESTIONNAIRE

**Code: AFI 10.01**
**Published version: 7.16**

*The purpose of this questionnaire that is designed based on requirements of ISO/IEC 17020:2012 is for Inspection Bodies and VIAS to review the document systems of Inspection Bodies in order to ensure the comformity of those document systems to the requirements of ISO/IEC 17020:2012. This questionnaire is used for initial accreditation assessment, re-assessment, extending assessment.*

*When submitting application for accreditation, Inspection Body must to fill this questionnaire to apply to VIAS. All information filled in this questionnaire is considered as the basis for document review process and accreditation assessment.*

## INSPECTION BODY'S INFORMATION

NAME OF INSPECTION BODY *(In Vietnamese)*:

*In English:*

SHORT NAME *(Trade Name):*

TYPE OF BUSINESS

| Stated-owned company | Foreign company | Joint stock company | Private company | Other (Name) |
|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ |

ADDRESS

Head Office:

Tel: Fax:

Email: Website:

Authorized Branches:

LIST OF ACCREDITED INSPECTIONS:

*(Citing authorized documents of competent authority – eg: Business license, Established Approval)*

AUTHORISED REPRESENTATIVE:

Tel: Fax:

Mobile: Email:

Use Management System Contrucstion Consultancy: *(For initial accreditation assessment)*

YES ☐ NO ☐

If yes, Please Name the Consultant :

## 1. THE SCOPE OF ACCREDITED INSPECTIONS

The information about the scope of accredited inspections in each location must be filled in the following table (referring "categories of inspection activities" – AGI 02)

***Location (head office, branches…)***
*(Tabulated for each location within the scope of accredited inspections)*

| Categories of inspection ( as AGI02) | Inspection items | Range of inspection | Inspection method/ procedures | Number of insector | Relating division |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

## 2. ACTIVITIES OF ACCREDITED INSPECTION LOCATIONS

Mark "x" into blank " □" if the activity is done in accredited inspection location.

***Location (head office, branches…)***
*Tabulated for each location within the scope of accredited inspections)*

- □ Policy formulation
- □ Process and/ or precedues development
- □ Trainning, approval, monitoring assessor
- □ Receiving inspection requirements and contract review
- □ Assign and perform inspection activities
- □ Review and / or approval inspection records, issue inspection certificates

### □ THE APPROVAL SIGNATORY

The approved signatory, who is the signatory/ approval and responsible for the accuracy of the inspection certificates within scope of application, can be technical manager for each category of inspection. The approved signatory shall be contracted unlimit.

***Location (head office, branches…)***
*Tabulated for each location within the scope of accredited inspections)*

| No | Full Name | Approved signatory categories of inspection | Qualifications, training programs, diplomas and certificates relating to assessment activities | Number of year on behalf of approved signatory |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |

## 3. TECHNICAL MANAGER

Technical manager must be responsible for the accuracy of the specialized inspection certificates within scope of application. This person shall be contracted unlimit.

***Location (head office, branches…)***
*(Tabulated for each location within the scope of accredited inspections)*

| No | Full Name | Approved signatory category of inspection | Qualifications, training programs, diplomas and certificates relating to assessment activities | Number of year on behalf of approved signatory |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |

## 4. LIST OF INSPECTOR

| No | Full Name | Qualifications, training programs, diplomas and certificates relating to assessment activities | Position | Started work at unit since | Year of experience | The duration of the contract work | Related field |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

## 5. EQUIPMENT

Listing eqipments involved in assessement activities in location within the scope of application and its own using purposes (for inspection or testing)

***Location (head office, branches…)***
*Tabulated for each location within the scope of accredited inspections)*

| No | Name and type of Equipment | Using Purpose | Date of lastest calibration / verification | Internal/external calibration/verification | Frequency / cycle of calibration / verification |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

## 6. TESTING

| | | | | | |
|---|---|---|---|---|---|
| 8.1 | Are there any internal laboratories? | Yes | ☐ | No | ☐ |
| | If available, are those internal laboratories accredited in accordance with ISO/IEC 17025? Name the accredited field (Chemical, Biology, Electrical,…):…… | Yes | ☐ | No | ☐ |
| 8.2 | Are all eqipments in those internal laboratories calibrated? | Yes | ☐ | No | ☐ |
| 8.3 | In the case using external laboratories, are those laboratories accredited in accordance with ISO/IEC 17025? | Yes | ☐ | No | ☐ |

## 7. REPORT AND / OR INSPECTION CERTIFICATE

9.1 Number of inspection certificates that issued in the latest year : _____/ year

9.2 Copy of current form of report or inspection certificate

## 8. INFORMATION RELATED TO ACCREDITATION AND CERTIFICATION

10.1 Has Inspection Body has been accredited by any other Accreditation Bodies? Yes ☐ No ☐

If yes, name the Accreditation Body:

Validated accreditation:

10.2 Is the management system of IB accredited in accordance with ISO 9001 Yes ☐ No ☐

Name the Accreditation Body (If available):

Expire date:

Attach the copy of ISO 9001 certification

## 9. PROFICIENCY TESTING

11. Involved in proficiency testing related to inspection activities? Yes ☐ No ☐

If yes, please name the involved programs and Unit :

## 10. APPLYING MANAGEMENT SYSTEM WITH ISO/IEC 17020:2012

*(For intial accreditation assessment)*

Time period applying management system with ISO/IEC 17020:2012: ……..... .....

Number of conducting internal audit activities:…….....

Number of conducting management review activities: ……

## 11. RECONCILIATION WITH THE REQUIREMENTS OF ISO / IEC 17020: 2012

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| **4** | **General requirements** | | | | |
| **4.1** | **Impartiality and independence** | | | | |
| 4.1.1 | Inspection activities shall be undertaken impartially | | | | |
| 4.1.2 | Take response for the impartiality of its inspection activities.<br>Not allow commercial, financial or other pressures to compromise impartiality | | | | |
| 4.1.3 | Identify risks to its impartiality on an ongoing basis included those risks that arise from its activities, or from its relationships, or from the relationships of its personnel | | | | |
| 4.1.4 | Able to demonstrate how it eliminates or minimizes such risk | | | | |
| 4.1.5 | Top management commitment to impartiality | | | | |
| 4.1.6 | Level of independent in accordance with Appendix A<br>a) Type A: third party inspections.<br>b) Type B: Separate part, supplies inspection services only to its parent organization.<br>c) Type C: Identifiable, providing first party inspections, second party inspections, or third party inspection | | | | |
| **4.2** | **Confidentiality** | | | | |
| 4.2.1 | Legally enforceable commitments, for the management of all information obtained or created during the performance of inspection activities.<br>Inform the clients, in advance, of the information it intends to place in the public domain.<br>All other information is considered proprietary information and shall be regarded as confidential. | | | | |
| 4.2.2 | The client or individual concerned shall, unless prohibited by law, be notified of the information provided. | | | | |
| 4.2.3 | Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential. | | | | |
| **5** | **Structural requirements** | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| **5.1** | **Administrative requirements** | | | | |
| 5.1.1 | A legal entity. Or a defined part of a legal entity. | | | | |
| 5.1.2 | Identifiable within entity involved in activities other than inspection. | | | | |
| 5.1.3 | Documentations that describe the activities for which it is competent. | | | | |
| 5.1.4 | Adequate provision to cover liabilities arising from its operations<br>+ Insurance: *Insurance Unit, he scope of liability, compensation and insurance period.*<br>+ Reserve funds: *bank account, reserve level, compensation level.*<br>+ State payments: *apply for management bodies.*<br>*+ And depending on the laws and regulations (if any)*<br>*Clients must be informed and agree on liability and compensation level.* | | | | |
| 5.1.5 | Documentations describing the contractual conditions under which it provides the inspection:<br>- *Use the inspection documents*<br>- *Responsibility for ensuring safety when performing inspection*<br>- *A person takes responsibility*<br>- *Preapare the conditions for identification*<br>- *Handling bad weather*<br>- *Report methods*<br>- *Payment methods* | | | | |
| **5.2** | **Organization and management** | | | | |
| 5.2.1 | Structured and managed so as to safeguard impartiality. | | | | |
| 5.2.2 | Organize and manage so as to enable it to maintain the capability to perform its inspection activities.<br>Participate in the exchange of technical experience with other inspection bodies in order to maintain this capability. | | | | |
| 5.2.3 | Define and document the responsibilities and reporting structure of the organization. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 5.2.4 | Where the inspection body forms a part of a legal entity performing other activities, the relationship between these other activities and inspection act *IB must define the relationship with its parent organization through organizational structure in addition of charts that show the impartial relationship with related organizations.* | | | | |
| 5.2.5 | Available one or more person(s) take responsibility to ensure the comformity of inspection activities.<br>*The position of technical manager must be clearly defined on organizational structure. Where the inspection body has more than one department with different operating ranges, the specific responsibilities of each manager shall be defined and documented.* | | | | |
| 5.2.6 | Assign alternative person when technical manager absences | | | | |
| 5.2.7 | Have a job description for each position category within its organization involved in inspection activities. | | | | |
| **6** | **Resource requirements** | | | | |
| **6.1** | **Personnel** | | | | |
| 6.1.1 | Requirements for all personnel involved in inspection activities, including requirements for education, training, technical knowledge, skills and experience.<br>*Combine with legal documents relating to assessment activities and specialized activities.* | | | | |
| 6.1.2 | Employ a sufficient number of personnel with the required competencies, including, where needed, the ability to make professional judgements, to perform the type, range and volume of its inspection activities. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 6.1.3 | The personnel responsible for inspection shall have appropriate qualifications,training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out, to be trained and well known ISO/IEC 1720 Standard. *Combine with legal documents relating to assessment activities and specialized activities*. | | | | |
| 6.1.4 | Make clear to each person their duties, responsibilities and authorities. | | | | |
| 6.1.5 | Procedures for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection activities. | | | | |
| 6.1.6 | Procedures for training shall address the following stages:<br>a) Intern period;<br>b) Period of working under supervision of experienced inspectors;<br>c) Continuously training to keep pace with developing technology and inspection methods. | | | | |
| 6.1.7 | The training required shall depend upon the ability, qualifications and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring. | | | | |
| 6.1.8 | Monitoring all inspectors and other personnel involved in inspection activities for satisfactory performance. Results of monitoring shall be used as a means of identifying training needs. | | | | |
| 6.1.9 | Each inspector shall be observed on-site at least 1 time every 3 years for 1 inspection activity in order to ensure maintaining ability. | | | | |
| 6.1.10 | Maintain records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 6.1.11 | The personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections. | | | | |
| 6.1.12 | All personnel of the inspection body that could influence the inspection activities shall act impartially. | | | | |
| 6.1.13 | All personnel of the inspection body, including sub-contractors, personnel of external bodies, and individuals acting on the inspection body's behalf, shall keep confidential. | | | | |
| **6.2** | **Facilities and equipment** | | | | |
| 6.2.1 | Available, suitable and adequate facilities. | | | | |
| 6.2.2 | Have rules for the access to, and the use of, specified facilities and equipment used to perform inspections. | | | | |
| 6.2.3 | Ensure the continued suitability of the facilities | | | | |
| 6.2.4 | All equipment having a significant influence on the results of the inspection shall be defined and, where appropriate, uniquely identified | | | | |
| 6.2.5 | Maintain equipments in accordance with documented procedures and instructions | | | | |
| 6.2.6 | Measurement equipment having a significant influence on the results of the inspection shall be calibrated before being put into service<br>*Ensure traceability of measurement standard in accordance with APL 02. Measurement equipment / instruments must be calibrated from laboratories accredited in accordance with ISO / IEC 17025.*<br>*Equipment / instruments measuring device on the list of group 2 - Measurement Law 2011 must be controlled in accordance with the technical requirements of measurement by the state agency authorized measurement rules apply. Minister of Science and Technology issued the list of the measuring device to test the 2 groups.*<br>*Equipment / instruments must be tested by the Directorate for Standards and Quality accredited Units.* | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 6.2.7 | Set up calibration programs/ accreditation/testing equipments. | | | | |
| 6.2.8 | Reference standards of measurement are used for calibration only and for no other purpose.<br>Reference standards of measurement shall be calibrated providing traceability to a national or international standard of measurement. | | | | |
| 6.2.9 | Where relevant, equipment shall be subjected to in-service checks between regular recalibrations. | | | | |
| 6.2.10 | Reference materials shall be traceable to national or international reference materials. | | | | |
| 6.2.11 | Procedures:<br>a) Select and approve suppliers;<br>b) Verify incoming goods and services;<br>c) Ensure appropriate storage facilities. | | | | |
| 6.2.12 | Assess at appropriate intervals to detect deterioration, where applicable | | | | |
| 6.2.13 | Computers or automated equipment ensure that:<br>a) Computer software is adequate for use;<br>b) Procedures are established and implemented for protecting the integrity and security of data;<br>c) Maintaining to ensure efficient operation. | | | | |
| 6.2.14 | Procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labeling or marking. The inspection body shall examine the effect of defects on previous inspections and, when necessary, take appropriate corrective action. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 6.2.15 | Relevant information on the equipment, including software, identification, information on calibration and maintenance:<br>- *Name and form of devices identification;*<br>- *Name of manufacturer;*<br>- *Equipment identification of manufacturers (such as serial numbers);*<br>- *The date of receipt and Supplier;*<br>- *Receiving conditions;*<br>- *Frequency of calibration / testing, maintenance and inspection;*<br>- *The instructions of maintenance and checking;*<br>- *Records of the maintenance and calibration;*<br>- *Calibration documents;*<br>- *Person who takes responsibility on current equipments.* | | | | |
| **6.3** | **Subcontracting** | | | | |
| 6.3.1 | The inspection body shall itself normally perform the inspections that it contracts to undertake.<br>Prove the ability of subcontractors that meet the related requirements.<br>Subcontractors are not operating under the quality system of IB.<br>*IB has to prioritize using testing and inspections service from those organizations that have been acrredited by BoA or signed MRA contract with BoA such as APLAC or ILAC with their related Standards.* | | | | |
| 6.3.2 | Inform the client of its intention to subcontract | | | | |
| 6.3.3 | IB takes responsibility for any determination of conformity of the inspected item even using subcontractors | | | | |
| 6.3.4 | Record and retain details of its investigation of the competence of its subcontractors and of their conformity with the applicable requirements<br>Maintain a register of all subcontractors. | | | | |
| **7** | **Process requirements** | | | | |
| 7.1 | **Inspection methods and procedures** | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 7.1.1 | Use the methods and procedures for inspection which are defined in the requirements<br>Where these are not defined, the inspection body shall develop specific methods and procedures to be used.<br>The inspection body shall inform the client if the inspection method proposed by the client is considered to be inappropriate. | | | | |
| 7.1.2 | Use adequate documented instructions on<br>- Inspection planning<br>- Sampling;<br>- Inspection techniques;<br>- Correct processing and interpretation of results. | | | | |
| 7.1.3 | Inspection methods or procedures which are non-standard shall be appropriate and fully documented | | | | |
| 7.1.4 | All instructions, standards or written procedures, worksheets, check lists and reference data relevant to the work of the inspection body shall be maintained up-to-date and be readily available to the personnel. | | | | |
| 7.1.5 | IB must have a contract or work order control system which ensures that:<br>a) The work carried out within the scope of expertise, sufficient resources to meet the requirements;<br>b) Fully determine and clearly understand the assessment requirements, giving clear guidelines for the implementation;<br>c) Control routine work, perform corrective actions;<br>d) Meet the requirements of the contract or order. | | | | |
| 7.1.6 | Verify the integrity of information supplied by any other party as part of the inspection process | | | | |
| 7.1.7 | Record observations or data obtained in the course of inspections in a timely manner. | | | | |
| 7.1.8 | Check calculations and data transfers | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 7.1.9 | IB must have documented instructions for carrying out inspection in a safe manner. | | | | |
| **7.2** | **Handling inspection items and samples** | | | | |
| 7.2.1 | Object and samples are uniquely identified in order to avoid confusion | | | | |
| 7.2.2 | Establish whether the item to be inspected has been prepared. | | | | |
| 7.2.3 | Any apparent abnormalities notified to, or noticed by, the inspector shall be recorded. Contact the client before proceeding. | | | | |
| 7.2.4 | Documented procedures and appropriate facilities to avoid deterioration or damage to inspection items while under its responsibility. | | | | |
| **7.3** | **Inspection records**<br>*VIAS does not accredit or maintain accreditation of inspection actitvities that were not available related inspection records within a year before assessing IB.* | | | | |
| 7.3.1 | The inspection body shall maintain a record system to demonstrate the effective fulfilment of the inspection procedures and to enable an evaluation of the inspection.<br>*Inspection records included:*<br>- *Agreement in the contract review process;*<br>- *Requirements of clients (IB must record all requirements in paper);*<br>- *All note and calculation done by assessor /or other staffs during inspection process;*<br>- *Copy of original version or negatives (the original image data to be stored electronically) (if required);*<br>- *Name of person that conduct inspection;*<br>- *Data file in computer or softwares (when appropriate);*<br>- *Reports/ sampling record, testing, measurement, including a copy of the appraisal report of subcontractors, conducted sampling and / or testing;*<br>- *The assessment result and* | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| | *distribution of documents;*<br>- *Discussion records*<br>- *Client during or after the assessment relating to the preparation of the assessment report;*<br>- *Date, time assessment.* | | | | |
| 7.3.2 | The inspection report or certificate shall be internally traceable to the inspector(s) who performed the inspection. | | | | |
| **7.4** | **Inspection reports and inspection certificates** | | | | |
| 7.4.1 | A retrievable inspection report or inspection certificate shall cover the work carried out by the inspection body.<br>*Control the electrical data storage devices accessment when using electrical devices to approve report or inspection certificate.* | | | | |
| 7.4.2 | Inspection report/certificate shall include all of the following:<br>**a)** Identification of the issuing body;<br>b) Unique identification and date of issue;<br>**c)** Date(s) of inspection;<br>**d)** Identification of the item(s) inspected;<br>e) Signature or other indication of approval, by authorized personnel;<br>**f)** A statement of conformity where applicable;<br>**g)** The inspection results, except where detailed in accordance with 7.4.3.<br>Optional elements are listed in Annex B | | | | |
| 7.4.3 | Inspection certificate that does not include the inspection results [see 7.4.2 g)] only when the inspection body can also produce an inspection report containing the inspection results, and when both the inspection certificate and inspection report are traceable to each other. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 7.4.4 | All information in report/inspection certificate:<br>- Correctly;<br>- Accurately;<br>- Clearly;<br>- Identified the result supplied by subcontractors. | | | | |
| 7.4.5 | Corrections or additions to an inspection report or inspection certificate after issue shall be recorded. An amended report or certificate shall identify the report or certificate replaced.<br>*There must be procedures for the recovery and re-issued report / inspection certificate.* | | | | |
| **7.5** | **Complaints and appeals** | | | | |
| 7.5.1 | Documented process:<br>+ Receive,<br>+ Evaluate<br>+ Make decisions on complaints and appeals. | | | | |
| 7.5.2 | A description of the handling process for complaints and appeals shall be available to any interested party upon request. | | | | |
| 7.5.3 | Upon receipt of a complaint:<br>+ Confirm whether the complaint relates to inspection activities<br>+ If so, shall deal with it. | | | | |
| 7.5.4 | The inspection body shall be responsible for all decisions at all levels of the handling process for complaints and appeals. | | | | |
| 7.5.5 | Investigation and decision on appeals shall not result in any discriminatory actions. | | | | |
| **7.6** | **Complaints and appeals process** | | | | |
| 7.6.1 | The handling process for complaints and appeals:<br>a)<br>+ Receiving,<br>+ Validating,<br>+ Investigating<br>+ Deciding what actions are to be taken in response to it<br>b) Tracking and recording complaints and appeals to resolve.<br>c) Ensuring that any appropriate action is taken. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 7.6.2 | Responsible for<br>+ Gathering<br>+ Verifying all necessary information<br>+ Validating the complaint or appeal. | | | | |
| 7.6.3 | + Acknowledge receipt of the complaint or appeal<br>+ Provide the complainant or appellant with progress reports<br>+ Outcome | | | | |
| 7.6.4 | The decision to be communicated to the complainant or appellant shall be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question. | | | | |
| 7.6.5 | Give formal notice of the end of the complaint and appeals handling process to the complainant or appellant. | | | | |
| **8** | **Management system requirements** | | | | |
| **8.1** | **Options** | | | | |
| 8.1.1 | Establish and maintain a management system that meets requirements of Option A, Option B | | | | |
| **8.1.2** | **Option A**<br>Management system addresses:<br>- Management system documentation (e.g. manual, policies, definition of responsibilities, see 8.2);<br>- Control of documents (see 8.3);<br>- Control of records (see 8.4);<br>- Management review (see 8.5);<br>- Internal audit (see 8.6);<br>- Corective actions (see 8.7);<br>- Preventive actions (see 8.8);<br>- Complaints and appeals (see 7.5 and 7.6). | | | | |
| 8.1.3 | **Option B – ISO 9001**<br>Etablished management system;<br>IB can apply Option B if: | | | | |
| | + Be acrredited by a BoA accredited or signed IAF-MLA contract organizations; | | | | |
| | + Scope of accreditation includes accredited assessment activities; | | | | |
| | + Copy lastest inspection report. | | | | |
| | Option B, some requirements of ISO/IEC 17020 are not mentioned in ISO 9001 and cannot meet the requirements of ISO/IEC 17020, as: | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| **8.2** | **Management system documentation (Option A)** | | | | |
| 8.2.1 | The inspection body's top management shall establish, document, and maintain policies and objectives for fulfilment of this International Standard<br>Ensure the policies and objectives are acknowledged and implemented at all levels. | | | | |
| 8.2.2 | Evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of this International Standard. | | | | |
| 8.2.3 | Top management shall appoint a member of management have responsibility and authority:<br>a) Establish, implement, maintain the management system;<br>b) Reporting to top management on the performance of the management system and any need for improvement. | | | | |
| 8.2.4 | All documentation, processes, systems, records, etc. related to the fulfilment of the requirements of this International Standard shall be included, referenced, or linked to documentation of the management system.<br>*All documents of management system must be included and referenced accredited scope and policies of BoA* | | | | |
| 8.2.5 | All personnel shall have access to the parts of the management system documentation and related information. | | | | |
| **8.3** | **Control of documents (Option A)** | | | | |
| 8.3.1 | Procedures to control the documents (internal and external) | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 8.3.2 | Document control procedure mentioned:<br>a) Approve documents for adequacy prior to issue;<br>b) Review and update (as necessary) and re-approve documents;<br>c) Ensure that changes and the current revision status of documents are identified;<br>d) Ensure that relevant versions of applicable documents are available at points of use;<br>e) Ensure that documents remain legible and readily identifiable;<br>f) Ensure that documents of external origin are identified and their distribution controlled;<br>g) Prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose. | | | | |
| **8.4** | **Control of records (Option A)** | | | | |
| 8.4.1 | Procedures to define the controls:<br>- Identification;<br>- Storage;<br>- Protection;<br>- Retrieval;<br>- Retention time;<br>- Disposition records | | | | |
| 8.4.2 | Retaining records for a period consistent with its contractual and legal obligations, at least 3 years since the date releasing inspection report. Access to these records shall be consistent with the confidentiality arrangements. | | | | |
| **8.5** | **Management review (Option A)** | | | | |
| **8.5.1** | **General** | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 8.5.1.1 | Top management shall establish procedures to review its management system at planned intervals, in order to ensure:<br>- Continuing suitablility;<br>- Adequacy;<br>- Effectiveness;<br>- Including the stated policies and objectives related to the fulfilment of this International Standard | | | | |
| 8.5.1.2 | These reviews shall be conducted at least once a year and completed within a 12-month time frame. | | | | |
| 8.5.1.3 | Records of reviews shall be maintained. | | | | |
| 8.5.2 | Input to the management review:<br>a) Results of internal and external audits;<br>b) Feedback from clients and interested parties related to the fulfilment of this International Standard;<br>c) The status of preventive and corrective actions;<br>d) Follow-up actions from previous management reviews;<br>e) The fulfilment of objectives;<br>f)Changes that could affect the management system;<br>g) Appeals and complaints. | | | | |
| 8.5.3 | Outputs from the management review:<br>a) Improvement of the effectiveness of the management system and its processes;<br>b) Improvement of the inspection body related to the fulfilment of this International Standard;<br>c) Resource needs. | | | | |
| **8.6** | **Internal audits (Option A)** | | | | |
| 8.6.1 | Procedures for internal audits to verify that it fulfil the requirements of this International Standard, effectively implemented and maintained. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| 8.6.2 | Audit programme shall taking into conderation:<br>- The importance of the processes and areas to be audited;<br>- The result off previous audits. | | | | |
| 8.6.3 | Periodic internal audits covering all procedures in a planned and systematic manner | | | | |
| 8.6.4 | Internal audits shall be performed at least once every 12 months. | | | | |
| 8.6.5 | The IB shall ensure that:<br>a) Internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the requirements of this International Standard;<br>b) Auditors do not audit their own work;<br>c) Informed of the outcome of the audit;<br>d) Any actions resulting from internal audits are taken in a timely and appropriate manner;<br>e) Improvement are identified;<br>f) The results of the audit are documented. | | | | |
| **8.7** | **Corrective actions (Option A)** | | | | |
| 8.7.1 | Procedures for identification and management of nonconformities. | | | | |
| 8.7.2 | The inspection body shall take actions to eliminate the causes of nonconformities. | | | | |
| 8.7.3 | Corrective actions shall be appropriate to the impact of the problems encountered. | | | | |
| 8.7.4 | The procedures shall define requirements for the following:<br>a) Identifying nonconformities;<br>b) Determining the causes of nonconformity;<br>c) Correcting nonconformities;<br>d) Evaluating the need for actions to ensure that nonconformities do not recur;<br>e) Determining the actions needed and implementing them in a timely manner;<br>f) Reviewing the effectiveness of corrective actions. | | | | |

| No | Summarized content | Status | | Reference | Recommendations (*VIAS assessment team)* |
|---|---|---|---|---|---|
| | | Yes | No | | |
| **8.8** | **Preventive actions (Option A)** | | | | |
| 8.8.1 | Procedures for taking preventive actions to eliminate the causes of potential nonconformities. | | | | |
| 8.8.2 | Preventive actions taken shall be appropriate to the probable impact of the potential problems. | | | | |
| 8.8.3 | The procedures for preventive actions shall define requirements for the following:<br>a) Identifying potential nonconformities and their causes;<br>b) Evaluating the need for action to prevent the occurrence of nonconformities;<br>c) Determining and implementing the action needed;<br>d) Recording the results of actions taken;<br>e) Reviewing the effectiveness of the preventive actions taken. | | | | |