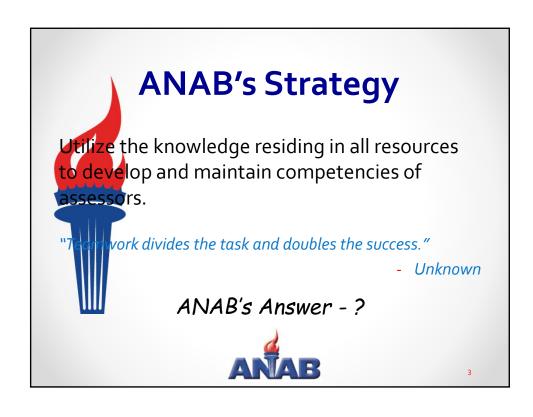
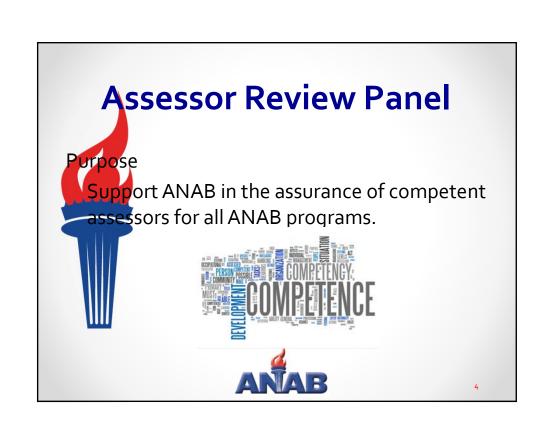
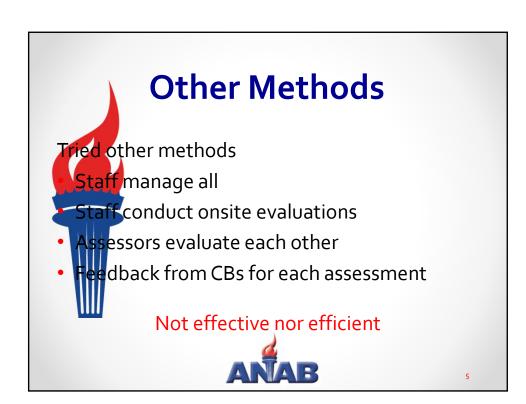
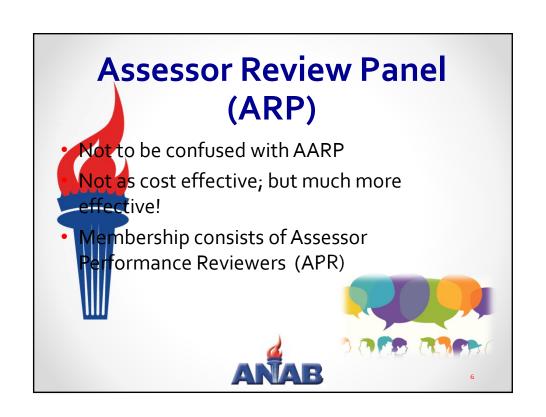


ISO 17011:04 Key clauses for competence decisions 6.2.2 ...formally approving ... 6.2.3 ... demonstrated competence ... 6.3.1 ...monitoring the performance and competence ... shall review the performance and competence ... 6.3.2 ... shall conduct monitoring ... evaluate an assessor's performance ... recommend ... shall be observed on-site regularly









Assessor Performance Reviewer (APR)

- Hand Selected from the ANAB accreditation assessors and ANAB staff
 - Senior level assessors and management
 - Ability to evaluate and effectively communicate results of evaluation to peers
- ANAB currently has 4 assessors and 2 staff designated as APR with one staff as secretary
 Evaluating ~25 assessors
- 3 of the 4 APRs are contract



Assessor Review Panel

- Responsibilities include supporting
- initial selection of candidate (new)
 - assessors
 - initial development and approval of
 - assessors
 - on-site & off-site) monitoring of assessors
- ongoing development



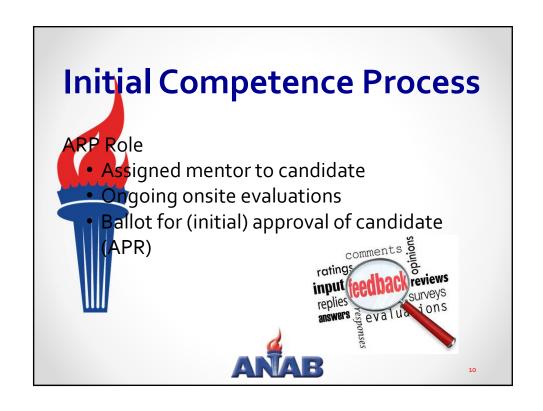
Candidate (New) Assessors

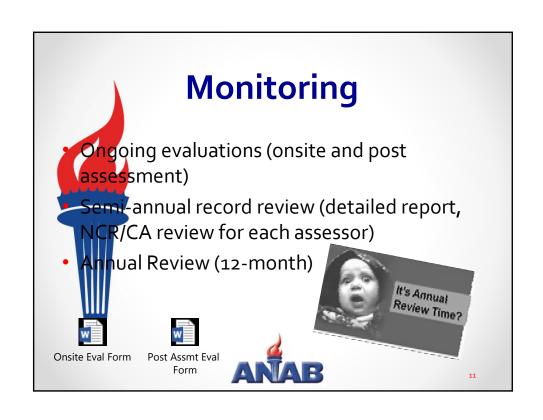
ARP Role

Staff provides indicator information

- Inquiries of ARP any known information regarding candidate
- May request APR interview candidate
- Intent is to gain agreement for moving forward with candidate







Annual Review ARP member assigned assessors to conduct detailed review. Includes Data * Content * Feedback * Process Onsite Meeting to discuss results of pre-review to agree on detail and conclusions of additional action by an assessor, training, evaluations, etc.



Annual Review - Content

Onsite Evaluation Details

Detailed review of representative assessment reports (office and witness)

- Corrective action review results (NCR composition, NCR closed properly, etc.)
- Appeals (both as appeal panel participant & if appealed)



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Annual Review - Feedback Ustomer Feedback Compliments, complaints, objections, customer satisfaction survey Interpersonal skills Communication with staff and other assessors Data from onsite evaluation forms



Annual Review Outputs

Results communicated in a formal letter

Letter contains results of review of all indicators

Looking ahead

Frequency of onsite evaluations

Conclusion as to current assessor status

Planned assessor status

Actions required



1/

What Now?

ANAB will be using IAF MD to revise process incorporate parts of annexes in evaluation forms

- Training ARP members on new IAF MD
 Including job task analysis
- At annual Professional Development Session share revised process



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