

Responsibilities of Conformity Assessment Bodies and SCC

Learn more about the responsibilities of Conformity Assessment Bodies and the Standards Council of Canada (as their accrediting body).

Conformity Assessment Body Responsibilities

The Conformity Assessment Body is responsible for ensuring that the functioning of the Conformity Assessment Body itself, continuously meets and complies with all applicable SCC accreditation requirements.

The Conformity Assessment Body shall accept communications from SCC from time to time, as required by SCC, relating to information which SCC deems mandatory to communicate to the Conformity Assessment Body.

It is the responsibility of the Conformity Assessment Body to notify SCC of any changes in the Conformity Assessment Body's:

- a) legal, commercial or organizational status;
- b) ownership;
- c) organization and top management and key personnel, e.g. Project Manager, key managerial staff, scope contact person, including phone numbers and email addresses;
- d) policies or procedures, where appropriate;
- e) premises, personnel, equipment, facilities, working environment or other resources, where significant; and
- f) scope of accreditation

or other such matters that may affect the Conformity Assessment Body's ability to fulfil requirements for accreditation.

The Conformity Assessment Body shall:

- a) always comply with the relevant provisions of SCC's accreditation requirements; this includes agreement to adapt to changes in the requirements for accreditation.
- b) accommodate and cooperate as is necessary to enable SCC to verify fulfilment of requirements for accreditation. This applies to all premises considered as critical locations or from where key activities are taking place;
- c) provide access to information, documents and records as necessary for the assessment and maintenance of the accreditation;
- d) provide access to those documents that provide insight into the level of independence and impartiality of the Conformity Assessment Body from its related bodies, where applicable;

- e) where applicable, arrange for the witnessing of services when requested by SCC;
- f) not make any statement regarding its accreditation which SCC may consider misleading or unauthorized;
- g) claim accreditation only with respect to the scope for which it has been granted accreditation;
- h) not use its accreditation in such a manner as to bring SCC into disrepute;
- i) fully conform with the requirements of SCC for claiming accreditation status when making reference to its accreditation in communication media such as Internet, documents, brochures, or advertising;
- j) only use the accreditation symbols for premises of the Conformity Assessment Body that are specifically included in the accreditation. Where the Conformity Assessment Body chooses to use such SCC accreditation symbols, the Conformity Assessment Body will duly adhere to SCC's Policy on Accreditation Symbol Use, available at <https://www.scc.ca/en/policy-accreditation-symbol-use>.
- k) take due care that no report or certificate nor any part thereof is used in a misleading manner;
- l) forthwith discontinue its use of all advertising matter that contains any reference to an accredited status, upon suspension or withdrawal of its accreditation (however determined);
- m) not allow its accreditation to be used to imply that a product, process, system or person is approved by SCC;
- n) not provide certification to any standard used for accrediting Conformity Assessment Bodies (e.g. ISO/IEC 17025 or ISO 15189);
- o) provide, upon request by SCC, access to accreditation body assessment teams to assess the Conformity Assessment Body's performance when carrying out conformity assessment activities at the client's site; and,
- p) assist SCC in the investigation and resolution of any accreditation-related complaints about the Conformity Assessment Body referred to it by the accreditation body.

SCC Responsibilities

SCC will periodically conduct surveillances and re-assessments through office audits and witnessing (witness audits) of the Conformity Assessment Body's audit team conducting audits, in accordance with the provisions of applicable SCC accreditation requirements.

The Conformity Assessment Body shall cooperate and give the necessary assistance, including access to Conformity Assessment Body records, in any surveillance, re-assessment audits or extraordinary audits.

If requested by SCC, the Conformity Assessment Body shall grant SCC the right to verify the qualifications of persons or organizations to which work has been subcontracted by the Conformity Assessment Body within the framework of an accredited certification system

SCC may conduct extraordinary assessments as a result of complaints or significant changes in the operation of the Conformity Assessment Body in any aspect of its status or operation and particularly relating to:

- a) legal, commercial or organizational status;
- b) ownership;
- c) organization and top management and key personnel, e.g. Project Manager, key managerial staff, scope contact person, including phone numbers and email addresses;
- d) policies or procedures, where appropriate;
- e) premises, personnel, equipment, facilities, working environment or other resources, where significant; and
- f) scope of accreditation

or other such matters that may affect the Conformity Assessment Body's ability to fulfil requirements for accreditation.

Upon receipt of due notice of any intended changes relating to the requirements of this document, the relevant criteria of competence and any other requirements prescribed by SCC, it is the responsibility of SCC to evaluate the changes and ensure that the Conformity Assessment Body continues to meet the requirements of accreditation and carries out the necessary adjustments to its procedures within such a time that is reasonable, in the opinion of SCC. The Conformity Assessment Body shall notify SCC when such adjustments have been made.