



Code of conduct for DAC Unannounced Surveillance Visits to the Accredited CABs

DAC-G2-07

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Forward

Dubai is a rapidly expanding Emirate, and the Government places great emphasis on providing quality services. The main role of DM is to formulate the Emirate's urban strategic plans as well as the provision of essential infrastructure, environmental and health services for the continued development of Dubai as a modern, safe and dynamic Emirate. The DM, through its Dubai Accreditation Department (DAC) undertakes assessment and accreditation of various Conformity Assessment Bodies (CABs) according to International Standards, guidelines and world best practices.

The Dubai Accreditation Department, hereinafter referred to as the DAC, is the sole authority for the granting, maintenance, suspension or withdrawal of accreditation.

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1 Scope

1.1 This document aims at guiding the assessors nominated by the Dubai Accreditation Department, on the code of conduct for performing the unannounced surveillance visits on the accredited Conformity Assessment Bodies (CABs) as defined below under point 1.3. It also intends to inform the CABs about the DAC policy and rules regarding the unannounced visits program.

1.2 This unannounced visits program is being implemented in order to provide a means of ensuring the continuing competence of the accredited CABs to carry out activities according to the accreditation requirements of Dubai Accreditation Department.

1.3 The unannounced visits are currently¹ applicable to the following CABs :

- Accredited laboratories performing all types of testing on construction materials for the Dubai Municipality projects.
- Accredited laboratories performing Geo-technical works.
- Accredited laboratories performing testing of drinking water as part of the inspection program of the Public Health Department of Dubai Municipality.
- Accredited laboratories performing testing of water/ waste water and swimming pools water as part of the inspection program of the Environment Department of the Dubai Municipality.
- Accredited calibration laboratories,
- Accredited inspection bodies performing inspections of safety requirements in elevators, escalators, pressure vessels and boilers, painter/ window cradles, hoists, and other man-lifting equipment and types of cranes.

1.4 This document should be read in conjunction with the related DAC requirements DAC-Req-01, DAC-Req-02, DAC-Req-03, DAC-Req-04, DAC-Req-05 and DAC-Req-06 and the International Standard ISO/IEC 17025: 'General requirements for the competence of testing and calibration laboratories', or the International Standard ISO/ IEC 17020: 'General criteria for the operation of various types of inspection bodies'.

¹ The scope of coverage for this program is subject to expansion depending on the expansion taking place on the DAC scope of work.



1.5 DAC-G2-07 has been produced and issued by DAC. It is subject to revision whenever deemed necessary. Current issue and revision of this document can be obtained from DAC webpage.

1.6 It is the responsibility of the assessors and the accredited CABs to ensure that they possess the current issue and revision of this document for their reference and implementation.

2 Objectives

2.1 To harmonize the conduct of the unannounced surveillance visits to the accredited CABs as well as the actions to be taken by DAC as a result of detecting any violations made by the visited CABs to DAC accreditation requirements.

2.2 To ensure that the performance of the accredited CABs is adequately monitored.

2.3 To make publicly available, and update at adequate intervals, DAC policy and rules for the conduct of unannounced visits.

3 Definitions

For the purpose of this document the following definition applies:

Unannounced visit: a planned short surveillance visit to an accredited CAB dedicated to a specific assignment according to the decision of DAC director, defining the date, time and assessment team members without prior notification to the CAB.

4 Scheduling the Visits

Visits are scheduled as a result of complaints received against the accredited CABs or due to bad performance of an accredited CAB in specific area that need special attention as advised by the lead assessor when he/she detects during a regular announced surveillance visit or, in the case of accredited laboratories, if they have reported unacceptable results in any of the DAC Proficiency Testing Programs twice in a row.

The detailed items to be checked during each visit will be left to the assessment team to decide upon; taking into consideration inclusion of site works, if applicable.

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5 General Rules for the Conduct

- 5.1 The assessment team consists of two assessors as minimum. The relevant head of Section will nominate the lead assessor of the team at the time when the DAC director decides upon the visit. The lead assessor will then nominate the other assessors as necessary.
- 5.2 Unannounced visits can take place at any day of the week including Thursdays and Fridays or during official holidays.
- 5.3 Assessors are advised to take a digital camera along with them during the visits in order to take photos as evidence to support their findings, when necessary.

6 Specific Rules for the Conduct

The relevant DAC requirements² – depending on the scope of the CAB under assessment – shall be taken into consideration when conducting the unannounced visits.

7 Reporting of the Findings of the Visits

- 7.1 Each assessment team is responsible for preparing a short report on the findings of the visit, which they have carried out using the form attached in Annex 1 to this document. They shall submit the report to the relevant head of Section by the other day of the visit at most. If any non-conformities or observations were detected during the visit these shall also be reported using the regular DAC forms no. DAC-70-02/F7 and DAC-70-02/F17 respectively.
- 7.2 In cases where critical nonconformities³ are detected the lead assessor shall notify the relevant head of Section immediately together with the team recommendation regarding the action to be taken with respect to the CAB accreditation status in line with the suspension/ withdrawal requirements stipulated in DAC-Req-01.

² DAC-Req-02, or DAC-Req-03, or DAC-Req-04 or DAC-Req-06

³ Critical nonconformities are those which affect the validity of the testing, calibration, inspection or certification results of the CAB.

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8 Follow-up the Closure of Nonconformities

- 8.1 Each assessment team is responsible for following up the closure of the nonconformities raised by the team and the effective implementation of the Corrective Actions taken to eliminate such nonconformities. Such follow-up can be done either during the regular (announced) surveillance visits or through a special follow up visit if necessary.
- 8.2 The lead assessor shall update the relevant head of Section regarding the status of the corrective actions implementation for each CAB being visited by his/her team. Open nonconformities shall be brought immediately to the attention of the relevant head of Section.