



GENERAL ACCREDITATION REQUIREMENTS

DAC-REQ-01

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CONTENTS

1	Definitions.....	3
2	Scope	4
3	Accreditation Requirements.....	5
4	Granting of Accreditation.....	6
5	Obligations of the CABs	6
6	Use of Accreditation Certificate	6
7	Announced/ Unannounced Surveillance Visit.....	7
8	Re-Assessment Visits	7
9	Suspension, Withdrawal, or Reduction of Accreditation Scope.....	7
10	Rights of Appeals by CABs	8
11	Notification of Change	9
12	Indemnity	9
13	References.....	9
	Annex (1)	11



1 DEFINITIONS

1.1 Accreditation

Formal third party recognition that a body fulfils specified requirements and is competent to carry out specific conformity assessment tasks.

1.2 Accreditation body

Authoritative body that performs accreditation; here it is DAC.

1.3 Accreditation certificate

Formal document or a set of documents, stating that accreditation has been granted for the defined scope.

1.4 Accreditation symbol¹

A symbol issued by an accreditation body to be used by accredited CABs to indicate their accredited status.

1.5 Appeal

Request by a CAB for reconsideration of any adverse decision made by the accreditation body related to its desired accreditation status

1.6 Assessment

Process undertaken by an accreditation body to assess the competence of a CAB based on particular standard(s) and/or other normative documents and for a defined scope of accreditation.

1.7 Conformity Assessment Body (CAB)

Body that performs conformity assessment services such as: calibration, testing including medical, inspection, management systems certification, personnel certification and product certification. Namely: laboratories (including medical laboratories), inspection bodies and certification bodies

1.8 Interested parties

Parties with a direct or indirect interest in accreditation.

Direct interest refers to the interest of those who undergo accreditation; indirect interest refers to the interests of those who use or rely on accredited conformity assessment services.

1.9 Reducing accreditation

Process of withdrawing an accreditation for part of the scope.

1.10 Scope of accreditation

Specific tasks for which accreditation is sought or has been granted.

1.11 Surveillance

Set of activities, except reassessment, to monitor the continued fulfillment by accredited CABs of requirements for accreditation.

¹ The word symbol is used instead of Mark since "Mark" is to be reserved to indicate conformity of a product

1.12 Suspending accreditation

Process of temporarily making an accreditation invalid, in full or for part of the scope.

1.13 Withdrawing accreditation

Process of terminating an accreditation in full.

1.14 Witnessing

Observation of the CAB carrying out tasks within its scope of accreditation.

1.15 Proficiency Testing Program

Determination of laboratory testing performance by means of inter-laboratory comparisons

1.16 Measurement Audit

A practical test whereby a well characterized and calibrated test item (artifact) is sent to a single laboratory and the results are compared with a reference value.

2 SCOPE

2.1 This document stipulates the general accreditation requirements for Conformity Assessment Bodies (CABs) to be fulfilled in order to get accreditation under DAC accreditation programs.

2.2 All CABs are required to comply with relevant DAC accreditation requirements including this document along with main accreditation criteria.

2.3 DAC follows the ILAC/ IAF Cross-Frontier accreditation policies for accreditations in other countries.

2.4 DAC offers accreditation for all types of CABs according to the latest edition of the following accreditation criteria, subject to availability of resources within DAC:

2.4.1 ISO/IEC 17020 "General criteria for the operation of various types of bodies performing inspection" - for Inspection Bodies.

2.4.2 ISO/IEC 17024 "General requirements for bodies operating assessment and certification/ registration of personnel" - for Personnel Certification Bodies.

2.4.3 ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" – for laboratories.

2.4.4 ISO 15189 "Medical Laboratories - Particular requirements for quality and competence".

2.4.5 ISO/IEC 17021 "Conformity assessment — Requirements for bodies providing audit and certification of management systems".

2.4.6 ISO/IEC 22003 "Food safety management systems — Requirements for bodies providing audit and certification of food safety management systems".

2.4.7 ISO/IEC Guide 65 "General requirements for bodies operating product certification systems" - for Product Certification Bodies.

In addition to other relevant Criteria of Competence published by DAC.

2.4.8 DAC defines specific technical requirements for competence regarding personnel; equipment, test methods, quality control and reporting for each type of CAB within their respective requirements' documents as mentioned in annex (1).

3 ACCREDITATION REQUIREMENTS

3.1 Cooperation with DAC

3.1.1 The CAB shall afford DAC and its representatives and assessors the necessary assistance, cooperation and access to relevant areas of CAB, for witnessing of conformity assessment activities and to undertake any reasonable check to verify the capability and competence of the CAB including preparation, packaging and dispatch of test items, samples or other items needed by DAC for verification purposes.

3.2 Safety

3.2.1 The CAB shall accept the responsibility for the safety of DAC authorized representatives and assessors in conducting activities related to accreditation, and provide all relevant safety or protective clothing or equipment and disclosing to them any hazards.

3.3 Management System

3.3.1 The CABs applying for accreditation shall have Management System in compliance with the relevant standards. Management system documents and records shall be in Arabic or English language.

3.3.2 Before accreditation assessment visit the CAB shall have conducted at least one full internal audit and one management review.

3.4 Confidentiality

3.4.1 DAC shall treat all proprietary information as confidential and shall not be disclosed to any third party without prior written consent by the CAB unless it is required by law or ILAC/ IAF/ PAC.

3.5 Proficiency testing schemes “for laboratories only”

3.5.1 DAC defines the minimum amount of participation in proficiency testing schemes for its applicants and accredited laboratories in relevant technical requirement(s) for each scope of accreditation.

3.5.2 For cases where DAC has not issued any particular technical requirement; the minimum amount of participation in proficiency testing schemes shall be as follows:

- One activity prior to gaining Accreditation to each major sub discipline of a laboratory's scope of accreditation,
- One activity relating to each minor sub discipline of a laboratory's scope of accreditation within 3 years, a plan of the 3 years cycle of PTP participation shall be available.

Note: PT activities include measurement audits.



4 GRANTING OF ACCREDITATION

- 4.1 Accreditation shall be granted to the CAB after successful assessment & subsequent decision making, and upon the payment of relevant fees.
- 4.2 Regular announced/ unannounced surveillance visits shall be conducted to ensure that CAB complies with the Accreditation criteria.
- 4.3 The Accreditation is valid for a period of three years and shall be renewed subject to continuing compliance with Accreditation criteria and payment of fees.

5 OBLIGATIONS OF THE CABs

The accredited CAB shall:

- 5.1 Use DAC Accreditation Symbol for the accredited scope according to the relevant DAC Requirement “DAC-Req-05”.
- 5.2 At all times comply with the relevant criteria of competence and DAC Requirements.
- 5.3 Claim that it is accredited only with respect to the scope for which it has been granted accreditation.
- 5.4 Pay fees on time.
- 5.5 Not use its accreditation in such manner as to bring DAC into disrepute, and shall not make any statement relevant to its accreditation, which DAC may consider as misleading.
- 5.6 Make it clear in all its contracts with clients that the CAB's accreditation, or any of its reports, in no way, by themselves, constitutes or imply that end-product or service is approved by DAC.
- 5.7 Endeavor to ensure that valid complaints from third parties are promptly investigated and resolved in accordance with the CAB's policies and procedures for handling complaints.
- 5.8 Use its best endeavors to ensure that no part of its accreditation shall be used by a client, or be authorized by a client for use, for promotional or publicity purposes, in a way that DAC may reasonably consider misleading.
- 5.9 Assist DAC in the investigation and resolution of any complaints made by third parties about the CAB accredited activities.
- 5.10 Visit DAC website weekly to get up dated information about new or revised “Requirement” or “Guidance” documents.

6. USE OF ACCREDITATION CERTIFICATE

- 6.1 The CAB is not allowed, to alter or modify the Accreditation Certificate.
- 6.2 The CAB may copy the Accreditation Certificate provided that each copy is clearly identified as a copy.



6.3 The Accreditation Certificate remains the property of DAC and must be returned immediately if requested by DAC.

7. ANNOUNCED/ UNANNOUNCED SURVEILLANCE VISITS

7.1 The accredited CAB shall be subject to an announced/ unannounced surveillance visits that will be carried out at least once per year.

7.2 Additional special visits may be carried out at the discretion of DAC and as the need arises.

8. RE-ASSESSMENT VISITS

A re-assessment visit shall be conducted before the end of the validity of the accreditation certificate, covering the whole scope of accreditation in order to renew the accreditation.

9 SUSPENSION, WITHDRAWAL, OR REDUCTION OF ACCREDITATION SCOPE

9.1 Voluntary Reduction or Withdrawal of Accreditation by CAB

Accredited CAB may withdraw from a specific scope of accreditation or terminate its accreditation at any time by giving prior notice to DAC.

9.2 Suspension of Accreditation Scope

9.2.1 The CAB may be suspended if it involves in situations that include, but are not limited to the following:

1. Nonconformity that causes total collapse in implementation of accreditation criteria that affect the quality of work.
2. Non payment of fees on due date.
3. Misuse of DAC symbol in reports/ certificates.
4. Unethical practices such as issue of reports certificates without actual work.
5. Failure to resolve nonconformance.
6. Significant changes to accreditation without prior notification to DAC (refer to clause 11).
7. Negative outcome of a complaint investigation.

9.2.2 Reinstatement of suspension can only take place after the CAB has taken corrective actions to eliminate the matter of suspension within two months from the date of suspension.

9.3 Reduction of Accreditation Scope

DAC shall make decisions to reduce the scope of accreditation of the CAB to exclude those parts where the CAB has persistently failed to meet the requirements for accreditation, including competence.

9.4 Withdrawal of Accreditation Scope

The accreditation of CAB may be withdrawn if it involves in situations that include, but are not limited to the following:

- 9.4.1 Failure in taking corrective actions to eliminate the matter of suspension within two months from the date of suspension.
- 9.4.2 Total collapse in implementation of accreditation criteria that affect the quality of work.

9.5 Actions to be Taken Once Accreditation is Suspended/ Reduced or Withdrawn

- 9.5.1 All instances of suspension, reduction and withdrawal of accreditation will be publicized by DAC, including but not limited to notices being placed on DAC website.
- 9.5.2 In case of suspension; the CAB shall not use DAC accreditation symbol on test report/ certificate.
- 9.5.3 In case of withdrawal of accreditation; the CAB must return to DAC the copies of Accreditation Certificate, and must stop all advertising promotions or publications of the fact of Accreditation,
- 9.5.4 The CAB must take any steps reasonably required by DAC to notify staff, customers, and suppliers of the reduction or withdrawal of accreditation,
- 9.5.5 The CAB must immediately take all other necessary steps to ensure that interested parties are not misled to believe that the accreditation has not been cancelled or suspended,
- 9.5.6 Ending an accreditation, either by voluntary withdrawal or through the suspension and withdrawal process, will not preclude a CAB from applying for accreditation at a future date.

10 Rights of Appeals by CAB

- 10.1 The CAB has the right to appeal for any of the following decisions made by DAC:
 - Refusal to accept an application,
 - Refusal to proceed with an assessment,
 - Corrective action requests,
 - Changes in accreditation scope,
 - Decisions to deny, suspend or withdraw accreditation and
 - Any other action that impedes the attainment of accreditation desired by the CAB
- 10.2 DAC procedure on “Handling Appeals by the CABs” which contains details for such appeals is available on DAC website at www.dac.gov.ae .

11 NOTIFICATION OF CHANGE

- 11.1 The CAB shall inform DAC immediately in writing about any significant changes.
- 11.2 Such significant changes relate to but not limited to any of the following:
- Legal, commercial, ownership or organizational status;
 - Organization, top management and key personnel;
 - Main policies;
 - Resources and premises;
 - Scope of accreditation;
 - Other such matters that may affect the CAB's ability to fulfill requirements for accreditation.

12 INDEMNITY

The CAB must indemnify DAC from and against all expenses, losses, damages and costs that DAC may sustain or incur as a result directly or indirectly of any loss or damage to any property or injury or death of any person caused by negligent act or omission or willful misconduct by the CAB in connection with accreditation activities

13. REFERENCES

- 13.1 Order no. 2/ 2010 regarding arranging the operation of conformity assessment bodies operating in the Emirate of Dubai .
- 13.2 ISO/ IEC 17011 Conformity assessment / General requirements for Accreditation bodies accrediting conformity assessment bodies
- 13.3 ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" – for laboratories.
- 13.4 ISO 15189 “Medical Laboratories - Particular requirements for quality and competence”
- 13.5 ISO/IEC Guide 65 "General requirements for bodies operating product certification systems" - for Product Certification Bodies.
- 13.6 ISO/ IEC 17020 “General criteria for the operation of various types of Inspection bodies”,
- 13.7 ISO/IEC 17024 "General requirements for bodies operating assessment and certification/ registration of personnel" - for Personnel Certification Bodies.
- 13.8 ISO/ IEC 17021 "Conformity Assessment Requirements for Bodies Providing Audit and Certification of Management Systems and Environmental Systems".
- 13.9 ISO/IEC 22003 "Food safety management systems — Requirements for bodies providing audit and certification of food safety management systems”.



- 12.10 IAF Guidance on the application of ISO/ IEC Guide 62: 1996 "General requirements for bodies operating assessment and certification/ registration of quality systems, IAF GD 2",
- 13.11 IAF Guidance on the application of ISO/ IEC Guide 65: 1996 "General requirements for bodies operating product certification systems, IAF GD 5",
- 13.12 IAF Guidance on the application of ISO/ IEC Guide 66: 1999 "General requirements for bodies operating assessment and certification/ registration of environmental management systems (EMS), IAF GD 6",
- 13.13 IAF Guidance on the application of ISO/ IEC 17024: 2003 "Conformity assessment- general requirements for bodies operating certification of persons, IAF GD 24".



Annex (1)

CAB's type	Related Requirement	Requirement No.
Testing and Calibration Laboratories	Accreditation Requirements of Construction Materials and Geo-Technical Investigation Testing	DAC-Req-02
	Accreditation Requirements of Environmental Field of Testing	DAC-Req-03
	Accreditation Requirements of Food Testing	DAC-Req-08
	Accreditation Requirements For Calibration Laboratories	DAC-Req-11
Medical Laboratories	Accreditation Requirements For Medical Field of Testing	DAC-REQ-10
Inspection Bodies	Accreditation Requirements of Inspection Bodies for Lifting Equipment	DAC-Req-06
	Accreditation Requirements of Inspection Bodies for Pressure Vessels and Boilers	DAC-Req-13
Certification Bodies	Accreditation Requirements Of Certification Bodies For Food Safety Management Systems (FSMS) etc	DAC-REQ-07
	Accreditation Requirements of Certification Bodies For Products	DAC-REQ-09
	Specific Accreditation Requirements of Certification Bodies For Construction Products	Supplementary Requirement (No.1) for DAC-REQ-09
	Accreditation Requirements of Certification Bodies of Management Systems Certifications (ISO 9001, ISO 14001, OHSAS 18001 etc)	DAC-REQ-12