



Selection and Engagement of Assessors Policy
ISO/IEC 17011:2017 Clause 5.6.5

1 PURPOSE

The selection and engagement of assessors for purposes of assessing conformity assessment bodies is crucial to the demonstration of confidence to the accreditation process. The assessors /technical experts (TE) shall possess minimum professional qualification with proven interest on matters of quality.

2 SCOPE

This procedure applies to all those within NAAB who are responsible for selection, engagement and contracting of assessors and experts who perform assessments on behalf of NAAB.

3 TERMS AND DEFINITIONS

The table below defines new or changed terms that are included in or associated with this process.

Term	Definition
Assessor	A person assigned NAAB to perform, alone or as part of an assessment team, an assessment of a conformity assessment
Lead Assessor	A Team leader in the case where there are two or more assessors on the team.
Technical Assessor	An assessor who conducts an assessment of the technical competence of a conformity assessment body, laboratory or inspection body for specific area(s) of the desired scope of accreditation. <i>Note</i> – An assessor or technical assessor may also conduct assessment of the management system, if deemed competent to do so.
Technical Expert (TE)	A person assigned by NAAB to provide specific knowledge or expertise with respect to the scope of accreditation to be assessed; is a team member who provides technical advice but is not considered as an assessor unless he/she has the relevant assessor qualifications and training.
NDA	Non-Disclosure Agreement

4 ROLE(S) AND RESPONSIBILITY

Role	Responsibility
NAAB Management	Enforcement of this Procedure
NAAB Technical Staff	Compliance



5 PROCESS

5.1 Selection Criteria

- 5.1.1 All potential Assessors / TE shall submit their curriculum vitae and supporting documents to NAAB Human resources department for qualification.
- 5.1.2 The Criteria used for selection of assessor candidates shall be performance oriented and flexible enough so that assessor suitability is judged on a case-by-case basis taking into account factors such as education and demonstrated working knowledge, working experience, training and assessment experience, communication/interpersonal skills and assessment skills. Assessors / TE recruitment shall be done in an open and transparent manner, taking merit into account.
- 5.1.3 Once selected the Assessors / TE shall be put in a pool from which an appointment shall be done based on their area of expertise when an assessment assignment comes up. Allocation on a job shall be on an appointment letter signed by the Deputy Director Technical Services or in his / her absence, the Managing Director.
- 5.1.4 Each Assessor / TE shall ensure that NAAB has a copy of their latest qualifications and work experience at least once every three years.
- 5.1.5 Records shall indicate the applicable expertise of the potential or current Assessor/ TE.

5.2 Training and Professional Development

5.2.1 Initial Training

- 5.2.1.1 Initial training as well as on-going training shall be provided to the assessors with a professed interest on quality matters on a cost sharing basis.
- 5.2.1.2 An apprenticeship program for assessor development shall be put in place starting from assessor-in-training to Technical and or Lead Assessor based upon successful completion of a certain number of assessments at each level coupled with acceptable performance.
- 5.2.1.3 Activities of an assessor in training may range from observing a qualified assessor in two assessments to carrying out an assessment partially or in full under supervision of a qualified assessor.

5.2.2 Evaluation of Performance

Formal evaluation shall be carried out for both initial and on-going programs to gauge the performance of assessors.



Selection and Engagement of Assessors Policy ISO/IEC 17011:2017 Clause 5.6.5

5.2.2.1 Initial Evaluation

5.2.2.1.1 On site evaluation of new assessors shall be carried out by an experienced staff, Lead or technical assessor. The evaluation shall gauge understanding of NAAB policies and procedures for the proper conduct of assessment as well as the understanding of the conformity standard in question

5.2.2.2 On-going Evaluation

5.2.2.2.1 Assistant Directors in charge of the various schemes shall conduct on site monitoring and report on the performance of assessors. An assessor/ TE shall be monitored on site at least once every three years.

5.2.2.2.2 Assistant Directors in charge of the various schemes shall also check assessors' report of findings and completed documentation such as checklists to ensure proper interpretation of requirements, adequate documentation evidence and clarity of report writing. These checks shall be done systematically and documented for suitable feedback to the assessors/experts on each and every assignment.

5.2.2.2.3 Written feedback from assessed conformity assessment bodies shall also be obtained to supplement the assessor performance evaluation program.

5.2.2.2.4 All Assessors/ TE shall be made aware of the potential consequences of their failure to perform the assessment satisfactorily as indicated in the contractual document between the Assessor/ TE and NAAB

5.2.3 On-going Training

5.2.3.1 Refresher training and short courses shall be provided to help assessors / TE keep up to date with evolving procedures and also give the assessors / TE an opportunity to share experiences and learn from each other. Evaluation results shall also inform on- going training programs to be carried out.

5.2.3.2 An Assessors / TE meeting shall be held once yearly where experts can be called upon to address specific problem areas in order to promote consistency of assessment and overall improvement in the accreditation process.

5.2.3.3 Assessors/ TE shall be required to attend these sessions in order to maintain their status as approved assessors.

5.2.4 Professional Development

5.2.4.1 Assessors and experts shall be responsible for their professional development including continuing education, participation in professional societies, conferences, workshops and assessor training, tutoring and mentoring.



Selection and Engagement of Assessors Policy
ISO/IEC 17011:2017 Clause 5.6.5

5.3 Conflict of Interest and Confidentiality

- 5.3.1 All assessors shall be required to sign a conflict of interest and Non-Disclosure Agreement (NDA) (also known as confidentiality) form prior to conducting any activity on behalf of NAAB
- 5.3.2 Assessors / TE shall be required to disclose any professional, financial and work- related interests that could be construed as a conflict of interest

5.4 Integrity

- 5.4.1 Assessors / TE shall not be subjected to undue influence or pressures that might affect integrity.

5.5 Impartiality

- 5.5.1 Assessors and TE shall act objectively and shall be free from any undue commercial, financial or other pressures which could compromise impartiality.
- 5.5.2 Assessors shall declare any vested interest they have or have had with the applicant's organization which could cause them to act in any manner other than impartial.

5.6 Consultancy

- 5.6.1 Assessors / TE shall disclose any dealing with a client (e.g. consultancy, auditing, etc.) in the conflict of interest form
- 5.6.2 No member of the assessment team shall have been involved in consultancy activities with the client to be assessed for a period of not less than 2 years prior to the assessment date.

5.7 Contracting

- 5.7.1 NAAB shall require all Assessors/ TE performing assessment activities on behalf of NAAB to sign up a contract that shall indicate terms of engagement.
- 5.7.2 NAAB shall take appropriate disciplinary action if it finds that any Assessor/ TE is in breach of the contract requirements.
- 5.7.3 If any contracted Assessor / TE does breach confidentiality, that Assessor shall **NOT** be used by NAAB in any capacity thereafter.



Selection and Engagement of Assessors Policy
ISO/IEC 17011:2017 Clause 5.6.5

6 REFERENCE AND RELATED DOCUMENTS

Ref	Document Identifier	Document Title
1.	ISO /IEC 17011	Conformity Assessment-General requirements for accreditation bodies accrediting conformity assessment bodies
2.	ISO 19011	Guidelines for auditing management systems
4.		

7 PROCEDURE TRAINING

Staff performing one or more of the roles specified in this procedure shall familiarize self or be taken through training to ensure that they demonstrate the capabilities required to successfully perform the activities described. A period not more than one month shall be allocated between the issue date and effective date to facilitate such training.

8 REVISION HISTORY

Date	Ver	Revised By	Reason For Revision
01/02/2019	01	Compliance	Initial copy