



SRI LANKA ACCREDITATION BOARD
for CONFORMITY ASSESSMENT

**TERMS & CONDITIONS *for* MAINTAINING
ACCREDITATION *of* CALIBRATION
LABORATORY**



ACCREDITATION SCHEME FOR CALIBRATION LABORATORIES

Terms & Conditions for maintaining accreditation of calibration laboratory

We the undersigned, on behalf the calibration laboratory (*herein after referred to as Laboratory*)

(Name of the Laboratory)

understand the Rules & Procedures and Requirements of Accreditation Scheme for Calibration Laboratories agree to fulfill and abide by the following terms and conditions adopted and implemented by the Sri Lanka Accreditation Board for Conformity Assessment (SLAB) for maintaining accreditation for Calibration Laboratories as given below.

(This document shall be signed by the Chief Executive or his Authorized Representative and submitted to SLAB in duplicate along with the application form. SLAB will return a copy after grant of accreditation by endorsing it. In case of changes to this document, SLAB will make sure that the current document is signed by the laboratory, always.)

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Agreement

1. The laboratory shall carry out its calibration activities in such a way as to meet the requirements of ISO/IEC 17025: 2017, SLAB specific criteria and Rules & Procedures for Calibration Laboratories (CL-RG(P)-02).
2. The accreditation shall be initially granted after a successful initial assessment for a period of three years, unless otherwise decided by the SLAB and thereafter shall be subject to on-site annual surveillance activities. These surveillance activities shall be conducted before the completion of each year for two years counting from the date of grant of accreditation.
3. Before expiry of the validity period, the accreditation granted shall be renewed by a re-assessment, for which the laboratory shall apply in writing, four months before the expiry of accreditation. Thereafter SLAB shall conduct re-assessment in every three years and annual surveillances.
4. In addition to planned surveillances, depending on the performance/behavior of the laboratory or in response to complaints with regard to violation of rules and procedures of SLAB for accreditation, unannounced or other surveillance activities may be arranged. The laboratory shall assist in the investigation and resolution of any accreditation-related complaints about the Laboratory referred to it by the SLAB.
5. When requested, the laboratory shall afford accommodation and co-operation to enable the SLAB to verify fulfillment of requirements for accreditation. These facilities shall be available at all premises where the conformity assessment is supposed to take place.
6. The laboratory shall offer SLAB access to personnel, locations, equipment and all relevant information including documents and records pertaining to accreditation that provide insight into the level of competency, independence and impartiality of the laboratory from its related bodies, if applicable, to all relevant personnel and to all calibration areas to undertake any check to verify calibration capability of the laboratory, and to witness the calibration activities being performed relevant to accreditation.
7. The laboratory shall provide on request of SLAB, access to SLAB's assessment teams including observers, witnessing assessors and APAC/ILAC/IAF Peer Evaluators or any expert appoint on behalf of SLAB to assess the laboratories' performance or Performance of SLAB's assessment team.
8. The laboratory shall have legally enforceable arrangements with their client to access its locations and equipment as relevant that commit the client to provide, on request of the laboratory, access to accreditation body assessment teams including observers, witnessing assessors and APAC Peer Evaluators and any expert appoint on behalf of SLAB to assess the laboratories' performance when carrying out calibration activities at its client's site. Laboratory shall be responsible for providing Personnel Protective Equipment's (PPE's) for assessment team when required.

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9. The laboratory shall appoint competent personnel to perform and evaluate calibrations and authorized signatories who are responsible for authenticity and issue of calibration certificates/ reports as per SLAB requirements.
10. On grant of accreditation, the laboratory shall claim accreditation in only those premises, fields/ facility, disciplines, calibrations for which it has been accredited and as stated in the Certificate and Schedule of accreditation.
11. The laboratory shall abide by the Policy on governing the use of SLAB accreditation symbols (AC-RG(P)-01). The mark shall be used for the purpose of identifying correctly and unambiguously its calibration services accredited by SLAB. If the policy of the laboratory is to use the accreditation symbol for calibration reports pertaining to accredited scopes, all reports issued on accredited scopes shall carry the accreditation symbol.
12. The laboratory shall not use calibration certificates / reports nor any part thereof in a misleading manner and not use SLAB accreditation or its accreditation symbol to imply a product, process, system or person is approved by the SLAB or/ and not state SLAB accreditation in a manner as to be considered misleading or unauthorized and bring disrepute on SLAB.
13. The laboratory shall offer the SLAB or its representative cooperation in undertaking any check to verify calibration capability of the laboratory, providing names of all authorized signatories who are responsible for authenticity and issue of calibration certificates and reports, offering access to relevant areas of the laboratory for witnessing calibration performed, examination of all relevant documentation and records and interaction with all relevant personnel
14. The laboratory shall ensure that no part of its calibration report is used by its clients, or be authorized by its clients for use, for promotional or publicity purposes in any way that SLAB may consider it to be misleading. Laboratory shall make it clear in all its contracts with clients that a satisfactory calibration report in no way implies that the equipment calibrated is approved by SLAB and ensure that its clients are made clear that accreditation of calibration activities in no way implies that its process, system or person is approved by SLAB.
15. The laboratory shall pay fees for processing of application, fees for assessment; fees for extending scope of accreditation, expenses towards travel, board & lodging for assessment, surveillance and re-assessment fees and annual accreditation fees as determined by SLAB. In the event of withdrawal of accreditation, the laboratory shall settle the due payments, if any. Any late payments as specified by the SLAB will be subjected to an additional late payment charge as decided by the SLAB.
16. The laboratory shall inform SLAB within 01 (one) month of significant changes which affect the activities and operations of laboratory relevant to accreditation such as in legal, commercial, ownership or organizational status, any suspension or cancellation of registration status by regulatory bodies, organizational structure, top management and key personnel, main policies, resources and premises, scope of accreditation and other such matter that may affect the ability of the laboratory to fulfill requirements of ISO/ IEC 17025.

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17. The accredited laboratory shall normally perform calibration activities which is covered under scope of accreditation by itself. Where a laboratory obtains externally provided calibration services or part of its calibration activities, this work shall be assigned only to another accredited laboratory. If there are no accredited laboratory, laboratory may obtain calibration services from non-accredited laboratory having demonstrated competency through evaluation done by the calibration laboratory as per the ISO/IEC 17025. The laboratory shall record and retain details of defining, reviewing and approving the laboratory's for externally provided calibration services, its investigation of the competence and compliance of its externally provided calibration services. The laboratory shall advise its clients at the time of contract review about the intended externally provided calibration services, inform client's requirements to the externally provided calibration services and have arrangement to witness calibration activities by clients or SLAB.
18. The applicant/ accredited laboratory shall regulary and satisfactory participated in external quality assurance programmes covering its scope of accreditation as per the SLAB policy for participation in External Quality Assurance Activities (AC- RG(P)-02).
19. All calibrations shall be reported with allowed deviations, where possible and uncertainty of measurement. An accredited calibration laboratory shall not report a smaller uncertainty of measurement than the calibration measurement capability recommended on its endorsed documents.
20. The accredited laboratory shall respond promptly to the changes initiated by SLAB in its accreditation criteria, policies and procedures and for necessary change the laboratory will be given sufficient notice and time on the opinion of SLAB, as is found to be reasonable, to carry out adjustments in its system. The laboratory shall inform SLAB when such adjustments have been completed.
21. SLAB may at subsequent stage decide to reduce the scope of accreditation, granted initially, if significant deficiency/ies is/are observed during surveillance activity or re-assessment in the laboratory management system or technical competence, which is likely to adversely influence the calibration results or the laboratory is unable to complete corrective actions within agreed/ stipulated time of the surveillance activity/ re-assessment.
22. SLAB may suspend or withdraw accreditation of an accredited laboratory, on one or more of the following grounds informing in writing, with prior written notification.
 - a. After undergoing a surveillance or re-assessment laboratory has not taken any corrective action/s after getting sufficient time and notice from SLAB.
 - b. Non-payment of accreditation related expenses.
 - c. Non-cooperation with SLAB.
 - d. Refusal to allow examination of documents and records by SLAB & its assessors/experts.
 - e. Denial of access to SLAB, its assessment teams and/or Peer evaluator to its calibration activities.
 - f. Wrong representation of scope of accreditation.

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- g. Misuse of SLAB Mark or ILAC MRA Mark or its use during suspension or after expiry of accreditation.
 - h. Activity bringing disrepute to SLAB, its assessment teams and/or peer evaluator.
 - i. Result of complaint analysis or any other information which indicates that the laboratory no longer complies with requirements of SLAB.
 - j. In the event of compromising impartiality of laboratory operation or violation of Rules and Procedures of SLAB. (CL-RG(P)-02)
 - k. Evidence of fraudulent behavior or intentionally provides false or conceals information or reporting of facts
 - l. None adherence to significant changes as mentioned in Section 16 of this documents
23. The accredited calibration laboratory upon suspension or withdrawal of its accreditation (however determined) or expiry of validity of accreditation shall forthwith discontinue its use of all advertising matter that contain any reference to the accreditation status and return the certificate/s and schedule/s of accreditation to SLAB.
24. Laboratory is required to inform the SLAB, if any of the proposed assessment team members happens to be their Consultant or associated with the laboratory in any other capacity, and SLAB shall not appoint these Consultants as assessment team members.
25. SLAB absolves itself of any legal or financial liability arising out of any item/ product calibrated in any of its accredited laboratory involving any accidental or consequential damages to personnel/ equipment/ products at any time. The laboratory shall obtain sufficient insurance coverage or arrange adequate reserves to cover the liabilities arisen from its calibration activities.
26. The Laboratory has the right to complaint on any dissatisfaction with SLAB Accreditation Process and all personnel involved in the accreditation activities as per the Procedure for handling complaints (GN-PR(P)08) or appeal on any adverse decision taken by the SLAB on accreditation and associated activities as per the Procedure for dealing with appeals (GN-PR(P)09).
27. All disputes, if any, arising out of SLAB decisions that remain unresolved through internal mechanism provided by SLAB are subject to the alternate dispute resolution (Arbitration). If fails can initiate litigation with in the jurisdiction of the Courts in Sri Lanka.
28. The SLAB publishes the details of scope of accreditation & accreditation status of the accredited laboratory along with their contact addresses and status of accreditation such as withdrawal of accreditation, suspension of accreditation and termination of accreditation status in SLAB web site.
29. The SLAB protects the confidential nature of the assessment findings unless legally obligated to do so otherwise indicated in the contractual arrangements between SLAB and the calibration laboratory. If the Laboratory provides third parties with access to the assessment report, it shall provide access only to the complete assessment report. Assessment team and all other persons who, work for the benefit of the accreditation by the SLAB, shall have access to the laboratory's

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files/information only after they sign and handover confidentiality statement to the particular laboratory.

By signing this document, it is agreed that a laboratory after accreditation agrees to comply at all times with all Terms and Conditions for Maintaining SLAB accreditation.

Signature of Chief Executive or his Authorized Representative:

Name, Designation & Laboratory:

Date & Place:

Seal of the Laboratory, if any

Signature of Director/CEO, SLAB:

Name:

Date & Place:

Date of Receipt of Accredited Certificate:

Seal of SLAB

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