



**SRI LANKA ACCREDITATION BOARD
FOR CONFORMITY ASSESSMENTS**

**SPECIFIC CRITERIA FOR
ACCREDITATION OF INSPECTION BODIES**

SRI LANKA ACCREDITATION BOARD FOR CONFORMITY ASSESSMENT				
Title: Specific Criteria for Accreditation of Inspection Bodies			Doc No: IB-GL(P)-01	
Issue No: 01	Date of issue: 2024-03-18	Rev No: 00	Date of Rev:	Page: 1 of 23

AMENDMENT SHEET

Date	Doc. Number	Page / Section	Description of change	Revision no	Approval

ABBREVIATIONS

SLAB	Sri Lanka Accreditation Board for Conformity Assessment
ILAC	International Laboratory Accreditation Corporation
IAF	International Accreditation Forum
ISO	International Organization for Standardization
IEC	International Electro-Technical Commission
DMT	Department of Motor Traffic
MUSSD	Measurement Units Standards & Services Department
VET	Vehicle Emission Testing

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1. INTRODUCTION & SCOPE

- 1.1. The Accreditation Scheme *for the operation of various types of bodies performing inspection* of the Sri Lanka Accreditation Board (SLAB) is based on the requirements laid down in of ISO/IEC 17020- *General criteria for the operation of various types of bodies performing inspection* and cover a wide range of assessments in different fields. SLAB is an autonomous body working under the Ministry of Trade of Sri Lanka as the sole body responsible for providing accreditation of inspection bodies in accordance with the current version of ISO/IEC 17020.
- 1.2. The requirements stipulated in the current version of ISO/IEC 17020 apply to *bodies performing inspections* in different fields. However, in certain instances, additional guidance is considered necessary to take into account the type of techniques involved and the expertise required for different fields.
- 1.3. This specific criteria document has been prepared by the Technical Advisory Committee on Inspection bodies and has been authorized for adoption by the Council of the Sri Lanka Accreditation Board (SLAB). Inspection bodies seeking accreditation are required to comply with all the requirements listed in the current version of international standard ISO/IEC 17020. This document supplements International Standard ISO/IEC 17020 and provides guidance for the accreditation of food inspection bodies for both accreditation assessors and for inspection bodies preparing for accreditation.
- 1.4. This Specific Criteria document must be used in conjunction with ISO/IEC 17020:2012. It provides an interpretation of the latter document and describes specific requirements for those clauses of ISO/IEC 17020 which are general in nature. The corresponding reference to the clauses in ISO/IEC 17020 is indicated in parenthesis in the text of the document. This document should be read in conjunction with the Rules and Procedures of SLAB for Accreditation of Inspection Bodies (IB-RGP-02). Further, all inspection bodies shall comply with any legal requirements as applicable.
- 1.5. The field of inspection involves a wide variety of techniques requiring different levels of knowledge and expertise in the performance of inspection and interpretation of results.
- 1.6. This document will be periodically reviewed and updated based on experience gained and developments in technology.
- 1.7. This document covers inspection activities identified on Annexure 1 (Examples for applicable fields for inspection) of this document.

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2. NORMATIVE REFERENCES

In the use of specific criteria document, the following reference documents shall apply.

- ISO/IEC 17011: 2017 - Conformity assessment – Requirements for the bodies accrediting conformity assessment bodies
- ISO/IEC 17020: 2012 - Conformity assessment – Requirements for the operation of various types of bodies performing inspection
- ILAC P15:05/2020 – Application of ISO/IEC 17020:2012 for the Accreditation of Inspection Bodies
- ILAC G27:07/2019 – Guidance on measurements performed as part of an inspection process
- ILAC G28:07/2018 – Guidance for the Formulation of Scopes of Accreditation for Inspection Bodies

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3. TERMS AND DEFINITIONS

Accreditation

third-party attestation related to a conformity assessment body, conveying formal demonstration of its competence, impartiality and consistent operation in performing specific conformity assessment activities
Reference: ISO/IEC 17000:2020

Appeal

request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item
Reference: ISO/IEC 17020:2012

Audit

process for obtaining relevant information about an object of conformity assessment and evaluating it objectively to determine the extent to which specified requirements are fulfilled

Note 1 to entry: The specified requirements are defined prior to performing an audit so that the relevant information can be obtained.

Note 2 to entry: Examples of objects for an audit are management systems, processes, products and services.

Note 3 to entry: For accreditation purposes, the audit process is called "assessment".

Reference: ISO/IEC 17000:2020

Complaint

expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected

Reference: ISO/IEC 17020:2012

Examination

set of operations having the object of determining the value or characteristics of a property

Reference: ILAC G27:07/2019

Impartiality

presence of objectivity

Note 1: Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the inspection body.

Note 2: Other terms that are useful in conveying the element of impartiality are: independence, freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance.

Reference: ISO/IEC 17020:2012

Independence

freedom of a person or organization from the control or authority of another person or organization

Inspection

examination of a **product** (3.2), **process** (3.3), **service** (3.4), or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements.

Note 1: Inspection of processes can include personnel, facilities, technology or methodology.

Note 2: Inspection procedures or schemes can restrict inspection to examination only.

Note 3: The term "item" is used in this International Standard to encompass product, process, service or installation, as appropriate

Reference: ISO/IEC 17020:2012

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Inspection category

Inspection category refers to the nature of the item inspected, as listed in the definition of inspection in ISO/IEC 17020:2012, i.e. **product, process, service, or installation**.

Note: The term "inspection category" is used in this document as a heading in the compilation of scopes only.

Reference: ILAC G28:07/2018

Inspection body

body that performs **inspection (3.1)**

Note 1: An inspection body can be an organization, or part of an organization

Reference: ISO/IEC 17020:2012

Inspection system (3.6) to which the same specified requirements, specific rules and procedures apply

Note 1: Inspection schemes can be operated at international, regional, national or sub-national level.

Note 2: Schemes are sometimes also referred to as "programmes"

Reference: ISO/IEC 17020:2012

Inspection field

A broad area of activity in which inspection is used. Inspection fields may be divided into sub-fields where appropriate.

Reference: ILAC G28:07/2018

Inspection requirements

Criteria against which conformity is assessed by inspection. (See table 1 for examples)

Note: Inspection requirements are most commonly expressed in published standards, regulations, inspection scheme rules, inspection methods or contractual requirements but may also be general requirements such as safety or fitness for purpose, based on professional judgement.

Reference: ILAC G28:07/2018

Inspection system

rules, procedures, and management for carrying out inspection

Note 1: An inspection system can be operated at international, regional, national or sub-national level.

Reference: ISO/IEC 17020:2012

Measurement

the process of experimentally obtaining one or more quantity values that can reasonably be attributed to a quantity

Reference: ILAC G27:07/2019

Process

set of interrelated or interacting activities which transforms inputs into outputs

Reference: ISO/IEC 17020:2012

Product

result of a process

Note 1: Four generic product categories are noted in ISO 9000:2005:

- *services (eg: transport);*
- *software (eg: computer program, dictionary);*
- *hardware (eg: engine, mechanical part)*
- *processed materials (eg: lubricant). Many products comprise elements belonging to different generic product categories. Whether the product is then called service, software, hardware or processed material depends on the dominant element.*

Note 2: Products include results of natural processes, such as growth of plants and formation of other natural

Reference: ISO/IEC 17020:2012

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Range of inspection

Limits on inspection work within an inspection field or sub-field delimited by appropriate textual or numeric parameters. If an inspection body has demonstrated competence, to inspect all items included in the fields and subfields listed, there is no need for a range to be quoted.

Note: The range of inspection is used to place limits on the items inspected within those represented by an inspection field or sub-field. The range is generally the most detailed parameter defining the items that may be inspected under a specific accreditation scope item.

Reference: ILAC G28:07/2018

Stage of inspection

The point in the life cycle of a product, process, service or installation at which inspection takes place.

Note: Stages of inspection are relevant when different inspection competencies (knowledge, skills and experience) are required for inspections of the same inspected item at different times. Stages of inspection should be used only when relevant.

Reference: ILAC G28:07/2018

Service

result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible

NOTE 1: Provision of a service can involve, for example, the following:

- *an activity performed on a customer-supplied tangible product (eg: automobile to be repaired);*
- *an activity performed on a customer-supplied intangible product (eg: the income statement needed to prepare a tax return);*
- *the delivery of an intangible product (eg: the delivery of information in the context of knowledge transmission);*
- *the creation of ambience for the customer (eg: in hotels and restaurants)*

Reference: ISO/IEC 17020:2012

Testing

determination of one or more characteristics of an object of conformity assessment, according to a procedure

Reference: ISO/IEC 17000:2004

Type of inspection body

Each scope item should be classified with a level of independence in accordance with the Type A or B or C definitions in ISO/IEC 17020:2012 Annex A in order to be accredited. A specific scope item cannot have more than one independence type.

Note: ISO/IEC 17020:2012 refers to inspection bodies being designated as type A, B or C based on their demonstrated level of independence. This document recognizes that an inspection body may have different levels of independence for different scope items according to the criteria in ISO/IEC 17020:2012 Annex A. This guidance does not require individual scope items to be designated as Type A, B or C but accepts that this may be appropriate in some circumstances.

Reference: ILAC G28:07/2018

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4. GENERAL REQUIREMENTS (ISO/IEC 17020:2012, Clause 4)

4.1. IMPARTIALITY AND INDEPENDENCE

All requirements of ISO/IEC 17020:2012, Clause 5.1. applicable.

4.1.2.a. Provision of consultancy and training services will be a significant factor that affects the impartiality of the inspection body. Bodies shall have adequate separation of activities or staff to be able to demonstrate that inspection is not prejudiced by conflicts of interest.

Inspection bodies may consider the following related to impartiality:

- a) Inspection activities including planning & information-sharing meetings, examination of documents, auditing, and follow-up of non-compliances.
- b) Arranging and participating as a consultant/ trainer
- c) Activities prior to inspection are aimed solely at determining readiness for inspection. Such activities should not result in the provision of recommendations or advice that would contravene the requirements. The inspection body should be able to confirm that such activities do not contravene these requirements and that they are not used to justify a reduction in the duration of the eventual inspection.
- d) Performing inspections according to standards or regulations other than those being part of the scope of accreditation.
- e) Adding value during inspection visits, for example by identifying opportunities for improvement as they become evident during an inspection, but without recommending specific solutions.
- f) When assigning Inspection team members conflict of interests arise from any relationship shall be taken into consideration.
- g) The inspection body may develop impartiality agreement, code of ethics, declaration on Impartiality, however named to ensure impartiality of inspection body personnel

4.1.2.b. Inspection must remain and be seen to remain impartial. Consultancy by a related body must never be marketed together with inspection services and there should be no indication in any marketing material to give the impression that the two are linked. It is the duty of the inspection body to ensure that no client is given the impression that the use of both consultancy and inspection services would confer an advantage. There should be no suggestion by an inspection body on consultants.

4.1.3. The above deals with the possible compromise of impartiality by other activities of the inspection body or a related body. In some circumstances, the activities of personnel may cause a similar conflict. Two situations, in particular, are considered.

- Firstly, the personnel of the inspection body may not necessarily be full-time personnel; their other employment shall not be such as to compromise their impartiality.
- Secondly, full-time employees who have recently joined an inspection body may have a potential conflict of interest as a result of previous employment.

In either case, an individual should not perform an accredited inspection on a business where such a conflict may exist, within a period of at least 2 years.

4.1.4. In both cases, the following three elements shall be included in the inspection body's procedures so that impartiality may properly be assessed by both the inspection body and SLAB.

- a) Job descriptions for the actual inspection role
- b) A declaration of inspector interests detailing all other interests that may impact their impartiality.
- c) A procedure whereby an Inspection body gathers information of inspectors and identifies any conflict of interest to the inspection to be performed.

4.1.5. The inspection body has a responsibility to identify and evaluate such situations and assign responsibilities and tasks so as to ensure that impartiality is not compromised.

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4.1.3. The inspection body shall identify the potential sources of relationships with related bodies and any individuals from time to time and such relationships shall be evaluated and plans shall be drawn to eliminate or minimize any risks associated with relationships leading to conflict of interest. Possible sources that affect impartiality maybe ownership, governance, management, personnel, shared resources, finances, contracts, marketing, sales commissions, or other inducements, etc.

4.1.6.a. Inspection bodies may be accredited as Type A, B, or C bodies (Annex A of the standard), provided they meet the necessary requirements.

4.1.6.b. A Type A body shall be an independent third party engaged in inspection only. Bodies which are involved in consultancy too are unlikely to meet all the independence criteria in A.1 of annex A of ISO/IEC 17020. A Type A body shall not engage in providing first party inspections or second party inspections or both after any design, manufacture, supply, installation, use or maintenance activity done by the inspection body.

4.2. CONFIDENTIALITY

All requirements of ISO/IEC 17020:2012, Clause 5.1. applicable.

4.2.1 Each inspection body shall enter into a contractual agreement with all personnel involved in inspections, decision making, committees, and administrative activities in addition to their commitment for continuity and effectiveness of providing inspection services that the staff of inspection body and inspection centers manage and protect the confidentiality of all information generated during the inspection process. This agreement shall be legally enforceable. Safeguarding confidentiality is applicable for monitoring authorities and persons acting on behalf of the inspection body, except as required by law.

In case, inspection body has a prior agreement with another party (eg: Regulatory authority, Parent company, etc) it shall enter into contractual agreement with that party on confidentiality.

4.2.2 Each inspection body shall maintain a website and/or other means of communication to inform the clients in advance of what it provides or intends to provide to the clients.

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5. STRUCTURAL REQUIREMENTS (ISO/IEC 17020:2012, Clause 5)

5.1. ADMINISTRATIVE REQUIREMENTS

All requirements of ISO/IEC 17020:2012, Clause 5.1. applicable.

5.1.1.a. The inspection body shall be established in entities which are legally registered for all inspection activities under the national, provincial, or local government regulations. This shall cover any branches or affiliated bodies under direct control under the main inspection body.

5.1.1.b. Inspection body shall identify the provision to perform the inspection.

5.1.2 Inspection is to be performed for the determination of compliance with the

- i. National/International standards and Regulations issued time to time enforced by the relevant regulatory authorities;
- ii. any other inspection schemes/standards by the customer

5.1.3.a. The range of inspection activities offered by a body may be wider than those which are accredited. In this case, the Schedule of accreditation shall be made clear. Inspection activities that are outside the Schedule of accreditation shall be distinguished from those that are accredited.

5.1.3.b. The SLAB accreditation is location specific and valid only for the inspection body and its inspection branches or affiliated bodies that are indicated in the Schedule of Accreditation. These branches or affiliated bodies shall be conveniently located and readily accessible.

5.1.4.a. The liability insurance shall include employers' liability, public liability, and professional indemnity. If a reserve is allocated, that amount should be sufficient to cover the above liabilities. *Type B inspection bodies engaged only for 'in-house' inspections may not require professional indemnity insurance.*

5.1.4.b. Inspection body shall evaluate risks associated with its activities and formulate professional indemnity insurance coverage. The level of coverage of liabilities shall be included in to the contractual agreement (Reff.5.1.5)

5.1.5. The technical scope of the inspection body and terms of conditions shall be as prescribed in a documented contract agreed upon with the clients and relevant authorities if required as per the regulation and the evidence for authorization and competence for inspection shall be available with the inspection body.

5.1.7 There shall be a sound and documented Health and Safety Programme implemented for all employees and shall be reviewed within defined period. It is preferable that the inspection body covering its inspection branches or affiliated bodies is certified for ISO 45001 or OHSAS 18001.

5.2. ORGANIZATION AND MANAGEMENT

All requirements of ISO/IEC 17020:2012, Clause 5.2. applicable.

5.2.3.a. The organizational structure of an inspection body is such that it may have a central office and affiliated with one or more branches or affiliated bodies, if any, of which operations may or may not be linked to the central office through automated systems. If inspection branches or affiliated bodies are available, they are to be organized and managed as each inspection branches or affiliated bodies is capable to perform inspection activities. These inspection branches or affiliated bodies shall be identified in an organizational structure with the identity of the location.

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5.2.5.a. The role of the technical manager(s), however named, is to oversee the technical content and competence of the inspections and to ensure that SLAB requirements are met. The technical manager(s) shall be a permanent member of staff. The position of technical manager(s) in the organization, shall be shown clearly in the organizational chart.

5.2.5.b. For each branch or affiliated bodies, a competent person shall be appointed to take the responsibilities of the technical manager above.

5.2.6 It is permissible to deputize upwards in the management structure as well as downwards, and doing so, is essential when any key person appointed for such responsibility is absent.

5.2.4 The inspection body shall be able to demonstrate that the work of staff performing inspections are properly supervised by a person familiar with the inspection methods and procedures and the scope and objectives of the inspection. The level of supervision shall be commensurate with the skills and experience of the inspector. The supervision shall also include regular review of inspection reports to ensure that work has been carried out in accordance with the requirements of ~~DMT~~ and the inspection body's procedures. – Move to relevant place

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6. RESOURCE REQUIREMENTS (ISO/IEC 17020:2012, Clause 6)

6.1. PERSONNEL

All requirements of ISO/IEC 17020:2012, Clause 6.1. applicable.

6.1.2.a. The inspection body shall have a sufficient number of permanent staff. In case of availability of branches or affiliated bodies at least one technically competent permanent member shall be available with each inspection branch or affiliated body.

6.1.2.b. The staff under contract or part time is permitted provided that they have signed a contract with the inspection body. The staff retained on contract and deployed part time are regarded as permanent staff provided that, when they work for the inspection body, they work under the inspection body's quality systems and procedures. The inspection body shall ensure that staff of this type does not cause any conflict with other requirements of the standard. In particular, the inspection body shall ensure that other work in which this staff engages does not prejudice their impartiality, independence and integrity in breach of ISO/IEC 17020. The potential for conflict with the confidentiality requirement should also be considered.

6.1.3.a. The inspection staff shall have qualifications, training, experience and satisfactory knowledge of the requirements of the inspections to match the specific inspection tasks in which they are employed. The minimum criteria for qualifications, training, experience and satisfactory knowledge of the requirements of the inspections are given in Annexure 1. The inspection body shall be able to demonstrate procedures to ensure the competence of the inspection process. (Annex 1: Minimum qualification requirements for Inspection Body Personnel including persons of subcontractors and affiliated bodies)

6.1.3.b. The inspection body shall ensure that all personnel receive the necessary training to operate and maintain the inspection programme. The inspection body provides training; induction, ongoing and retraining which shall be sufficient to perform duties. Training programmes shall cover as applicable programme orientation, regulations, procedures, test equipment operation, maintenance, quality control, calibration, any specific requirements of the inspection, customer care, and occupational health and safety.

6.1.6.a. Initially after induction training under sufficient supervision, all personnel involved in inspection activities shall be evaluated for competence and authorized for the assigned task. Thereafter, they are to be continuously monitored for satisfactory performance and reevaluated periodically for competence as defined by the inspection body. The evaluation methods may be one or a combination of the following; interviews, written examinations, simulation inspections, and supervisory observations.

6.1.6.c. Considering the changing requirements, continuous training and updating shall be carried out to keep pace with developing technology and inspection methods

6.1.9. In case of on-site observations of inspectors, competency of the supervising inspector shall be demonstrated.

6.1.10. The records shall indicate the competency of every member of staff engaged in specific inspection tasks in the fields, types, and ranges of inspection covered by the scope of accreditation and the date of their authorization.

6.1.11. The payments made to inspectors shall not create any internal or external pressure that compromises the impartiality of the inspection activity. They shall not be remunerated in a manner that influences the quality of results of inspections, which is paid calculated on number of inspections performed.

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6.2. FACILITIES AND EQUIPMENT

All requirements of ISO/IEC 17020:2012, Clause 6.2. applicable.

6.2.1.a. When inspection body decide to use equipment borrowed, rented, hired, leased or provided by another party (e.g. the equipment manufacturer or installer of the equipment), it shall take responsibility for the suitability and the calibration status of the Facilities and equipment. It shall maintain records of calibration and verification to demonstrate metrological traceability and suitability for inspection activities. In addition, operating instructions, required licenses, if relevant shall also be maintained.

If the equipment is borrowed, rented, hired, leased or provided by another party with an operator all relevant requirements identified in ISO/IEC 17020:2012 are applicable.

6.2.4. The equipment list regarding the current equipment shall be available with the inspection body. These documents shall include, but are not limited to specifications of materials and equipment, catalog data sheets, performance curves, diagrams and similar descriptive materials, equipment layout, and installation drawings and procedures.

6.2.6. The measuring equipment shall be calibrated, checked, or/and verified according to an established programme / plan and after every repair or maintenance before use in inspections.

6.2.9.a. The measuring equipment shall be subject to intermediate checks or verifications between periodic recalibrations.

6.2.9.b. The inspection body shall implement a procedure for preventive maintenance of equipment and a preventive maintenance programme which includes provisioning for spare parts and repair or replacement of defective or worn-out tools and equipment.

6.2.9.c. The inspection body shall appoint a competent person or body to provide continuous equipment maintenance service and ensure that all equipment installed at inspection centers do operate accurately and reliably meeting the quality control and quality assurance requirements.

6.2.11. The inspection body shall maintain an inventory of spare parts, supplies, equipment, and calibration gases required for inspection centers. There shall be a procedure available with the inspection body to order and reorder any of the spare parts, supplies, equipment, tools, gauges, calibration gases, etc

6.2.13. If a software is used for data handling the inspection body shall implement a procedure to validate the computerized programme and to protect the database from tampering or unauthorized access. The inspection body shall ensure the data backups in order to safeguard the data.

6.2.14 Inspection body shall establish a procedure on examining the effects of defects on previous inspections (including the inspections completed and reports issued) and, when necessary, take appropriate action.

6.3. SUBCONTRACTING

All requirements of ISO/IEC 17020:2012, Clause 6.3. applicable.

6.3.1.a. It is preferable that the inspections contracted by the inspection body are performed by the inspection body. If any part of the inspection is subcontracted, the inspection body shall ensure that the subcontractor is equally competent to perform the activities it has undertaken.

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6.3.1.b. Subcontracting can only be done to the registered subcontractors, only through Inspection Body. Subcontracting cannot be done by the subcontractors.

6.3.1.c. Selection of Technical Experts for inspection activities are allowed after competency evaluation by the Inspection body. Evaluation procedure and evaluation records shall be maintained. – Move to Personnel

6.3.2. Written consent shall be obtained from the customer regarding subcontracting. In the case of the failure of subcontractor on providing the service, Inspection body shall re-appoint another subcontractor, and a fresh consent for the change shall be obtained.

6.3.4.a. The inspection body shall evaluate and register subcontractors based on the requirements of the standard and other conformity assessment standards and ensure that they are competent before being assigned with inspections or related work according to defined procedures. The relevant records shall be maintained.

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7. PROCESS REQUIREMENTS (ISO/IEC 17020:2012, Clause 7)

7.1. INSPECTION METHODS AND PROCEDURES

All requirements of ISO/IEC 17020:2012, Clause 7.1. applicable.

7.1.1.a. The inspection body shall ensure that inspection methods to be used are documented and consistent with the scope of the inspection and prescribed in relevant regulations, contracts, manufacturer's guidelines, or scientific texts or journals published by reputable technical organizations.

Inspection methods shall be reviewed periodically to ensure the suitability to perform the inspections.

Note: Recommended period for review is once a year

7.1.1.b. Under special conditions, the Inspection body may perform virtual inspections. A documented procedure shall be available.

7.1.2.a. The inspection frequency shall be as given in the regulations or as agreed in the contract with the client on the recommendation by technical expertise. If inspection planning or sampling and inspection techniques are done by the inspection body, the inspection body shall ensure that such planning is done with the support of sufficient knowledge and expertise.

7.1.2.b. Suitable Remote Inspection techniques may be applicable with consent from the Client and in compliance with applicable legal requirements, if any.

7.1.3. The inspection body shall have a detailed procedure manual including standard operating procedures and inspection criteria documented and validated especially when published methods are not used. These criteria for design review, design conformity, initial inspection, periodic inspection, and re-inspection shall be made available at the inspection center.

7.1.5.a. The scope of each inspection shall be transparent to the client and be documented in a contract agreed upon between the client and the inspection body. This contract shall include prior instructions on the facility and required conditions to the customer, an updated inspection plans to be performed and the conditions that are to be fulfilled by the client and the inspection body during the period.

7.1.5.b. Amendments to the agreed contracts to be documented and consent to be obtained.

7.1.6. The information supplied by any other party, can be Calibration reports, test reports, specifications, Manufacturer details, Purchasing details, etc.

7.2. HANDLING INSPECTION ITEMS AND SAMPLES

All requirements of ISO/IEC 17020:2012, Clause 7.2. applicable.

7.2.4. IB shall maintain and monitor the storage conditions of the inspection items, if relevant. The records shall be maintained. Inspection item shall be stored securely.

7.3. INSPECTION RECORDS

All requirements of ISO/IEC 17020:2012, Clause 7.3. applicable.

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7.4. INSPECTION REPORTS AND INSPECTION CERTIFICATES

All requirements of ISO/IEC 17020:2012, Clause 7.4. applicable.

7.4.1 The scope of the inspection shall be included in a sequentially numbered inspection report or certificate in order to allow proper understanding and interpretation. The inspection report or certificate should include whether the inspection item was rejected from testing and the conformity statement on the inspection/s.

7.4.2 The inspection body should have procedures to ensure that the inspection report or certificate is delivered to the client in accordance with contractual or legal requirements, if relevant.

7.4.3 If the inspection report or certificate is issued generated by the computerized system, it shall ensure that the inspection report or certificate is verified by the authorized persons.

7.5. COMPLAINTS AND APPEALS

All requirements of ISO/IEC 17020:2012, Clause 7.5. & 7.6 applicable.

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8. MANAGEMENT SYSTEM REQUIREMENTS (ISO/IEC 17020:2012, Clause 8)

8.1. OPTIONS

All requirements of ISO/IEC 17020:2012, Clause 8.1. applicable.

8.2. MANAGEMENT SYSTEM DOCUMENTATION

All requirements of ISO/IEC 17020:2012, Clause 8.2. applicable.

8.3. CONTROL OF DOCUMENTS

All requirements of ISO/IEC 17020:2012, Clause 8.3. applicable.

8.4. CONTROL OF RECORDS

All requirements of ISO/IEC 17020:2012, Clause 8.4. applicable.

8.5. MANAGEMENT REVIEW

All requirements of ISO/IEC 17020:2012, Clause 8.5. applicable.

8.6. INTERNAL AUDITS

All requirements of ISO/IEC 17020:2012, Clause 8.6. applicable.

If multiple inspection sites are available, internal audit shall cover all sites within a three-year cycle.

Inspection activities shall be witnessed during the internal audit covering all types of inspection activities within a three-year cycle.

8.7. CORRECTIVE ACTIONS

All requirements of ISO/IEC 17020:2012, Clause 8.7. applicable.

8.8. PREVENTIVE ACTIONS

All requirements of ISO/IEC 17020:2012, Clause 8.8. applicable.

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Annexure I (Informative)
EXAMPLES FOR APPLICABLE FIELDS FOR INSPECTION

Inspection fields defined according to ILAC G28.

Inspection Category (Product / Process / Service / Installation)	Inspection Field	Applicable Sub Fields
Product / Process / Installation / Service	Engineering Inspections	Mechanical Heavy equipment (eg: Elevators, Fork Lifts) Pressure vessels Boilers Vehicle inspections for fitness Amusement rides Ship building Weighing equipment (Eg: Weigh bridges, Balances)
Product / Process / Installation / Services	Engineering Inspections	NDT Inspection Magnetic Particle Testing (MT) Liquid Penetrant Testing (PT) Ultrasonic Testing (UT) Concrete Structure Testing (CST)
Product / Process / Service	Environmental Inspections	Emission inspections Vehicle emission inspections Factory emission inspections Waste inspections Solid waste management Hazardous waste management Effluent water Marine Inspections Environmental quality inspection Indoor environmental quality inspections Outdoor environmental quality inspections Ambient air quality inspections Noise and Vibration inspections
Product / Process / Service	Food Inspections	Food Manufacturing Catering Food packaging
Product / Process / Installation / Service	Construction inspections	Civil Constructions / Mechanical constructions Building construction / Building investigation
Process / Service	Geological inspections	Landslide inspection Geotechnical investigation for construction
Product / Process	Import / Export Inspections	Export Inspections Product matrix Pre-export Load-port Post Export Import Inspections Product matrix Pre-Import Load-port Post-import
Product	Agriculture Inspections	Farming Post-harvest inspections

Annexure II (Normative)
MINIMUM QUALIFICATION CRITERIA FOR INSPECTION BODY PERSONNEL

Employee Category	Education	Training	Technical knowledge & skills	Experience in the relevant area
Inspectors	At least 3 passes for GCE A/L	Training on relevant technical field	Proven knowledge and skills	One year
	Diploma or equivalent qualifications such as NVQ level 05 in relevant field or equivalent	Training on relevant technical field	Proven knowledge and skills	Six months
	Graduates in relevant field or equivalent qualifications such as NVQ level 07 or equivalent	Training on relevant technical field	Proven knowledge and skills	None
Authorized signatory	Graduates in relevant field or equivalent qualifications such as NVQ level 07 or equivalent	Training on relevant technical field	Proven knowledge and skills	Three years

EXEMPTIONS FROM THE MAIN CRITERIA

a. For Vehicle emission inspections based on the requirement of Vehicle Emission Testing Trust Fund (VETTF), Department of Motor Traffic Sri Lanka

Employee Category	Education	Training	Technical knowledge & skills	Experience in the relevant area
Inspectors	NVQ level 03 or equivalent	Training on relevant technical field	Proven knowledge and skills	Six months
Authorized signatory	NVQ level 04 or equivalent	Training on relevant technical field	Proven knowledge and skills	Three years

b. For Inspections does not involve Technical decisions (exception to be decided by the Assessment team)

Employee Category	Education	Training	Technical knowledge & skills	Experience in the relevant area
Inspectors	NVQ level 03 or equivalent	Training on relevant field	Proven knowledge and skills	Six months
Authorized signatory	NVQ level 04 or equivalent	Training on relevant field	Proven knowledge and skills	Three years

Annexure III (Informative)
TEMPLATE FOR RELATIONSHIP ANALYSIS

Name of the IB:

Inter-Organizational Relationship Analysis – For IB Personnel

Name and the Position in the organizations (Top management personnel)	Related organization	Relationship	Relevant period	Level of risk to impartiality

Inter-Organizational Relationship Analysis – For IB

Name of the organization	Type of relationship	Period of relationship	Level of risk to impartiality

Annexure IV (Informative)
THE COMPOSITION OF TECHNICAL ADVISORY COMMITTEE

Dr. C.L. Ranathunga Retired Senior Lecturer, University of Sri Jayawardenapura	Chairman
Dr. A.G.T. Sugathapala Senior Lecturer, University of Moratuwa	Member
Ms. W.A.J. Sajeewilka Perera Senior Deputy Director- Quality Assurance Industrial Technology Institute	Member
Ms. Sunethra Muthurathne, Director-BMRTD National Building Research Organization	Member
Mr. S.H.S. Mahagama Senior Deputy Director Sri Lanka Standards Institute	Member
Ms. Buddhi Weerasinghe, Scientific Officer, NC NDT, Sri Lanka Atomic Energy Board	Member
Dr. L.T. Gamlath, Deputy Director General (Environmental, Occupational Health & Food Safety) Ministry of Health	Member
Dr. R.M.S.K. Rathnayake Director (Environmental Pollution Control) Central Environmental Authority	Member
Mr. J.A. Sunil Jayaweera Assistant Commissioner (Technical) Department of Motor Traffic	Member
Eng. Gayashan Wellappili, Asst. Director (Advisory Division) Construction Industry Development Authority	Member
Mr. Sarath Alahakoon President Sri Lanka Food Processors Association	Member
Ms. Natasha Jayamanne Deputy Director, SLAB	Secretary