

Clarification Request ISO IEC 17065 Clause 7.5.1

Clarification Request

Standard A is used as the specified requirements for certification. Standard A normatively references requirements in Standard B. Clause 7.5.1 requires the Certification Body (CB) to review all information and results related to evaluation. What evaluation “information and results” are needed in the Review to demonstrate conformance with Standard B?

Response

Schemes can indicate what “information and results” of Evaluation are needed for Standard B.

- If the scheme is silent then ANSI expects the CB to provide objective evidence that it reviewed information and results of evaluations demonstrating full compliance with Standard B (e.g., test reports showing information and results of testing as specified in Standard B or suitable to demonstrate fulfillment of Standard B).
- ANSI does not accept suppliers declaration of conformity as the needed “information and results” of Evaluation for Standard B since that practice would mislead users by portraying suppliers declaration of conformity as certification.
- If the scheme allows deviation from the first bullet, ANSI will follow the process described in document PRO-PR-156 “Assessment for the Suitability of Scheme, Standards and Normative Documents for Use in the ANSI Accreditation Programs for Product Certification Bodies”. Schemes that allow variances from ISO/IEC 17065 and have been found to be acceptable to stakeholders including regulatory bodies will be footnoted on the ANSI Accreditation Directory.

Task Force on the Implementation of ISO/IEC 17065

Background:

The certification body (a legal entity or defined part of a legal entity per 4.1.1) carries out activities. A certification body can NOT offer or provide consultancy to its clients as defined in 3.2 (per 4.2.6 d) – consultancy can NOT be one of the ACTIVITIES of the certification body.

However, there are likely many organizations (legal entities other than the certification body) that DO offer or provide consultancy as defined in 3.2 to the certification body's clients. These other organizations (other legal entities) may be in the same family of companies as the certification body or may have NO legal relationship to the certification body. (NOTE – additional 17065 requirements apply if the consultancy organization is in the same family of companies as the certification body)

Question:

Was the intent of the 4.2.9 meant to require that the CB activities shall not be marketed/offered with an organization that provides consultant activities? (More simply: Can an accredited certification body have in its website a hyperlink to another website that offers consulting services?).

Explanations:

Per 4.2.9, NO ACTIVITIES of the certification body (legal entity or defined part of a legal entity) can be marketed with any linkage to the ACTIVITIES of another organization offering consultancy as defined in 3.2. Per 4.2.9, NO ACTIVITIES of the certification body (legal entity or defined part of a legal entity) can be offered with any linkage to the ACTIVITIES of another organization offering consultancy as defined in 3.2. A certification body web site with a hyperlink to another web site that offers consultancy as defined in 3.2 is a clear case of marketing a certification body's activities with a linkage to the activities of another organization that offers consultancy. This is disallowed by ISO/IEC 17065 4.2.9. In the course of marketing and offering its activities the certification body shall not make any references or linkages to the activities of any organization offering consultancy defined in 3.2. A client with an interest in consultancy will need to find a provider through some other path – NOT through the marketing or offers of the certification body.

Here is an example of obvious noncompliant web page content:

“Click here for information from XYZ Consultancy Inc. for their services related to the design, manufacture, installation, and distribution of products we certify.”

Here is an example of compliant web page content:

“As a certification body meeting ISO/IEC 17065 requirements we cannot participate in the design, manufacture, installation or distribution of the products we certify. Nor can we link our activities to the activities of organizations that provide those services. To find such service providers use an internet search engine and appropriate key words related to design, manufacture, installation or distribution of your product.”