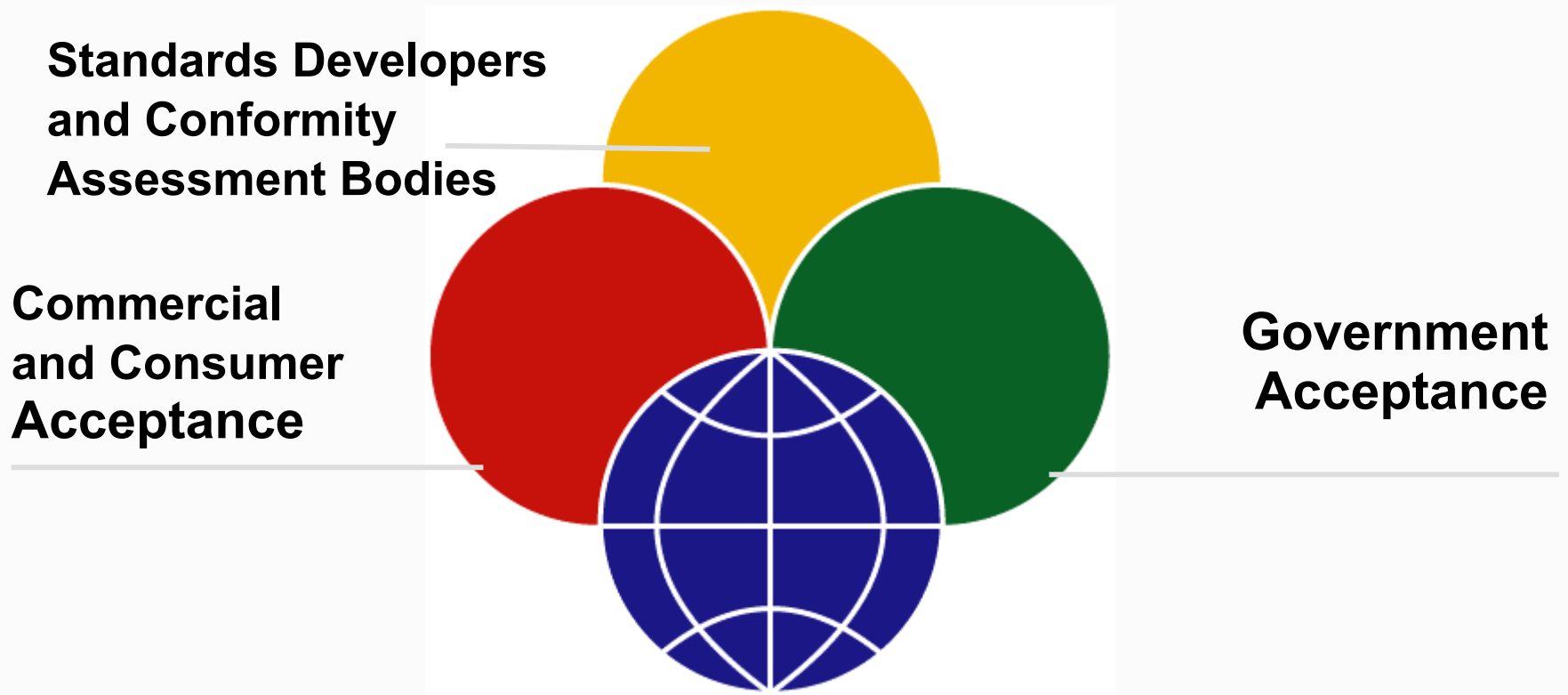# PERSONNEL CERTIFICATION & ACCREDITATION: HOW DO THEY FIT INTO THE GLOBAL MARKETPLACE?
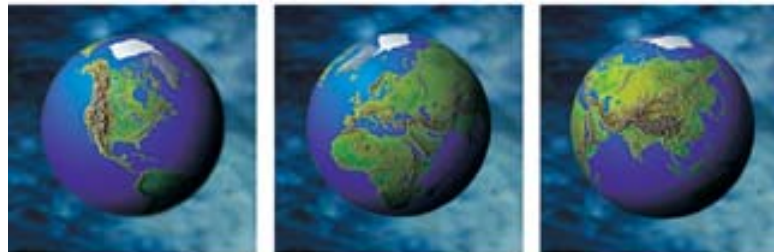
Mr. Lane Hallenbeck
Vice President, Conformity Assessment

A Global Community

Standards Developers and Conformity Assessment Bodies

Commercial and Consumer Acceptance

Government Acceptance

- ANSI serves as official member and sets policy for U.S. in the
  - International Organization for Standardization (ISO)
  - International Electrotechnical Commission (IEC)

- ANSI accredits U.S. Technical Advisory Groups (TAGs), which develop technical positions for ISO & IEC activities
  - Allows all affected parties (including U.S. government) to participate in standardization activities

- ANSI-RAB NAP is a founder and the U.S. member of the
 - International Accreditation Forum (IAF)

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ISO Standards Development

Portfolio of ISO standards by technical sector

(as of December 31, 2003)

- ⬜ Health, safety and environment
- ⬜ Engineering technologies
- ⬜ Generalities, infra-structures and sciences
- ⬜ Special technologies
- ⬜ Construction
- ⬜ Materials technologies
- ⬜ Agriculture and food technology
- ⬜ Transport and distribution of goods
- ⬜ Electronics, information technology and telecommunications

International Standards

15.4%
24.4%
4.4%
10.9%
9.2%
6.3%
0.8%
26.5%
2.1%
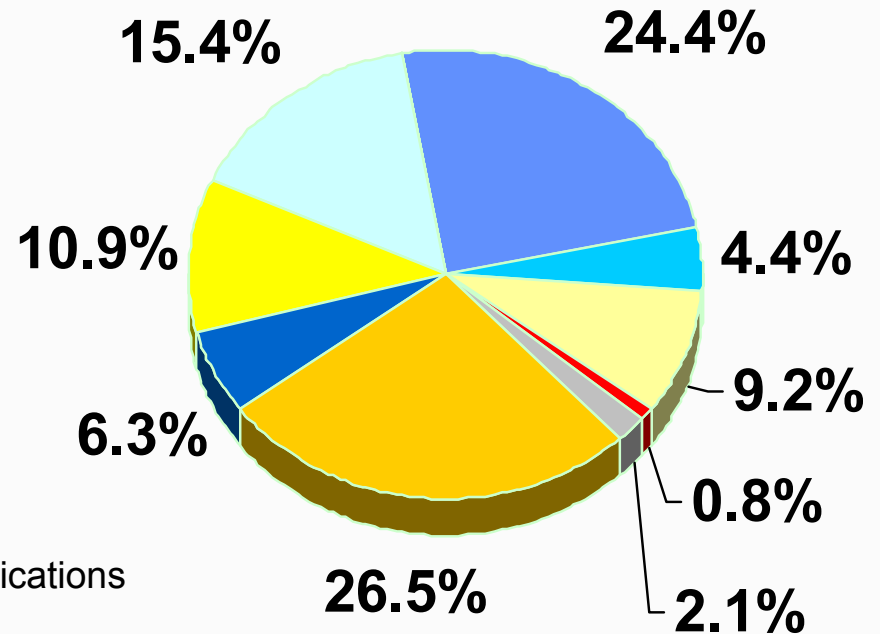
- ANSI serves as the official U.S. member of regional bodies
  - ➤ Pan American Standards Commission (COPANT)
  - ➤ Pacific Area Standards Congress (PASC)
  - ➤ Inter-American Accreditation Cooperation (IAAC)
  - ➤ Pacific Accreditation Cooperation (PAC)

- The Institute holds an annual dialogue with representatives of the European Standards Organizations (CEN, CENELEC and ETSI) and the European Commission

- ANSI also has formal agreements of cooperation with Argentina, Canada, China and Korea
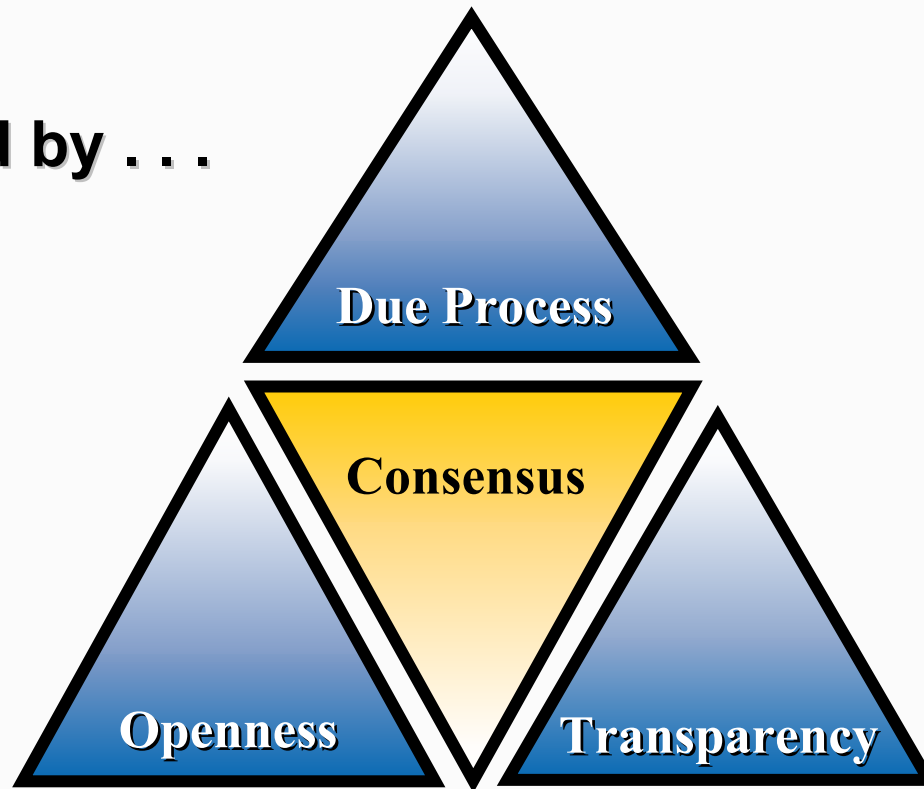
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Internationally Accepted Standards and Conformity Assessment Principles

- Agreed by . . .
  - WTO
  - ISO
  - IEC

Objective: *1 Standard / 1 Test / 1 Acceptance*

In a global marketplace, the objective of the standardization process must be a single, technically valid and globally relevant standard with a single test of conformance to that standard.

This will allow products to be distributed for worldwide commerce without change or modification.

"One Standard – One Test - Accepted by All"

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Definition of terms

Conformity Assessment

"Activity that provides demonstration that specified requirements relating to a product, process, system, person or body are fulfilled"

Definition of terms, continued…

Certification

"Third party attestation related to products, processes, systems or persons"
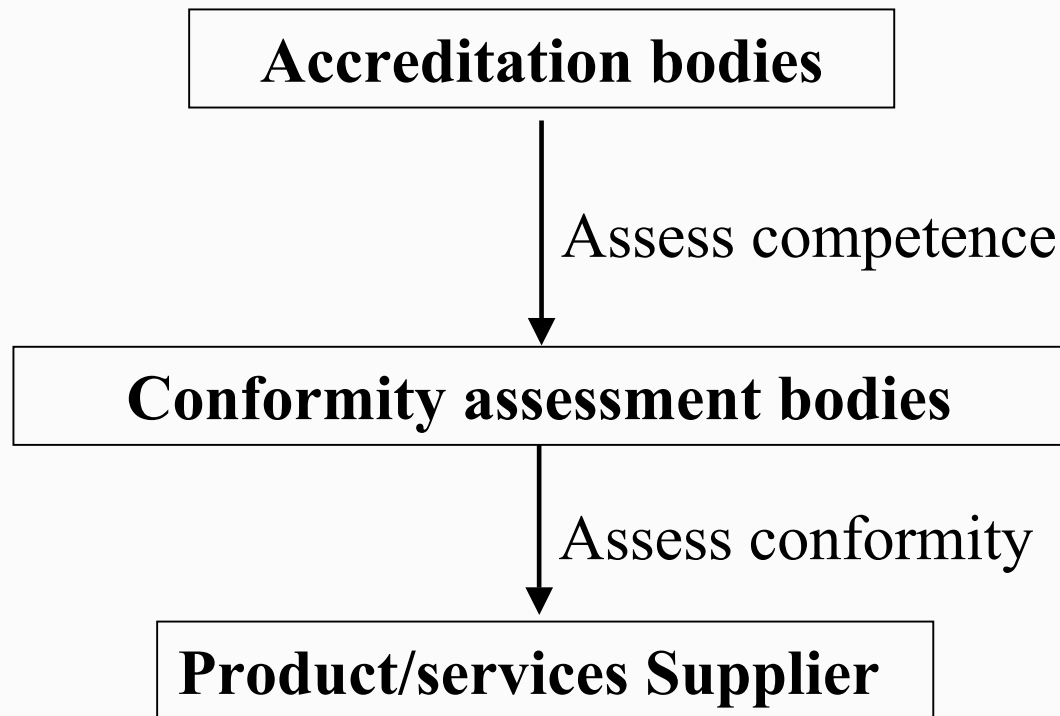
Accreditation

"Third party attestation that a conformity assessment body fulfills specified requirements and is competent to carry out specific conformity assessment tasks"

ISO/IEC Standard 17011
(Replacing ISO/IEC Guide 61 for accreditation bodies)

```
┌─────────────────────────────┐
│      Accreditation bodies   │
└─────────────────────────────┘
              │
              │  Assess competence
              ▼
┌─────────────────────────────┐
│  Conformity assessment bodies │
└─────────────────────────────┘
              │
              │  Assess conformity
              ▼
┌─────────────────────────────┐
│   Product/services Supplier  │
└─────────────────────────────┘
```

Value of International Accreditation

- Facilitates trade globally and eliminates barriers

- Builds confidence and reduces risk for customers

- Responsive to uniqueness of local culture

- Fosters development of robust schemes in emerging economies

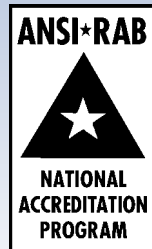# ANSI Accreditation Programs

Conformity Assessment			Standards
ISO/IEC Guide 65	**ISO/IEC Guides 62 and 66**	**ISO/IEC 17024**	**ANSI Procedures**
Product Certifiers	**ISO 9000 / ISO 14000 Certifiers**	**Personnel Certifiers**	**Standards Developing Organizations and U.S. TAGs**

ANSI Accredited Program
PRODUCT CERTIFICATION

ANSI★RAB
NATIONAL ACCREDITATION PROGRAM

ANSI Accredited Program
PERSONNEL CERTIFICATION

ANSI Accredited Standards Developer

ISO/IEC FDIS 17011

(General requirements for assessment and accreditation of certification/ registration bodies)

4.3.5 The accreditation body shall ensure that each decision on accreditation is taken by competent persons…

6.1.1 The accreditation body shall have a sufficient number of competent personnel…having the education, training, technical knowledge, skills and experience necessary…

There is confusion in the marketplace….

"You must be doing well, the Doctor has given you a certificate!"

ISO/IEC DIS 17024
(General requirements for bodies operating certification schemes for persons)

4.3.1 …methods and mechanisms to be used to evaluate the competence of candidates,

5.1.1 …the certification process shall define the competence requirements for employed or contracted persons involved in the certification process.

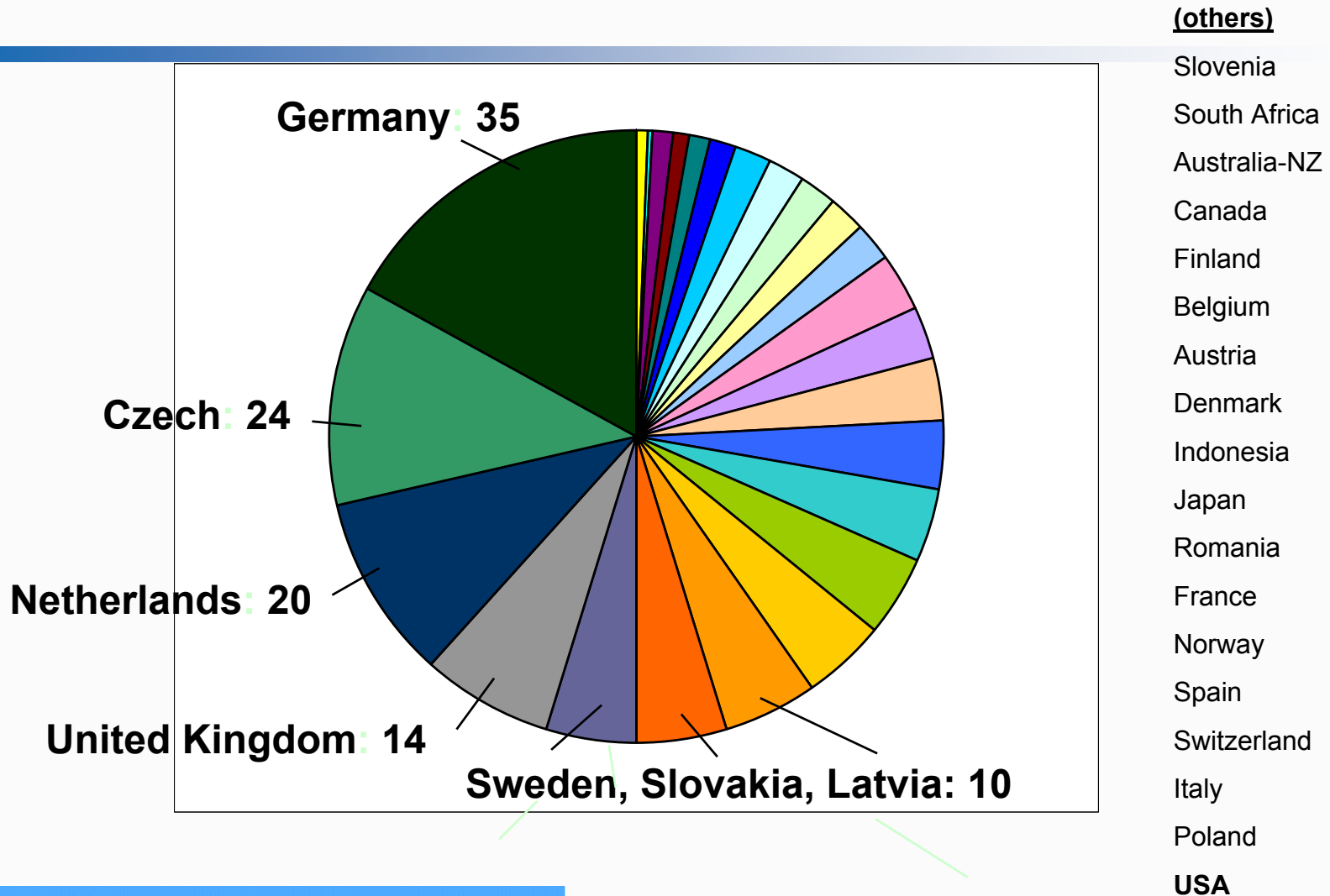5.2.1 Examiners shall meet the requirements of the certification body based on applicable competence standards…

ANSI Accreditations
of Personnel Certification programs

- **ISO/IEC 17024**
    1. American Society for Nondestructive Test
    2. Board of Certified Safety Professionals
    3. Institute for Supply Management
    4. Int'l Information Systems Security Cert. Consortium
    5. Nat'l Board for Certification in Occupational Therapy
    6. Nat'l Inspection Testing Certification Corp.
- **Conference for Food Protection**
    1. Educational Foundation of Nat'l Restaurant Assoc.
    2. Experior Assessments
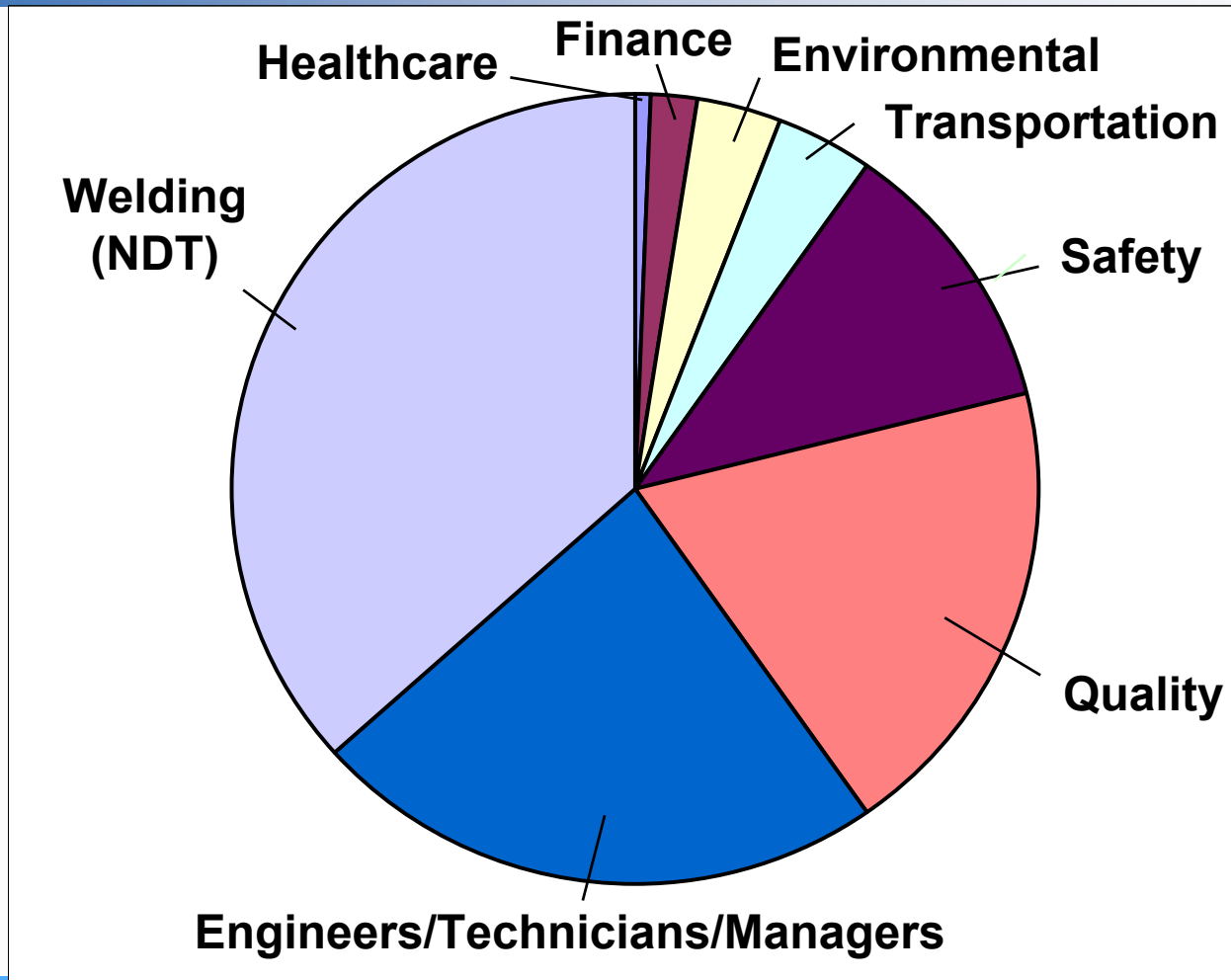   3. Nat'l Registry of Food Safety Professionals

Accredited Certification Bodies
per country *(to ISO 17024, or EN 45013 precursor)*

(others)

Slovenia
South Africa
Australia-NZ
Canada
Finland
Belgium
Austria
Denmark
Indonesia
Japan
Romania
France
Norway
Spain
Switzerland
Italy
Poland
USA

Germany: 35
Czech: 24
Netherlands: 20
United Kingdom: 14
Sweden, Slovakia, Latvia: 10

Current international ISO 17024 *(or EN 45013)* accredited programs by profession *(%)*

World Trade Organization
General Agreement on Trade in Services

- **<u>Commitments on Professional Services (# of schedules)</u>**

  - Engineering Services   72
  - Accounting, Auditing and Bookkeeping   71
  - Architectural Services   65
  - Legal Services   60
  - Medical and Dental Services   51
  - Taxation Services   48
  - Urban Planning and Landscape Architecture   47
  - Integrated Engineering Services   44
  - Veterinary Services   38
  - Midwives, Nurses, Physiotherapists   23

Top 10 U.S. Services Exports
($ billion – per U.S. Dept. of Commerce, Int'l Trade Admin.)

- Travel   71
- Transportation   46
- Financial Services   17
- Commercial, Professional & Tech. Services   16
- Education & Training Services   13
- Entertainment   7
- Information Services   4
- Telecommunications   4
- Equipment Installation, Maintenance & Repair   4
- Healthcare   <u>1</u>

(subtotal) 183

Summary

- The competence of people is a pivotal factor in the creation and delivery of goods and services

- With the growth of the service economy, accountability of professionals is a prime measure of trust and confidence

- Standards (such as ISO 17024) and Conformity Assessment (especially Accredited Certification Programs) can provide assurance to the marketplace

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…for more fundamentals see ANSI's "National Conformity Assessment Principles"

- **Articulates principles for conformity assessment activities in the U.S.**
  - ➢ Guidance document to be considered along with the *U.S. National Standards Strategy*
  - ➢ Improves the ability of the marketplace to understand and have confidence in conformity assessment processes
  - ➢ Approved in 2002

Thank You

- **Contact information**

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