

TAF Assessor Management in Laboratory Accreditation

Tim HO
Chief of Mechanical Section, TAF
10 July 2013



財團法人全國認證基金會
Taiwan Accreditation Foundation

Contents

- **About TAF**
- **Relationship of DSS and TAF**
- **TAF Assessor Management in Laboratory Accreditation**



About TAF



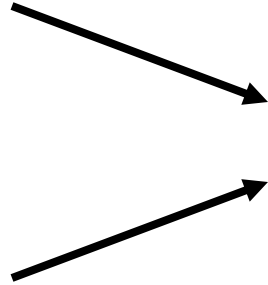
財團法人全國認證基金會
Taiwan Accreditation Foundation



Since 1990



Since 1997



Since 2003

Not-for-profit organisation
Founded in September 2003



財團法人全國認證基金會
Taiwan Accreditation Foundation

Scope of Service

Accreditation of Management System Certification Bodies

Accreditation of Product Certification Bodies

Accreditation of Personnel Certification Bodies

Accreditation of Greenhouse Gas Validation & Verification

Accreditation of Laboratory

Accreditation of Inspection Body

Accreditation of Proficiency Testing Provider

Accreditation of Reference Material Producer

GLP compliance registration

Proficiency Testing

R&D of advanced accreditation competence

International affairs

HR incubation and promotion

Other accreditation related operations



Organisational Chart of TAF

- Taipei office
- Hsinchu office

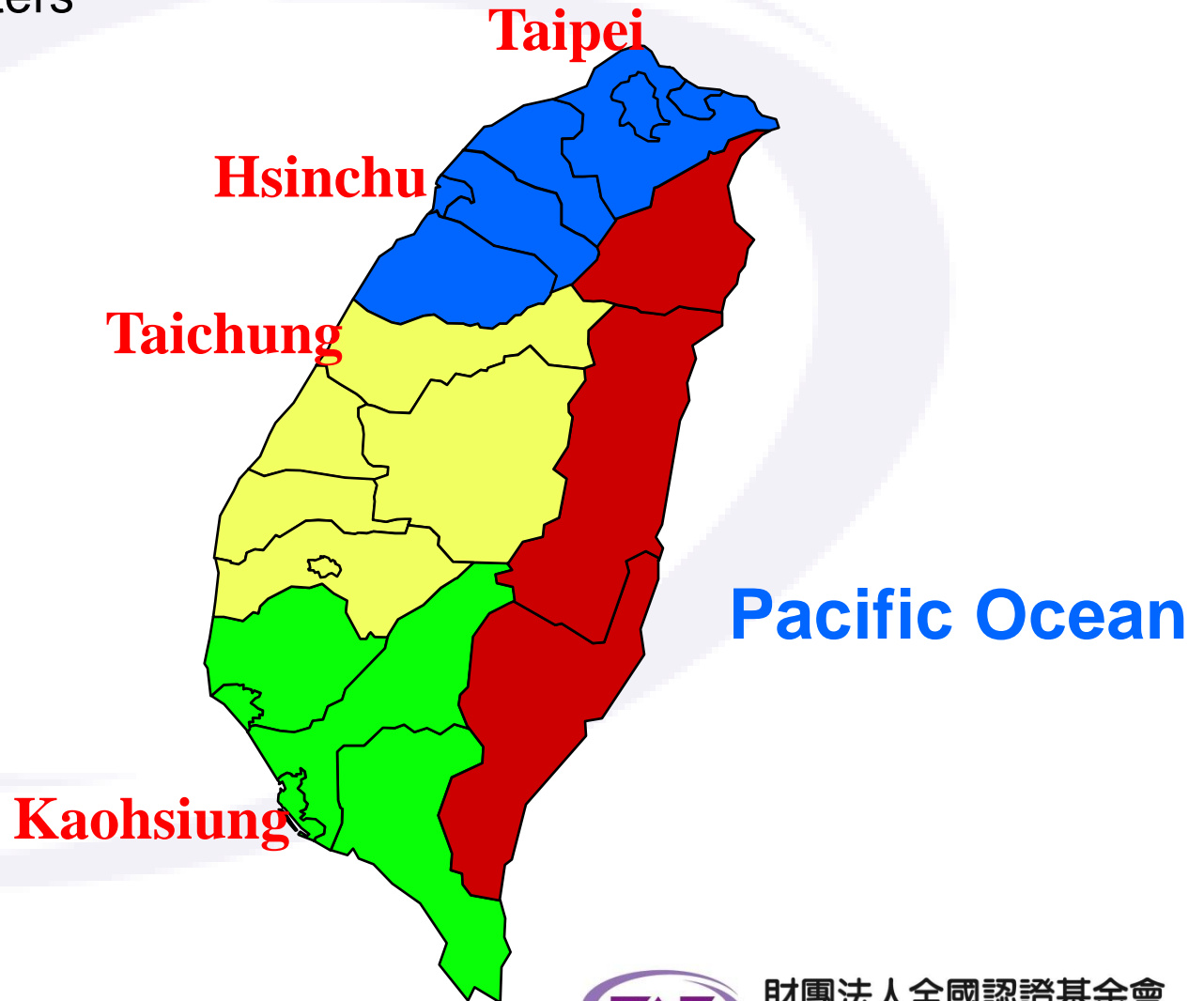


Map of Taiwan

36,000 square kilometers

23 million people

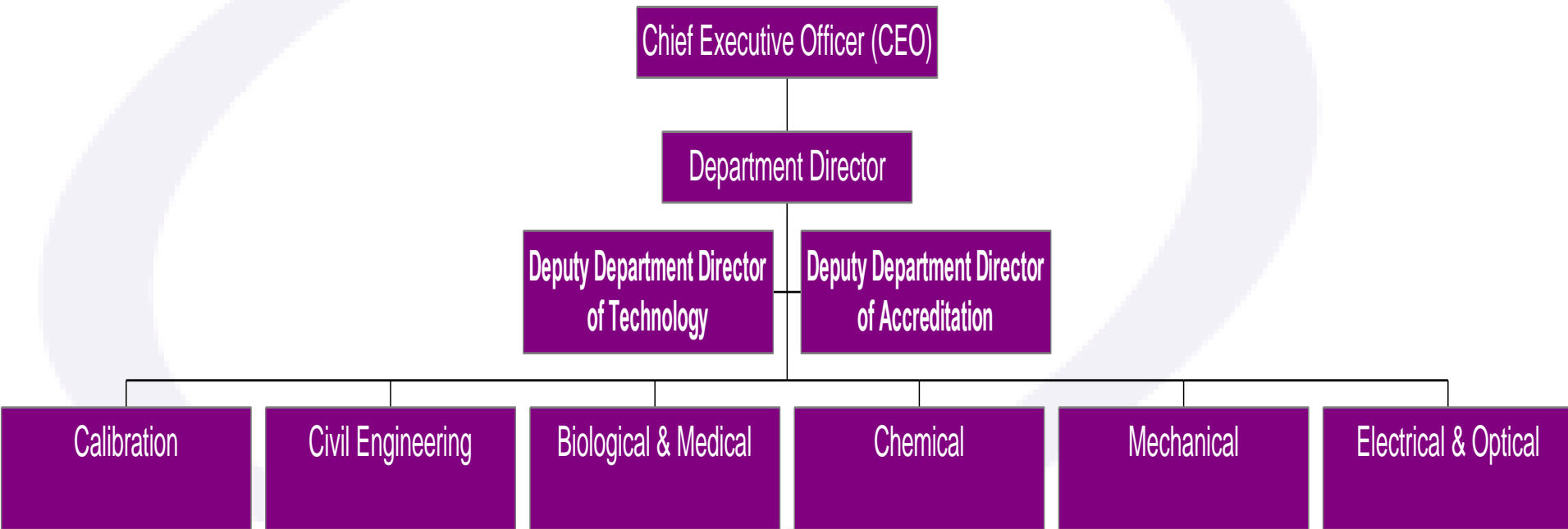
Taiwan Strait



財團法人全國認證基金會
Taiwan Accreditation Foundation

• Hsinchu office

Organisational Chart of TAF/LA



Assessment Manpower of TAF/LA

Lab	<ul style="list-style-type: none">• Senior Assessor 103• Assessor 167
IB	<ul style="list-style-type: none">• Assessor 18
RMP	<ul style="list-style-type: none">• Assessor 9
PTP	<ul style="list-style-type: none">• Assessor 10



Accredited CABs of TAF/LA

Last Update: Jun 2013

Lab 1635	Calibration	197
	Testing	1047
	Civil Engineering	202
	Medical	189
IB	Factory (Site), NDI, Safety, Construction and Civil engineering, Metrical Instrument, Industrial Equipment and Machinery, Environment	26
RMP	Chemical Composition, Biological and Clinical Properties	2
PTP	Calibration, Testing, Medical	10



ILAC Laboratory Combined MRA Mark



**Testing Laboratory
0000**



財團法人全國認證基金會
Taiwan Accreditation Foundation

ILAC Laboratory Combined MRA Mark

TAF designed ceramic plaque



財團法人全國認證基金會
Taiwan Accreditation Foundation

Relationship of DSS and TAF



財團法人全國認證基金會
Taiwan Accreditation Foundation

Relationship of DSS and TAF (2006-2013)

Date	Activities	Participants
Feb, 2006	Nigel JOU (CEO of TAF) served as the lead evaluator of initial evaluation, DSS applying APLAC MRA	Nigel JOU, Wanji YANG
Mar, 2008	TAF provided the PT and PTP training courses in Thailand	H.C. HUANG, Cynthia CHEN, Wanji YANG
Jul, 2008	DSS officials accepted the PTP accreditation training in Taiwan	Suda, Darunee, Dusadee, Raviwan, Pataraporn
Aug, 2008	TAF staff and senior assessor were invited by DSS, as technical experts, to assess DMSc applying PTP accreditation of DSS	C.H. LIAO, C.L. KAO
Feb, 2009	1 st TAF-DSS Department Meeting in Taiwan, Agreed Minutes signing	Pathom, Suthiweth, Chanya, Payab, Darunee, Suda, Pochaman
Mar, 2010	Assessment of CLPT/DSS applying the PTP initial accreditation of TAF	Cynthia CHEN, P.C. Kao, Joshua YANG
Jun, 2010	CLPT/DSS received the TAF PTP Certificate in Taiwan	Sukanya, Rachada, Wannee, Srisuda, Raviwan, Jirawan, Pochaman, Darunee



Relationship of DSS and TAF (2006-2013)

Date	Activities	Participants
Feb, 2011	2 nd TAF-DSS Department Meeting in Thailand, Agreed Minutes signed on Sep, 2011	J.S. CHEN, Brian SHU, Nigel JOU, Wanji YANG
Apr, 2011	Assessment of CLPT/DSS applying the PTP extending accreditation of TAF	Cynthia CHEN, Joshua YANG
Apr, 2012	3 rd TAF-DSS Department Meeting in Taiwan, Agreed Minutes signing	Suthiweth, Chanpen, Darunee, Suda
Jul, 2012	TAF staff visited DSS for studying the online learning programs	Kelvin SHIH, J.L. WEI, Jetta TSENG
Apr, 2013	Assessment of CLPT/DSS applying the PTP extending accreditation of TAF	Cynthia CHEN, Joshua YANG
Jul, 2013	4 th TAF-DSS Department Meeting in Thailand, on-going	J.S. CHEN, Brian SHU, Nigel JOU, Wanji YANG, Tim HO



TAF Assessor Management in Laboratory Accreditation



TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



Manpower Recruitment

-Channels

(a) Recommended by Field Responsible Staff

- Depend on the need of assessment activities and field development.

(b) Offer Oneself

- Those who possess experiences in LAB express their intent to become an assessor.

Manpower Recruitment

-Applicant Reviewing

(a) “Assessment Manpower Information Form”
filling up

(b) Field Responsible Staff Reviewing

(c) Review Result A (Into the training process)
Review Result B (Not into the training process)

TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



Training Activities to be Assessors

- (1) ISO/IEC 17025 or ISO 15189 Training
- (2) Initial Training for Assessors
- (3) Assessment Observation
- (4) On-Site Assessment

Training Activities to be Assessors

- (1) ISO/IEC 17025 or ISO 15189 Training

Acceptable only the training held by TAF
and be valid for a period of 5 years



Training Activities to be Assessors

- (2) Initial Training for Assessors

Training Course Planning

Yearly

Irregularly
scheduled

New field or new
technical item
requirement

Training Activities to be Assessors

- (2) Initial Training for Assessors

4-day
course
outlines

- Introduction to the course
- Introduction to TAF accreditation criteria and discussions
- Explanation of TAF assessment procedures
- Document review
- Assessment skills
- On-site assessment
- Judgment & handling of nonconformities
- Assessment consistency
- Reviews and tests



Training Activities to be Assessors

- (2) Initial Training for Assessors

Participants

- Participate in the initial training for assessors is the indispensable requirements for assessor registration
- The list of the trainees shall be arranged by the field responsible staff based on the Review Result

Performance Evaluation of Training

- Course performance and examinations in writing (awareness of the accreditation criteria and assessment skills)



Training Activities to be Assessors

- (3) Assessment Observation

Name List of Observers

-Only those who have satisfactorily completed the initial training for assessors

Arrangement of Assessment Observation

-To observe the initial/renewal assessment case, in his or her similar technical expertise field, carried out by remarkable assessors

- ≥ 1 Assessment Observation, hand in the Assessment Observation Report



Training Activities to be Assessors

- (4) On-Site Assessment

To conduct assessment as a technical expert

Field responsible staff on-site observation to evaluate and confirm the performances in document review, assessment records, nonconformities judgment, and confirmation of the improvement... etc.

TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



Registration to be Assessors

Field responsible staff recommends the one who

- successfully complete the training activities
- meet the qualification requirements for assessor registration

Deputy Department Director of Accreditation review and approve



Registration to be Assessors

Qualification Requirements for Assessor Registration

(a) Technical expertise: education and working experience

(b) Awareness of TAF/LA accreditation criteria

(c) TAF/LA information system operation; use of the assessment forms

(d) Assessment skills

(e) Appropriate personality characteristics

(f) Level of training: ≥ 1 assessment observation, ≥ 2 on-site assessment



TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



Training and Registration to be Senior Assessors

- Conducted in March every year
- Name list for training submitted by field responsible staff
- LA Department Director interviews the trainees on the list

Training and Registration to be Senior Assessors

-Initial Training for Senior Assessors

Fundamental conditions to participate in senior assessor initial training

(1) Registered in the assessor database

(2) Assessment experiences: Calibration, Testing and Civil Engineering Field ≥ 10 cases; Medical Field ≥ 5 cases

(3) Sound records in performance evaluation of Lab assessment

(4) No complaint or appeal from Lab

(5) Experiences in managerial practice ≥ 5 years

(6) Effective communications, including the competence of expression both in writing and orally

(7) Having identified with TAF's accreditation task with required enthusiasm

(8) Having possessed sound leadership



Training and Registration to be Senior Assessors

-Initial Training for Senior Assessors

2-day
course
outlines

- Introduction to the course
- The role and duties and responsibilities of the lead assessor
- Assessment process - Case studies
 - (I) The assessment skills of management system
 - (II) Opening meeting
 - (III) Ways for assessor performance evaluation
 - (IV) Close meeting
 - (V) How to compile assessment conclusive reports (including the accreditation recommendation form)
- Comprehensive discussions and tests

Training and Registration to be Senior Assessors

-Initial Training for Senior Assessors

Participation of senior assessor initial training is the indispensable requirement to be registered as senior assessors

Performance evaluation includes course performance and examinations in writing

Training and Registration to be Senior Assessors

-Serving as the Lead Assessor

To conduct assessment as a lead assessor

Field responsible staff on-site observation to evaluate and confirm the performances : the role they play as a lead assessor, communications, leadership over the Assessment Team, affairs of pre- and post-assessment, such as the accreditation recommendation...etc.

Training and Registration to be Senior Assessors

-Registration to be Senior Assessors

Field responsible staff recommends the one who

- successfully complete the training activities
- meet the qualification requirements for senior assessor registration

Deputy Department Director of Accreditation review and approve



Training and Registration to be Senior Assessors

-Registration to be Senior Assessors

Qualification requirements for senior assessor registration

(a) Participation in senior assessor initial training

(b) Completion of the performance evaluation in assessment as a lead assessor

(c) Acceptance of the registration submitting review which proves satisfactory

TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



On-the-Job Training

-Training Planning

Yearly

the field responsible staff shall plan and convene the on-the-job training for assessor/senior assessor, 1 OJT held by each field every year

Irregularly

Where individual on-the-job training is proven necessary for specific personnel, the field responsible staff may request arrangement and implementation from time to time on an irregular basis by phone, e-mail, face-to-face or FAX

On-the-Job Training

-Records of Training

Participation records of the yearly on-the-job training were put into the assessor databases of TAF/LA information system by the officers in charge of the training activities

Individual on-the-job training records were put into the assessor databases of TAF/LA information system by the field responsible staff or assigned accreditation manager

TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



Performance Evaluation

- General performance evaluation

General performance evaluation in assessment operation

Methods	Objects	
	Routine performance evaluation	On-site performance evaluation
Senior assessor	Performance evaluation is conducted on the lead assessor of each assessment case by technical/service staff	On-site performance evaluation in every 3 years by field responsible staff
Assessor/Technical expert	<ul style="list-style-type: none"> a. Performance evaluation in each assessment case by lead assessor b. Performance evaluation by technical/service staff if necessary 	On-site performance evaluation by technical/service staff if necessary



Performance Evaluation

- Extraordinary evaluation

As the information such as complaint, appeal and satisfaction surveys is found, the on-site performance evaluation shall be conducted by the Department Director or the personnel assigned thereby.

Performance Evaluation

- Handling of performance evaluation results

(a) In case of a minor offense

On-site performance evaluation shall be conducted upon next assessment case inviting

(b) In case of a major offense

Into the list of being suspended from hiring (should not be hired for the time being until the cause proves to cease to exist), downgraded or canceled from the registration

TAF Assessor Management in LA

Manpower Recruitment

Training Activities to be Assessors

Registration to be Assessors

Training and Registration to be Senior Assessors

On-the-Job Training

Performance Evaluation

Annual Review of Assessment Manpower and Registration



Annual Review of Assessment Manpower and Registration

Department Director convenes the meeting in March every year to review the assessment manpower demand, the facts of utilization and performance and to check and verify the list of continual registration.

Annual registration validity from June 1 to May 30 of the next year

Thank you for your attention!

TEL:+886-3-5714848 ext 207 / FAX:+886-3-5726308

Email: tim@taftw.org.tw



財團法人全國認證基金會
Taiwan Accreditation Foundation