



## **ENVIRONMENTAL LABORATORY SECTOR**

### **VOLUME 2**

# **GENERAL REQUIREMENTS FOR ACCREDITATION BODIES ACCREDITING ENVIRONMENTAL LABORATORIES**

## **Module 3: On-Site Assessment**

### **TNI Standard**

**Adopted by the NELAP Board, September 8, 2009  
Effective for use in NELAP after September 1, 2010**

**P.O. Box 2439  
Weatherford, TX 76086  
817-598-1624  
[www.nelac-institute.org](http://www.nelac-institute.org)**

## PREFACE

---

This Standard is the result of many hours of effort by those volunteers on The NELAC Institute (TNI) On-Site Assessment Committee. The TNI Board of Directors wishes to thank these committee members for their efforts in preparing this Standard as well as those TNI members who offered comments during the voting process.

It is conformant with the requirements of ISO/IEC 17011:2004(E). This publicly available TNI document does not contain the ISO/IEC copyright protected language, but does reference applicable ISO clauses. In these situations, it is useful to read the TNI Standard along with the ISO/IEC Standard. Wherever an ISO clause is referenced (*in italics*), the language from that clause is applicable. Any additional TNI language then follows, in plain text, as a NOTE or as an additional numbered standard item.

TNI has an agreement with ASTM International and the American National Standards Institute (ANSI) to provide, to TNI members at a discounted rate, a version of this Standard with the ISO/IEC language included; contact Jerry Parr at TNI for more information.

This Standard may be used by any organization that wishes to implement a program for the accreditation of environmental laboratories.

**VOLUME 2, MODULE 3****On-Site Assessment****Table of Contents**

<b>1.0</b>	<b>INTRODUCTION, SCOPE AND APPLICABILITY .....</b>	<b>1</b>
<b>2.0</b>	<b>NORMATIVE REFERENCES.....</b>	<b>1</b>
<b>3.0</b>	<b>TERMS AND DEFINITIONS.....</b>	<b>1</b>
3.1	Accreditation .....	1
3.2	Accreditation Body .....	1
3.3	Accreditation Body Logo .....	1
3.4	Accreditation Certificate .....	1
3.5	Accreditation Symbol .....	1
3.6	Appeal .....	1
3.7	Assessment.....	1
3.8	Assessor .....	2
3.9	Complaint.....	2
3.10	Conformity Assessment Body.....	2
3.11	Consultancy .....	2
3.12	Expert.....	2
3.13	Extending Accreditation .....	2
3.14	Interested Parties .....	2
3.15	Lead Assessor .....	2
3.16	Reducing Accreditation .....	2
3.17	Scope of Accreditation .....	2
3.18	Surveillance.....	2
3.19	Suspending Accreditation .....	2
3.20	Withdrawing Accreditation .....	2
3.21	Witnessing.....	2
<b>4.0</b>	<b>ON-SITE ASSESSMENT HUMAN RESOURCES .....</b>	<b>2</b>
4.1	General Provisions.....	2
4.2	Education and Training Requirements for Assessors.....	3
4.3	Records on Assessors .....	4
4.4	Standards of Professional Conduct for Assessors .....	4
<b>5.0</b>	<b>FREQUENCY OF ON-SITE ASSESSMENTS.....</b>	<b>5</b>
<b>6.0</b>	<b>ON-SITE ASSESSMENT PROCESS.....</b>	<b>5</b>
6.1	Resource Review .....	5
6.2	Subcontracting the Assessment .....	5
6.3	Preparation for Assessment.....	5
6.4	Document and Record Review .....	7
6.5	Documents Provided to CAB .....	7
6.6	Confidential Business Information .....	7
6.7	Length of Assessment .....	7
6.8	Opening Conferences .....	8
6.9	Assessment Activities .....	8

**VOLUME 2, MODULE 3**

**On-Site Assessment**

**Table of Contents**

---

6.10	Analysis of Findings and Assessment Report .....	8
6.11	Closing Conference.....	8
6.12	Reporting Procedures .....	9
6.13	Reassessment and Surveillance.....	9
<b>7.0</b>	<b>CHANGES IN CAB CAPABILITIES .....</b>	<b>10</b>

## VOLUME 2, MODULE 3

### On-Site Assessment

#### 1.0 INTRODUCTION, SCOPE AND APPLICABILITY

This Standard is intended as an application of *ISO/IEC 17011-2004(E)* Conformity Assessment - General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies. The ISO/IEC clauses are provided in *italics*, with the additional TNI clauses in normal font.

Users of this Standard should make the following substitutions and recognize that the context may require minor variations to these terms:

For this term:	Substitute this term:
Conformity Assessment Body (CAB)	Laboratory

Unless the contrary is clearly indicated, all references to singular nouns include the plural noun, and all references to plural nouns include the singular.

Some clauses in this Standard contain notes. The notes are used to explain a particular requirement or to provide clarifying examples. The notes do not supersede or modify requirements of the Standard and do not convey any additional requirements.

#### 2.0 NORMATIVE REFERENCES (*ISO/IEC 17011:2004(E)*, Clause 2)

#### 3.0 TERMS AND DEFINITIONS (*ISO/IEC 17011:2004(E)*, Clause 3 Introduction)

##### 3.1 Accreditation (*ISO/IEC 17011:2004(E)*, Clause 3.1)

##### 3.2 Accreditation Body (*ISO/IEC 17011:2004(E)*, Clause 3.2)

##### 3.3 Accreditation Body Logo (*ISO/IEC 17011:2004(E)*, Clause 3.3)

##### 3.4 Accreditation Certificate (*ISO/IEC 17011:2004(E)*, Clause 3.4)

##### 3.5 Accreditation Symbol (*ISO/IEC 17011:2004(E)*, Clause 3.5)

##### 3.6 Appeal (*ISO/IEC 17011:2004(E)*, Clause 3.6)

##### 3.7 Assessment (*ISO/IEC 17011:2004 (E)*, Clause 3.7)

NOTE 2: Accreditation bodies perform the following types of on-site assessments:

- a) Initial assessments: These are comprehensive and involve reviewing all key activities performed by a CAB applying for accreditation for the first time. Initial assessments are announced.
- b) Reassessments: These are similar in scope to initial assessments except that the experience gained during previous assessments may be taken into account.
- c) Surveillance on-site assessments: These are less comprehensive than reassessments and occur as needed in between an initial assessment and a reassessment or between reassessments.

- d) Follow-up assessments: These are undertaken to verify effective implementation of corrective actions.
- e) Extraordinary assessments: These are conducted as a result of complaints or changes such as ownership, key personnel, location, scope of accreditation, or other matters that may affect the ability of a CAB to fulfill accreditation requirements.

**3.8 Assessor (ISO/IEC 17011:2004(E), Clause 3.8)**

**3.9 Complaint (ISO/IEC 17011:2004 (E), Clause 3.9)**

**3.10 Conformity Assessment Body (CAB) (ISO/IEC 17011:2004(E), Clause 3.10)**

NOTE 2: This module is concerned with conformity assessment bodies (CAB) commonly known as laboratories providing services in a fixed or mobile setting. The on-site assessment of field sampling and measurement organizations is detailed in *TNI Field Sampling and Measurement Organization Sector, Volume 2*.

**3.11 Consultancy (ISO/IEC 17011:2004(E), Clause 3.11)**

NOTE: Consultancy means the position and practice of a qualified person paid for advice or services. It does not include information and assistance provided by governmental agencies.

**3.12 Expert (ISO/IEC 17011:2004(E), Clause 3.12)**

**3.13 Extending Accreditation (ISO/IEC 17011:2004(E), Clause 3.13)**

**3.14 Interested Parties (ISO/IEC 17011:2004(E), Clause 3.14)**

**3.15 Lead Assessor (ISO/IEC 17011:2004(E), Clause 3.15)**

**3.16 Reducing Accreditation (ISO/IEC 17011:2004(E), Clause 3.16)**

**3.17 Scope of Accreditation (ISO/IEC 17011:2004(E), Clause 3.17)**

**3.18 Surveillance (ISO/IEC 17011:2004(E), Clause 3.18)**

**3.19 Suspending Accreditation (ISO/IEC 17011:2004(E), Clause 3.19)**

**3.20 Withdrawing Accreditation (ISO/IEC 17011:2004(E), Clause 3.20)**

**3.21 Witnessing (ISO/IEC 17011:2004(E), Clause 3.21)**

**4.0 ON-SITE ASSESSMENT HUMAN RESOURCES**

**4.1 General Provisions**

**4.1.1 ISO/IEC 17011:2004(E), Clause 6.1.2**

4.1.2 The accreditation body shall have documented procedures for assigning assessors to CABs. Such procedures shall consider the scope of accreditation and the complexity of operations of the CABs.

**4.1.3 ISO/IEC 17011:2004(E), Clause 6.1.3**

4.1.4 *ISO/IEC 17011:2004(E), Clause 6.1.4*

4.1.5 The accreditation body shall require assessors employed directly or under contract to affirm this commitment before they participate in their first assessment for the accreditation body or whenever the rules of the accreditation body pertaining to the accreditation of CABs change.

## **4.2 Education and Training Requirements for Assessors**

4.2.1 *ISO/IEC 17011:2004(E), Clause 6.2.1*

4.2.2 *ISO/IEC 17011:2004(E), Clause 6.2.2*

4.2.3 An assessor shall hold at least a Bachelor's degree in a scientific discipline or have commensurate experience acquired by having performed verified assessments of environmental CABs.

4.2.4 An assessor shall have completed and attained a passing score on the written examination of courses approved by the employing accreditation body on assessing quality systems and all technical disciplines comprising a technology or combination of method and technology that the assessor will assess.

NOTE: Technical disciplines applicable to the environmental sector include microbiology, toxicity testing, inorganic non-metals, metals, organics, asbestos, radiochemistry, and field activities.

4.2.5 Before an assessor is allowed to perform unsupervised assessments for an accreditation body, the assessor shall have performed a minimum number of assessments under the supervision of an assessor whose competence has been qualified by the accreditation body. The qualified assessor shall observe the candidate assessor performing:

- a) at least one assessment, for those assessors that have previous documented experience performing environmental CAB assessments; or
- b) at least two assessments, for those assessors that have no documented experience performing environmental CAB assessments.

NOTE: A qualified assessor may evaluate the ability of an assessor to perform unsupervised assessments by: direct observation, observing the assessor perform an assessment in its entirety; or by limited observation, observing the assessor performing parts of an assessment and allowing the assessor to conduct some parts of the assessment independently.

- c) The supervising qualified assessor shall document his or her conclusions to the accreditation body employing the candidate assessor. The accreditation body shall use the qualified assessors' conclusions to determine if an assessor candidate may perform unsupervised assessments or if additional supervised assessments beyond the minimum specified in this Standard are required to qualify the candidate assessor.

4.2.6 *ISO/IEC 17011:2004(E), Clause 6.2.3*

4.2.7 *ISO/IEC 17011:2004(E), Clause 6.2.4*

NOTE 2: Assessors that are able to communicate effectively through a translator or interpreter are considered to have complied with this requirement.

### 4.3 Records on Assessors

#### 4.3.1 *ISO/IEC 17011:2004(E), Clause 6.4.2*

NOTE: These records are available to outside parties, upon request, subject to the rules of confidentiality of personnel records and the open records laws of an accreditation body.

4.3.2 Assessors shall sign qualification statements attesting the assessors meet the education and training required by this Standard. Accreditation bodies shall provide those statements to CABs upon request.

4.3.3 Before conducting an assessment, an assessor shall sign statements certifying the assessor has no conflict of interest with the CAB to be assessed and provide such statements, upon request, to the CAB.

4.3.4 It is possible that during the on-site assessment, assessors or CAB personnel become aware of previously unforeseen conflicts of interest. When this happens the lead assessor shall consult with the accreditation body, as soon as practicable, to determine how to proceed. The accreditation body shall take action to ensure that the assessment can proceed without compromising its integrity and impartiality or shall request that the assessment team terminate the assessment. If it is necessary to appoint a new assessment team, the accreditation body shall appoint it as soon as practicable without jeopardizing the CAB's request for accreditation.

#### 4.3.5 *ISO/IEC 17011:2004(E), Clause 7.5.3 a*

NOTE: Assessors are employed by or on behalf of accreditation bodies to determine the competence of a CAB in meeting this Standard. The initial accreditation of a CAB is based primarily on the findings and observations of assessors. In many accreditation bodies, assessment team members can also be responsible for deciding the accreditation status of a CAB.

### 4.4 Standards of Professional Conduct for Assessors

#### 4.4.1 *ISO/IEC 17011:2004(E), Clause 7.5.3 b*

4.4.2 Assessors and experts shall conform to professional and ethical standards of conduct. Assessors and experts shall:

- a) have no interests at play other than those of the accreditation body during the entire accreditation process;
- b) act impartially and not give preferential treatment to any organization or individual;
- c) provide equal treatment to all persons and organizations regardless of race, color, religion, sex, national origin, age, and disability;
- d) not use their position for private gain;
- e) not solicit or accept any gift or other item of monetary value from any CAB, CAB representative or any other affected individual or organization doing business with, or affected by, the actions of the assessor's employer or accreditation body;
- f) not hold financial interests that conflict with the conscientious performance of their duties;
- g) not engage in financial transactions using information gained through their positions as assessors to further any private interest;

- h) not seek or negotiate employment or attempt to arrange contractual agreements with a CAB that would conflict with their duties and responsibilities as assessors;
- i) not knowingly make unauthorized commitments or promises of any kind purporting to bind an accreditation body; and
- j) attempt to avoid any actions that could create the appearance that they are violating any of the standards of professional conduct outlined here.

4.4.3 While on site, assessment teams may become aware that a CAB may be in violation of an environmental law or regulation. The assessment team shall present this information and any associated documentation to the accreditation body for appropriate action.

NOTE: Some assessment teams have the ability to act as enforcement agents for their accreditation bodies.

## 5.0 FREQUENCY OF ON-SITE ASSESSMENTS

5.1 After an initial assessment for accreditation, accreditation bodies shall perform reassessments at intervals of two years plus or minus six months. Once a CAB is accredited, accreditation bodies reserve the right to assess a CAB at any time during the accreditation period.

5.2 Accreditation bodies have authority to conduct unannounced assessments. Initial on-site assessments are announced.

## 6.0 ON-SITE ASSESSMENT PROCESS

6.1 **Resource Review (ISO/IEC 17011:2004(E), Clause 7.3)**

6.2 **Subcontracting the Assessment**

*ISO/IEC 17011:2004(E), Clause 7.4.1*

NOTE 2: External individual assessors and experts become part of the accreditation body assessment team and using them in this manner is not considered subcontracting. Hiring an external organization to perform entire assessments on behalf of an accreditation body is considered subcontracting.

6.3 **Preparation for Assessment**

*ISO/IEC 17011:2004(E), Clause 7.5.1 is not applicable.*

6.3.1 *ISO/IEC 17011:2004(E), Clause 7.5.2*

6.3.2 *ISO/IEC 17011:2004(E), Clause 7.5.3*

6.3.3 *ISO/IEC 17011:2004(E), Clause 7.5.4*

NOTE: Accreditation bodies may conduct unannounced assessments. The requirement to notify the CAB in advance of the names of the members of the assessment team does not apply to unannounced assessments. An unannounced assessment should not be used by an accreditation body to appoint a known objectionable assessment team. The policy established for dealing with objections from a CAB to the appointment of an assessor or expert to the assessment team should specify the type of objections under which an

accreditation body may consider assigning a different assessor or expert. When assembling a team for an unannounced assessment, accreditation bodies should consider previous objections to an assessor made by the CAB. A CAB retains the right to raise an objection to an assessor or expert at the time of the unannounced assessment but should not raise objections to avoid or delay an unannounced assessment.

6.3.4 *ISO/IEC 17011:2004(E), Clause 7.5.5*

6.3.5 *ISO/IEC 17011:2004(E), Clause 7.5.6*

NOTE: Accreditation bodies should establish procedures for selecting systems, methods and analytical activities that will be observed during an on-site assessment based on the accreditation scope and complexity of the CAB to be assessed. Assessors should strike a balance between thoroughness and practicality while determining the extent to which CABs meet this Standard. The examination of the systems, processes and procedures of the CAB should give a general sense of its past and present capabilities to perform work of known and documented quality.

6.3.6 *ISO/IEC 17011:2004(E), Clause 7.5.7*

NOTE 2: Each fixed-base branch or subsidiary of a CAB with multiple locations is customarily accredited separately by accreditation bodies and requires separate initial assessments. Mobile facilities of fixed-base CABs or mobile facilities not directed by or attached to a fixed-base CAB may be required to maintain distinct accreditations by different accreditation bodies and may require separate initial assessments.

6.3.7 *ISO/IEC 17011:2004(E), Clause 7.5.8*

NOTE: Each fixed-base branch or subsidiary of a CAB with multiple locations is customarily accredited separately by accreditation bodies and requires separate surveillance and reassessments. Mobile facilities of fixed-base CABs or mobile facilities not directed by or attached to a fixed-base CAB may be required to maintain distinct accreditations by different accreditation bodies and may require separate surveillance and reassessments.

6.3.8 *ISO/IEC 17011:2004(E), Clause 7.5.9*

NOTE: Accreditation bodies may conduct unannounced assessments. The requirement to notify the CAB in advance of the names of the members of the assessment team does not apply to unannounced assessments. An unannounced assessment should not be used by an accreditation body to appoint a known objectionable assessment team. The policy established for dealing with objections from a CAB to the appointment of an assessor or expert to the assessment team should specify the type of objections under which an accreditation body may consider assigning a different assessor or expert. When assembling a team for an unannounced assessment, accreditation bodies should consider previous objections to an assessor made by the CAB. A CAB retains the right to raise an objection to an assessor or expert at the time of the unannounced assessment but should not raise objections to avoid or delay an unannounced assessment.

6.3.9 *ISO/IEC 17011:2004(E), Clause 7.5.10*

## 6.4 Document and Record Review

6.4.1 *ISO/IEC 17011:2004(E), Clause 7.6.1*

6.4.2 *ISO/IEC 17011:2004(E), Clause 7.6.2*

NOTE: The assessment team assigned to the CAB usually makes a recommendation to the accreditation body to not proceed with an initial assessment when it encounters significant nonconformities during document and record review. Accreditation bodies should inform CABs of a cancellation of an initial on-site assessment for those conditions as soon as feasible. For other types of assessments, nonconformities found while reviewing documents and records before an on-site assessment would not result in cancellation of an on-site assessment.

## 6.5 Documents Provided to CAB

The assessment team shall provide or make available the following types of documents before a scheduled announced on-site assessment or before the conclusion of the on-site portion of the CAB assessment:

- a) **Assessment Confidentiality Notice:** a document advising the CAB that it has the right to declare information gathered during an assessment as confidential business information according to procedures established by the accreditation body or to restrict access to information requested during an assessment when such information directly affects national security.
- b) **Checklists:** any standard forms that the assessment team will use to evaluate conformance with this Standard or to document assessment findings.
- c) **Assessment Appraisal Form:** a document used by the accreditation body to obtain feedback from CABs about the adequacy and the effectiveness of the assessment process, including the performance of the assessment team.
- d) **Notice of Announced Assessment:** an appointment letter, electronic mail message or a published schedule informing the CAB about an upcoming assessment and identifying members of the assessment team with sufficient time to allow for potential objections from a CAB to members assigned to the assessment team.

## 6.6 Confidential Business Information

Accreditation bodies shall have documented procedures for processing and evaluating claims made by CABs of confidential business information (CBI) referencing applicable laws and regulations, the procedures a CAB shall follow to make a claim, the parties that will determine the validity of the claim, and the appeals process to be invoked when a CAB disagrees with the disposition of a claim.

## 6.7 Length of Assessment

Accreditation bodies shall assign an adequate number of assessors to complete an assessment within a reasonable period.

NOTE: The length of an on-site assessment is determined by the scope of accreditation of a CAB, the number of assessors in an assessment team, the size of a CAB, the number of findings encountered during the assessment, and the cooperativeness of the CAB staff.

**6.8 Opening Conference (ISO/IEC 17011:2004(E), Clause 7.7.1)**

Attendance at the opening conference shall be documented in sheets or forms provided by the assessment team.

NOTE: Additional items that may be covered or addressed during an opening meeting include: identification of records and operating procedures to be examined and the responsible CAB individuals that will provide the assessment team with the necessary documentation, procedures to be followed when a CAB claims information to be confidential business information (CBI), and safety procedures that the CAB may think necessary for the protection of the assessment team.

**6.9 Assessment Activities**

6.9.1 *ISO/IEC 17011:2004(E), Clause 7.7.2*

6.9.2 *ISO/IEC 17011:2004(E), Clause 7.7.3*

NOTE: Assessment team members have the authority to conduct interviews with any or all CAB staff.

**6.10 Analysis of Findings and Assessment Report**

6.10.1 *ISO/IEC 17011:2004(E), Clause 7.8.1*

NOTE: It is customary and permissible for assessors to provide instruction or guidance on the meaning of accreditation and method requirements during the on-site assessment process. Offering such instruction and advice does not constitute consultancy. Assessors should not prescribe specific tasks on how to develop or implement management systems or operational procedures to comply with accreditation or method requirements to avoid engaging in consultancy.

6.10.2 *ISO/IEC 17011:2004(E), Clause 7.8.2*

**6.11 Closing Conference**

6.11.1 *ISO/IEC 17011:2004(E), Clause 7.8.3, Introduction*

- a) Attendance at the closing conference shall be documented in sheets or forms provided by the assessment team.
- b) The assessment team shall provide only preliminary determinations of potential findings and shall inform the CAB that final determinations concerning the number, nature and extent of assessment findings shall be made by the accreditation body after reviewing reported findings.

NOTE: The assessment team may only provide a preliminary written or oral report at the closing meeting because all final determinations of findings are subject to the approval of the accreditation body.

**6.12 Reporting Procedures**

6.12.1 *ISO/IEC 17011:2004(E), Clause 7.8.3.b*

6.12.2 The accreditation body or its authorized representative shall present to the CAB within thirty calendar days of the last day of the on-site assessment a final assessment report identifying all confirmed findings.

6.12.3 *ISO/IEC 17011:2004(E), Clause 7.8.3.c*

6.12.4 The CAB shall provide to the accreditation body a plan of corrective action to address findings in the assessment report within thirty calendar days from its receipt.

NOTE: Customarily, a CAB that does not address all findings satisfactorily within two responses is scheduled for a follow-up evaluation or is subject to administrative procedures that deny accreditation to the CAB or that reduce its scope of accreditation.

6.12.5 *ISO/IEC 17011:2004(E), Clause 7.8.4*

6.12.6 Only accreditation bodies are allowed to release assessment reports initially. An assessment report shall not be released to the public by an accreditation body until the report has been provided to the CAB, and until the findings of the assessment and the associated corrective actions have been finalized.

NOTE: The on-site assessment process concludes when a CAB addresses all findings in the on-site assessment report to the satisfaction of the accreditation body.

6.12.7 *ISO/IEC 17011:2004(E), Clause 7.8.5*

NOTE: The accreditation body may consult with the assessment team while reviewing CAB responses to nonconformities and before arriving at decisions on the accreditation status of a CAB.

6.12.8 *ISO/IEC 17011:2004(E), Clause 7.8.6*

**6.13 Reassessment and Surveillance**

6.13.1 *ISO/IEC 17011:2004(E), Clause 7.11.1*

6.13.2 *ISO/IEC 17011:2004(E), Clause 7.11.2*

*ISO/IEC 17011:2004(E), Clause 7.11.3* is not applicable.

6.13.3 After an initial assessment for accreditation, accreditation bodies shall perform reassessments at intervals of two years plus or minus six months. Once a CAB is accredited, accreditation bodies reserve the right to assess a CAB at any time during the accreditation period.

6.13.4 Although most assessments are announced, accreditation bodies have authority to conduct unannounced assessments.

6.13.5 *ISO/IEC 17011:2004(E), Clause 7.11.4*

6.13.6 *ISO/IEC 17011:2004(E), Clause 7.11.5*

NOTE: A strict timeline defines enforceable deadlines commensurate with the severity of a finding.

6.13.7 *ISO/IEC 17011:2004(E), Clause 7.11.6*

6.13.8 *ISO/IEC 17011:2004(E), Clause 7.11.7*

NOTE: Extraordinary assessments may be performed when accreditation bodies receive complaints about CABs or when CABs experience changes in ownership, key personnel, location, and scope of accreditation.

## **7.0 CHANGES IN CAB CAPABILITIES**

*ISO/IEC 17011:2004(E), Clause 8.1.2* Introduction is not applicable.

A CAB shall inform the accreditation body within thirty days of any significant changes relevant to the CAB's accreditation in any aspect of its status or operation relating to:

- a) *ISO/IEC 17011:2004(E), Clause 8.1.2.a*
- b) *ISO/IEC 17011:2004(E), Clause 8.1.2.b*
- c) *ISO/IEC 17011:2004(E), Clause 8.1.2.c*
- d) *ISO/IEC 17011:2004(E), Clause 8.1.2.d*
- e) *ISO/IEC 17011:2004(E), Clause 8.1.2.e*
- f) *ISO/IEC 17011:2004(E), Clause 8.1.2.f*