



Heads Up

Issue: 178

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To: ANAB-Accredited and Applicant CBs and Accreditation Assessors

From: Randy Dougherty, Vice President ANAB

Re: Expected Outcomes

In 2005, ANAB issued ANAB Heads Up 61 stating "Outputs Matter." SCC and ANAB collaborated with the CB members of IAAR to improve the value of accredited certification. Following this announcement, SCC and ANAB assessors increased their focus on what CBs are doing to ensure that CB audit teams have a consistent and appropriate focus on outputs.

Heads Up 61 also noted that the issue of outputs was gaining increasing attention at ISO and IAF.

Since then, some members of ISO/TC 176 have published articles in the quality media reinforcing the concept that output matters. The ISO 9000 Advisory Group included this in the issues it tracked within ISO and IAF. Several of the strategic initiatives in the IAF strategic plan adopted in 2006 relate to working with end users of accredited certification, ISO/TC 176, ISO/TC 207, and ISO/CASCO to agree on and document expected outcomes; this was accomplished with the publication in July 2009 of the IAF-ISO joint communiqués on expected outcomes for ISO 9001 and ISO 14001.

Another initiative in the IAF strategic plan is the deployment of expected outcomes. The goal is to get the joint communiqués in the hands of every CB auditor. If every CB auditor is aware of the expected outcomes and with all audits increasingly focused on ensuring that certified management systems are achieving expected outcomes, we have a collective opportunity to move the bar in a positive direction: to increasingly fulfilling the expectations of users of accredited certification.

At the IAF Technical Committee meeting in March 2010, ABs and CBs agreed on a deployment strategy and draft resolution for the IAF General Assembly to be held in Shanghai in October 2010. The draft resolution is as follows:

IAF Resolution 2010 – XX Deployment of IAF/ISO Joint communiqué on expected outcomes for accredited certification to ISO 9001 and 14001

The IAF General Assembly, acting on the recommendation of the Technical Committee, resolves that Accreditation Bodies;

- translate the "expected outcomes" documents into their local language(s) (as used on their website and other promotional material) and make them available and;
- promote the documents within their own organizations, with particular emphasis on their assessors and;
- communicate and promote to their accredited Certification Bodies the existence of these documents and the importance for auditors and other certification body personnel to understand their content and;

- provide feedback in the assessment report on the knowledge and awareness of the content of these documents by certification bodies.

The General Assembly further resolves to request all association members of IAF to communicate these documents to their members and other interested parties.

Both IAF and ISO have the joint communiqués posted on their web sites. ANAB has posted them on its site and encourages all CBs and IAAR to also post the joint communiqués prominently on their sites. Expected outcomes continue to be a focus at every ANAB accreditation office assessment and witnessed audit and will be included in the assessment reports.

Remember, by pulling together and keeping a focus on expected outcomes, we can move the bar in a positive direction and improve the credibility of accredited certification.