



ACCREDITATION RULE 10

Issue Date: 2010/03/01

Supersedes: 2010/02/19

SUBJECT: Certification Body (CB) Management of Marketing and Relationships with Bodies that Provide Management Systems Consulting

APPLIES TO: ANAB-Accredited and Applicant Certification Bodies

PREFACE

ISO/IEC 17021:2006, section 5.2.9, prohibits the joint marketing of consultancy and certification.

This Accreditation Rule is consistent with this standard, and is intended to provide specific, unambiguous, and auditable statements of what ANAB considers to be conformance or nonconformance with ISO/IEC 17021 for various marketing media and situations. Being consistent with ISO/IEC 17021, this Accreditation Rule does not contravene the IAF principle of “no more and no less.” Providing this information in an Accreditation Rule should reduce nonconformities by CBs and increase consistent and uniform application and oversight by ANAB.

The purpose of this Accreditation Rule is to reinforce the ethic of the separation of consulting and certification. This issue has been a long-term and continuing issue as evidenced by the frequent complaints from CBs about other CBs, and complaints from other stakeholders. This issue has heightened awareness in the United States as a consequence of the ENRON and subsequent corporate scandals.

This Accreditation Rule is not all inclusive; there may be other kinds of joint marketing not specifically addressed in this Accreditation Rule that may not be acceptable.

CBs are not allowed to provide management systems consulting services, per ISO/IEC 17021, section 5.2.5.

DEFINITIONS

The following definition is from ISO/IEC 17021:

Management systems consultancy - Participation in designing, implementing, or maintaining a management system.

EXAMPLES

- a. Preparing or producing manuals or procedures
- b. Giving specific advice, instructions, solutions, or training towards the development and implementation of a management system

Note: Arranging training and participating as a trainer is not considered consultancy, provided that where the course relates to management systems or auditing the course is confined to the provision of generic information and advice that is freely available in the public domain, that is, the trainer should not provide company-specific solutions.

ACCREDITATION RULE

1. This Accreditation Rule is intended to apply to a management system consultancy body that is an organization. It is not intended to apply to an individual contracted by the CB as an auditor.
2. The CB shall use a rigorous and appropriate risk-analysis tool (for example, failure mode and effects analysis or fault tree analysis) to analyze and document its relationships that could affect confidentiality, objectivity, and impartiality, and then demonstrate how it controls and manages these risks (ISO/IEC 17021, section 5.2.2).
3. The CB's Web site shall not have a direct link (one computer-key-click link) to a body that provides management systems consulting (ISO/IEC 17021, section 5.2.9).
4. The CB and a body that provides management systems consulting services shall never undertake joint sales presentations to a potential or existing certified client. (ISO/IEC 17021, section 5.2.9).