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Conformity assessment — Guidelines and examples of a certification scheme for services

Évaluation de la conformité — Lignes directrices et exemples d'un schéma de certification pour les services

Contents

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. In the field of conformity assessment, ISO and the International Electrotechnical Commission (IEC) develop joint ISO/IEC documents under the management of the ISO Committee on Conformity assessment (ISO/CASCO).

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by the ISO Committee on Conformity Assessment (CASCO) and circulated for voting to the national bodies of both ISO and IEC, and was approved by both organizations.

Introduction

The term "product certification" has been used traditionally to cover not only tangible products but also services and processes. With the growing importance of services within the overall economic activity, current thinking is that a service is sufficiently different from a tangible product to require a different approach when it comes to specifying requirements (e.g. in international standards) and to assessing conformity of services with those requirements.

The principal differences between a service and a product are the following:

— a service is generally intangible;

— a service requires an interface between the provider and the customer;

— each instance of a service is transient even though it can be repeated many times;

— a service is often provided and used at the same time;

— the success of a service is related to the interaction with customers.

While services are recognized in the scheme type 6 in ISO/IEC 17067, ISO/IEC 17067 does not provide sufficient information on the process for the certification of services. This document is intended to help those involved in the development and operation of service certification schemes.

The range of conformity assessment activities used, and the intensity with which they are applied, needs to be proportionate to the likelihood of a service failing to fulfil a specified requirement and the consequences of such a failure. Factors such as the particular characteristics of the marketplace, the nature of the service and the service delivery methods also need to be taken into account.

The principal stakeholders, who are most affected by the rules, procedures and management of the scheme, are the following:

— the scheme owner;

— the certification body/bodies;

— the providers of certified services;

— the customers for the certified services and entities that rely on certification.

NOTE   Where a certification body develops and operates its own scheme, the certification body is the scheme owner.

Other stakeholders include, but are not limited to:

— regulatory authorities;

— specifiers and purchasers of certified services;

— conformity assessment bodies (e.g. inspection bodies and management system auditing bodies) involved in the service certification process;

— accreditation bodies and peer assessment groups;

— organizations that facilitate the recognition of certification status from one scheme owner to another.

This document is informative in nature and provides guidelines accompanied by examples which are used to illustrate ways in which the guidelines could be used, without precluding other approaches as decided by the scheme owner in consultation with the other stakeholders.

Annex A contains examples of existing certification schemes for services.

Conformity assessment — Guidelines and examples of a certification scheme for services

1   Scope

This document provides guidelines and principles of service certification schemes.

NOTE 1   In the context of this document, the assessment of a management system as part of service certification does not constitute the certification of the management system.

NOTE 2   This document is not intended to limit in any way the decisions of scheme owners when developing and operating their own schemes.

2   Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000:2004, *Conformity assessment — Vocabulary and general principles*

ISO/IEC 17065:2012, *Conformity assessment — Requirements for bodies certifying products, processes and services*

ISO/IEC 17067:2013, *Conformity assessment — Fundamentals of product certification and guidelines for product certification schemes*

3   Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000, ISO/IEC 17067, ISO/IEC 17065 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

—   ISO Online browsing platform: available at http://www.iso.org/obp

—   IEC Electropedia: available at http://www.electropedia.org/

3.1
service
output of a service provider with at least one activity necessarily performed between the service provider and the customer

Note 1 to entry: The dominant elements of a service are generally intangible.

Note 2 to entry: Service often involves activities at the interface with the customer to establish customer requirements as well as upon delivery of the service and can involve a continuing relationship, such as services provided by banks, accountancies or public organizations, e.g. schools or hospitals.

Note 3 to entry: Provision of a service can involve, for example, the following:

—   an activity performed on a customer-supplied tangible product (e.g. a car to be repaired);

—   an activity performed on a customer-supplied intangible product (e.g. the income statement needed to prepare a tax return);

— the delivery of an intangible product (e.g. the delivery of information in the context of knowledge transmission);

— the creation of ambience for the customer (e.g. in hotels and restaurants).

Note 4 to entry: A service is generally experienced by the customer.

[SOURCE: ISO 9000:2015, 3.7.7, modified — The word "organization" has been replaced by "service provider" in two places in the definition, and the words "services provided by" have been added before "banks" in Note 2 to entry.]

3.2
customer
person or organization that could or does receive a service that is intended for or required by this person or organization

EXAMPLE   Consumer, client, end-user, retailer, receiver of service from an internal process, beneficiary and purchaser.

Note 1 to entry: A customer can be internal or external to the organization.

[SOURCE: ISO 9000:2015, 3.2.4, modified — The words "product or" have been deleted before "a service" in the definition, and the words "product or" have been deleted before "service" in the Example.]

4   Fundamentals of certification of services

4.1   General

4.1.1   Certification of services is third-party attestation that fulfilment of specified requirements for a service and the provision of that service has been demonstrated. This is the result of the process described in 4.2. Certification of services is carried out by certification bodies that should conform to ISO/IEC 17065.

4.1.2   Certification of services is intended to provide confidence to customers, regulators, industry and other interested parties that the organization providing the service has fulfilled specified service requirements. Specified requirements for services are generally contained in standards or other normative documents.

4.1.3   Certification schemes cover a variety of services, which can include tangible elements, process elements, competence elements and intellectual elements.

4.1.4   Although services are considered as being generally intangible, the certification of those services is not limited to the evaluation of intangible elements. In some situations, the tangible elements of a service can support the evidence of conformity indicated by the assessment of processes, outputs, resources and controls involved.

4.1.5   Certification of services can facilitate trade, market access, fair competition and customer acceptance of services at national, regional and international levels.

4.2   Functional approach

4.2.1   Certification schemes for services should implement the functional approach as described in ISO/IEC 17000:2004, Annex A. In ISO/IEC 17065, the term "evaluation" is a combination of "selection and determination". The functions are as follows:

— **selection**, which includes planning and preparation activities in order to collect or produce all the information and input needed for the subsequent evaluation function;

— **determination**, which may include conformity assessment activities such as testing, measuring, inspection, assessment of services and processes and auditing to provide information regarding the requirements for the service as input to the review and attestation functions;

— **review**, which means verification of the suitability, adequacy and effectiveness of selection and evaluation activities, and the results of these activities, with regard to fulfilment of specified requirements (see ISO/IEC 17000:2004, 5.1);

— **decision** on certification;

— **attestation**, which means issue of a statement of conformity, based on a decision following review, that fulfilment of specified requirements has been demonstrated (see ISO/IEC 17000:2004, 5.2);

— **surveillance** (where specified by the scheme), which means systematic iteration of conformity assessment activities as a basis for maintaining the validity of the statement of conformity (see ISO/IEC 17000:2004, 6.1).

NOTE 1   Further information about the functions is given in ISO/IEC 17000.

NOTE 2   In ISO/IEC 17065, the function of "attestation" is related to the subclause on "certification documentation" (see ISO/IEC 17065:2012, 7.7).

4.2.2   Whenever certification of services is performed, a certification scheme is in place.

NOTE   See ISO/IEC 17065:2012, 7.1.1.

5   Development and management of certification schemes for services

5.1   General

Service certification schemes can be developed for different purposes. Schemes may have the purpose of assisting service customers to differentiate between service providers and make informed decisions. Other purposes may include schemes established by regulators to achieve health, safety or environmental outcomes.

5.2   Scheme owner

5.2.1   The following main types of scheme owners can be identified:

a)   certification bodies which develop a service certification scheme;

b)   organizations that are not certification bodies, such as regulatory bodies, trade associations or other organizations which develop a service certification scheme in which one or more certification bodies participate.

A group of certification bodies or organizations, perhaps in different countries, can together set up a certification scheme. In that case, a management structure should be established so that the scheme can be operated effectively.

NOTE   The publication of a service standard or a standard relating to a conformity assessment scheme for a service by a national, regional or international standards body or standards development organization (SDO) does not make it a scheme owner. This does not preclude the standards body or SDO from being a scheme owner in addition to being a standards body or SDO.

5.2.2   The scheme owner should:

— be a legal entity or part of a legal entity;

NOTE 1   A governmental scheme owner is deemed to be a legal entity on the basis of its governmental status.

— be able to take on full responsibility for the objectives, the content and the integrity of the scheme;

— make arrangements to protect the confidentiality of information provided by the parties involved in the scheme;

— evaluate and manage the risks/liabilities arising from its activities;

NOTE 2 Evaluating risks does not imply risk assessments as outlined in ISO 31000.

— understand the assumptions, influences and consequences involved in establishing, operating and maintaining a scheme on an ongoing basis;

— ensure that the scheme is developed by persons competent in both technical and conformity assessment aspects;

— document the content of the scheme;

— have adequate arrangements (e.g. insurance or reserves) to cover liabilities arising from its activities, i.e. arrangements should be appropriate (e.g. for the range of activities and schemes undertaken and in the geographic regions in which the scheme operates);

— have the financial stability and resources required for it to fulfil its role in the operation of the scheme;

— set up a structure for the management of the scheme;

— maintain the scheme and provide guidance when required.

5.3   Stakeholder engagement

5.3.1   In developing a scheme, the scheme owner should have a clear understanding of the objectives of the scheme and the assumptions that underlie the need for, and the acceptance of, the scheme. To assist in this, the scheme owner should identify stakeholders and seek their opinions and participation in scheme development.

5.3.2   Before developing the specific content of the scheme, fundamental scheme principles should be agreed among the stakeholders. Such principles may include the following:

— confirmation of the ownership;

— confirmation of the governance and decision making mechanisms that may or may not provide for direct involvement of stakeholders;

— confirmation of the underlying business and funding model;

— providing an outline for monitoring and periodic review of the scheme.

5.3.3   Once developed, the scheme owner should ensure that information about the scheme is made publicly available upon request to ensure transparency, understanding and acceptance. The scheme owner should ensure that the scheme is regularly reviewed, including confirmation that it is fulfilling its objectives, in accordance with a process that includes stakeholders.

5.4   Scheme management

5.4.1   Scheme documentation

The scheme owner should create, control and maintain adequate documentation for the operation, maintenance and improvement of the scheme. The documentation should specify the rules and the operating procedures of the scheme, and in particular the responsibilities for governance of the scheme.

5.4.2 Reporting to the scheme owner

When reporting to the scheme owner is required, the content and frequency of reporting should be defined. Such reporting may be for the purpose of scheme improvement, for control purposes and for monitoring the extent of conformity by service providers.

5.4.3 Subcontracting of the administration of the scheme

If the scheme owner subcontracts all or part of the administration of the scheme to another party, it should have a legally binding contract defining the duties and responsibilities of both parties. A governmental scheme owner can subcontract administration of the scheme by regulatory provisions.

5.4.4 Marketing

The scheme should define the policies and procedures related to marketing, including the extent to which certification bodies and service providers can make reference to the scheme.

5.4.5 Fraudulent claim of certification

Actions and responsibilities for situations where certification under the scheme is being claimed fraudulently should be described.

5.4.6 Complaints and appeals

5.4.6.1 The scheme owner should define the complaints and appeals process and who is responsible for undertaking this process.

5.4.6.2 Appeals against the decision of the certification body and complaints about the certification body should be addressed to the certification body in the first instance.

5.4.6.3 Appeals and complaints that have not been, or cannot be, resolved by the certification body can be addressed to the scheme owner.

6 Content of a certification scheme for services

6.1 General

This clause provides guidelines on elements to be considered when developing and operating a certification scheme for services. It is particularly relevant to those persons and organizations that are considering the establishment of a scheme or acting as a stakeholder (e.g. service provider, certification body, customer or public authority).

6.2 Scope of the scheme

The scope of the scheme is defined in terms of the types of service, the service requirements and other requirements specified by the certification scheme and the conditions under which it is intended to be applicable (e.g. technical or geographical areas).

6.3 Elements of a certification scheme

A certification scheme for services should specify the following elements:

a)   the scope of the scheme;

b)   the requirements against which the service and service provision are certified, by reference to standards or other normative documents; where it is necessary to elaborate upon the requirements

to remove ambiguity, the explanations should be formulated by competent people and should be made available to all interested parties;

NOTE 1   Further guidance on how to formulate specified requirements is provided in ISO/IEC 17007.

NOTE 2   Consideration needs to be given before use and reference of any proprietary material, research publication or similar other information prevalent in the sector.

c)   any other requirements to be met by the service provider, e.g. the operation of a management system or process activities to ensure the demonstration of fulfilment of specified requirements is valid for the ongoing provision of certified services;

d)   the requirements for certification bodies and other conformity assessment bodies involved in the certification process; these requirements should not be in contradiction to the requirements of the applicable standards for conformity assessment bodies;

e)   whether conformity assessment bodies involved in the scheme are to be accredited, are to participate in peer assessment or are to be recognized in another manner, if the scheme is to require that conformity assessment bodies are accredited, the appropriate references should be specified, e.g. that the accreditation body is a member of a mutual recognition arrangement between accreditation bodies;

f)   the methods and procedures to be used by the conformity assessment bodies and other bodies involved in the certification process, so as to ensure the integrity and consistency of the outcome of the certification process;

g)   the information to be supplied to the certification body by an applicant for certification;

h)   the content of the statement of conformity (e.g. certificate, online database) which unambiguously identifies the service to which it applies and a period of validity;

i)   the conditions under which the service provider may use the statement of conformity or marks of conformity;

j)   where marks of conformity may be used, the ownership, use and control of the marks, the requirements of ISO/IEC 17030 should be applied;

k)   the resources required for the operation of the scheme, including impartiality and competence of the personnel (internal and external), the evaluation of resources, and the use of subcontractors;

l)   how the results of the selection and evaluation are to be reported and used by the certification body and the scheme owner;

m)   how nonconformities with the certification requirements, which include service requirements, are to be dealt with and resolved;

n)   surveillance procedures, where surveillance is part of the scheme;

o)   the criteria for participation of certification and other bodies in the scheme and for the access of service providers to certification in accordance with the scheme;

p)   content, conditions and responsibility for publication of a directory of certified services by the certification body or the scheme owner;

q)   the need for, and content of, legally enforceable arrangements, e.g. between scheme owner and certification body, scheme owner and service providers, certification body and service providers: the rights, responsibilities and liabilities of the various parties should be defined in such arrangements;

r)   general conditions for granting, maintaining, continuing, extending the scope of, reducing the scope of, suspending and withdrawing certification (including requirements for discontinuation

of advertising and return of certification documents and any other action if the certification is suspended, withdrawn or terminated);

s) the way in which records of complaints to the service providers are to be verified if such verification is part of the scheme;

t) the way in which the service providers make reference to the scheme in their publicity material;

u) retention of records by scheme owner and certification bodies.

6.4 Selection elements in the scheme

6.4.1 Certification requirements

Within the declared scope (see 6.2), the scheme specifies the requirements that the services are intended to fulfil. These requirements are specified by reference to standards or other normative documents that have been developed in accordance with the guidance in ISO/IEC 17007.

Certification requirements are comprised of:

— service requirements;

— other requirements for the service provider to fulfil, including the following:

— signing a certification agreement;

— agreeing to the arrangements for the evaluation (including sampling);

— payment of necessary fees;

— signing a licensing agreement for the use of the certification mark;

— providing service information.

NOTE 1   Service requirements can include obligations contained in regulations, contractual agreements, service level agreements, etc.

NOTE 2   Specified requirements for services can be based on features such as:

a) physical (e.g. mechanical, electrical, chemical or biological characteristics);

b) sensory (e.g. related to smell, touch, taste, sight, hearing);

c) behavioural (e.g. courtesy, honesty, veracity);

d) temporal (e.g. punctuality, reliability, availability, continuity);

e) ergonomic (e.g. physiological characteristic, or related to human safety);

f) functional (e.g. maximum speed of an aircraft).

Specified requirements can be qualitative or quantitative and may include criteria related to customer experience and customer satisfaction.

6.4.2 Sampling

6.4.2.1   Where applicable, the scheme should define the extent to which sampling of the service to be certified is required, and on what basis such sampling should be undertaken. The scheme should define when sampling is required and who is permitted to undertake it.

NOTE   Useful information on this topic is given in ISO 10576-1, ISO 2859-10, ISO 3951-1 and ISO 22514-1.

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6.4.2.2   The scheme should specify the sampling methods to be used for evaluation. Sampling should:

a)   be representative of the requirements that are to be fulfilled;

b)   use the intended service delivery process;

c)   consider all relevant functions, processes and sites (physical or virtual) of the service provider that impact on fulfilment of requirements;

d)   consider all outsourced activities that have an impact on the service delivery.

6.4.3   Acceptance of conformity assessment results

In some cases, service providers might have obtained the results of evaluation activities prior to making an application for certification. In such a situation, the conformity assessment result may be from a source not within the contractual control of the certification body. The scheme should define whether and under what conditions such conformity assessment results can be considered in the certification process.

6.4.4   Selection of evaluation activities

6.4.4.1   The scheme should specify one or more evaluation activities that the certification body is to use when determining whether the service provider has demonstrated fulfilment of the certification requirements, including the service requirements.

6.4.4.2   Evaluation activities that can be selected for the evaluation of service and service provider can include:

—   validation of design of the service delivery processes (including any required risk assessment, preventive planning and contingency arrangements);

—   audit, inspection and testing of service delivery processes and service outputs;

—   interview and communication with service personnel, which may include the assessment of their competence;

—   anonymous observation or witnessing of the service being delivered (e.g. "mystery shoppers");

—   obtaining and assessing feedback on the service being delivered and customer experience (e.g. customer satisfaction surveys);

—   assessing resources used in the delivery of services (e.g. access to adequate numbers of competent personnel, facilities, equipment and technology);

—   assessing contractors, subcontractors, franchisees, etc. where the service delivery is contracted or outsourced;

—   audit of any management system that enables the service provider to manage its provision of its service, and to respond effectively to complaints and nonconformities with appropriate correction and corrective actions;

—   assessing the management and control of documentation, including any necessary aspects to address confidentiality and privacy requirements;

—   on-site or remote visits, either at the physical location at which the service is being provided, or at any virtual locations where the services are provided (e.g. a specific internet site).

6.4.4.3   The scheme should specify the rules to be applied when the service provider outsources all or part of the service delivery. Before signing a certification agreement, the scheme should require the certification body to ensure the certification body has access to all relevant information.

6.4.5   Outsourcing of the conformity assessment activities

If the scheme permits outsourcing of evaluation activities (see 6.4.4) the scheme should require these bodies to meet the applicable requirements of the certification scheme and of the relevant international standards. The scheme should state the degree to which prior agreement to outsourcing needs to be obtained from the scheme owner or the service provider whose services are being certified under the scheme.

6.5   Certification process

6.5.1   Certification phases

The scheme should specify the steps and activities that are expected to be undertaken during the certification process. These steps should correspond to those set out in ISO/IEC 17065:2012, Clause 7, as follows:

— application (6.5.2) and application review;

— evaluation (6.5.3);

— review;

— certification decision;

— attestation (6.6) including certification documentation;

— surveillance.

Further information on some of these steps is provided the following subclauses.

6.5.2   Application for certification and the certification agreement

6.5.2.1   The scheme should prescribe what type of requirements that are to be submitted to the certification body by the service provider at the time of application. Annex B provides a list of suggested information.

6.5.2.2   The scheme should also prescribe additional information from what is already identified in ISO/IEC 17065:2012, 4.1.2, in relation to a certification agreement. A certification agreement is established between the certification body and the applicant for certification. Annex C provides an outline of a certification agreement.

6.5.3   Evaluation

6.5.3.1   The scheme should require the certification body to carry out the selected evaluation activities (see 6.4.4).

6.5.3.2   The scheme should specify what documentation is needed for evaluation of the service and service provider (e.g. description of the service, processes for implementation of the service and records to demonstrate implementation) and whether the scheme requires a "document review" as a separate evaluation step.

6.5.3.3   The scheme should specify how nonconformities are to be identified and dealt with under the scheme. This can include prescribing categories of nonconformities, the timeframes within which nonconformities are expected to be resolved, and actions that are to take place when nonconformities are not resolved within prescribed timeframes.

6.6 Attestation

The scheme should specify the content of the certification documentation.

Annex D gives an example of information to be included in certification documentation

6.7 Licensing the use of certificates and marks of conformity

6.7.1 Licensing and control of the mark

6.7.1.1 Where the scheme provides for the use of certificates, marks or other statements of conformity, there should be a license or other form of enforceable agreement to control such use. Licenses can include provisions related to use of the certificate, mark or other statement of conformity in communications about the certified service, and requirements to be fulfilled when certification is no longer valid. Depending on who owns and who controls the certificate, mark or other statement of conformity, such licenses may be between two or more of the following:

— scheme owner;

— certification body;

— service provider.

6.7.1.2 An example of the information to be included in an agreement and a licence are included in Annexes E and F.

NOTE   If the provisions addressed by the licensing agreement are incorporated in the application form (if the scheme requires an application form) or the certification agreement, a separate "licensing agreement" might not be necessary.

6.7.2 Mark of conformity

6.7.2.1 The scheme can determine if a specific mark of conformity will be granted. If this is the case, the scheme should specify requirements for its use, ensuring that it is used only in conjunction with the certified service, e.g. on sales literature or promotional material.

6.7.2.2 The owner of a mark of conformity is responsible for protecting the mark legally against unauthorized use.

6.7.2.3 Marks of conformity and their use should be in accordance with ISO/IEC Guide 23 and ISO/IEC 17030 and the certification documentation and mark of conformity should be distinctive and be:

a)   proprietary in nature, with legal protection as regards composition and control of use;

b)   so coded or otherwise designed as to aid in the detection of counterfeiting or other forms of misuse.

6.7.2.4 If a mark of conformity is used in an ongoing basis, surveillance is necessary.

6.7.3 Misuse of the mark

6.7.3.1 The scheme should specify what action should take place when unauthorized, incorrect, or misleading use of the certificates or marks of conformity is experienced.

6.7.3.2 These actions could include undertaking investigations, warning notifications, corrective actions, undertaken in accordance with ISO Guide 27, withdrawal of certification, and legal actions.

6.7.3.3 The scheme should clearly allocate responsibility to the person or body, who should undertake the specified actions e.g. the scheme owner or the certification body.

6.8 Surveillance

6.8.1 The scheme should specify whether or not surveillance is required, especially when the certified service is provided on an ongoing basis. If surveillance is included, the scheme should define the set of activities that make up surveillance. When deciding upon the appropriate surveillance activities, the scheme owner should consider the nature of the service, the probability and consequences of nonconforming services and the frequency of the activities.

6.8.2 The frequency with which the activities are carried out can be adjusted in the light of the results of previous evaluations and surveillance cycles. For example, if nonconformities in services or the service delivery process have been found, surveillance may be carried out more frequently until the necessary level of confidence is restored.

6.8.3 The specification of surveillance activities should consider the operation of the service and the point of delivery of the service.

6.8.4 It may not be necessary to repeat all of the elements of the initial service evaluation, however, the selected elements need to be capable of confirming on-going conformity with the scheme requirements.

6.9 Changes affecting certification

6.9.1 Changes in specified requirements

The scheme owner should monitor the development of the standards and other normative documents which define the specified requirements used in the scheme. Where changes in these documents occur, the scheme owner should have a process for making the necessary changes in the scheme, and for managing the implementation of the changes (e.g. transition period) by the certification bodies, service providers and, where necessary, other stakeholders.

6.9.2 Other changes to the scheme

The scheme owner should define a process for managing the implementation of other changes to the rules, procedures and management of the scheme.

6.9.3 Review of scheme operation

The scheme owner should define a process for reviewing the operation of the scheme on a periodic basis in order to confirm it is meeting its objectives and to identify aspects requiring improvement, taking into account feedback from stakeholders. The review should include provisions for ensuring that the scheme requirements are being applied in a consistent manner.

The review should at least consider the following:

— any requests for clarification related to scheme requirements;

— feedback from stakeholders and other interested parties;

— responsiveness of scheme owners to requests of information;

— the need for integrity programmes (e.g. validation audit or other checks).

Annex A
(informative)

Examples of certification schemes for services

A.1 General

This annex contains four examples of existing certification schemes for services[1]. They each represent a different type of certification scheme. The intention is to illustrate how a certification scheme for a service can be established and the variation there can be in types of services and in the structures of the schemes.

Where a clause number is indicated in the clause heading of the example, it links to the relevant clause of this document,

A.2 IECEx Scheme for repair of Ex equipment

A.2.1 General

IEC operates four global Conformity Assessment (CA) Systems. They are the IECEE and its CB Scheme; the IECRE for the Renewable Energy sector and currently active in the wind energy, marine energy and solar voltaic energy sectors; the IECQ which operates supply chain certification services in the avionics sector, electronics components sector and LED lighting sector; and the IECEx which is active in the explosive atmospheres sector, e.g. oil refineries, gas plants, mines, gas/petrol stations, grain silos and airports.

All these schemes, and systems of schemes, were requested by and developed with the market stakeholders concerned, in order to provide solutions to real practical issues and they apply on a global worldwide context.

The example given here comes from one of the IECEx schemes[2]. The IECEx has a suit of schemes, one covering certification of equipment for use in "Ex environments", another for certification of personal competency, an Ex Mark licensing scheme, and the example here which is the IECEx Certified Service Facilities Scheme.

The IECEx Certified Equipment Scheme solves the issue of qualifying new equipment for "Ex environments". However, the "Ex industry" is then confronted with the operational reality that because "Ex equipment" is high capital-cost equipment, it makes much better economic sense to perform repairs rather than replace old equipment. The asset owners ensure that the repaired equipment is still safe for the "Ex environment" and still compliant with local and national regulations after maintenance actions had been completed by using the IECEx Certified Service Facilities Scheme.

A.2.2 Scope (see 6.2)

The scheme provides certification of facilities for the repair, overhaul and reclamation of Ex equipment

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1) These examples are given for references purposes only. This information is given for the convenience of users of this document and does not constitute an endorsement by ISO or IEC of the schemes.

2) The information given in Clause A.2 constitutes a summary of the scheme documents. Full information is available from www.iecex.com. In the event of any discrepancies between the information given in Clause A.2 and that given on the IECEx website, the latter takes precedence.

A.2.3 Purpose (see **5.3.1**)

The purpose of the IECEx Repair Scheme is to provide users of explosion protected (Ex) equipment with internationally-recognized assurance of the capability of organizations that undertake the repair, overhaul and reclamation of Ex equipment. When manufactured, Ex equipment incorporates measures to prevent, or mitigate the effects of, ignition of the explosive atmospheres in which they are used. When in service, the equipment can be subjected to conditions which might impair its functioning or adversely affect the explosion protection measures. It is the equipment users' responsibility to ensure that any repair work preserves or restores the explosion protection measures so that the equipment will continue to operate safely when put back into service. Use of IECEx certified repair facilities helps users to fulfil their responsibilities for maintaining the safety of their operations.

A.2.4 Documentation (see **5.4.1**)

a) Service requirements [see **6.3** b) and **6.4.1**]:

— IEC 60079-19, *Explosive atmospheres — Part 19: Equipment repair, overhaul and reclamation*

b) Scheme requirements to be met by service providers ("Service Facilities") [see **6.3** c) and **6.4.1**]:

— IECEx 03A, *Guidance for Applications from Service Facilities seeking IECEx Certification, IECEx 03*

— OD 314-5, *IECEx Certified Service Facilities Scheme — Part 5: Repair, overhaul and reclamation of Ex equipment: Quality Management System requirements for IECEx Service Facilities involved in the repair, overhaul and reclamation of Ex equipment*

— OD 315-5, *IECEx Certified Service Facilities Scheme — Part 5: Repair, overhaul and reclamation of Ex equipment: Additional requirements for IECEx Service Facilities involved in the repair, overhaul and reclamation of Ex equipment*

— OD 504, *IECEx Scheme for Certification of Personnel Competence for Explosive Atmospheres: Specification for Units of Competence assessment outcomes*

c) Scheme requirements to be met by certification bodies (see **6.3**):

— OD 313-5, *IECEx Certified Service Facilities Scheme — Part 5: Repair, overhaul and reclamation of Ex equipment: Assessment and Certification of Service Facilities involved in the repair, overhaul and reclamation of Ex equipment — Procedures*

d) Scheme requirements to be met by IECEx Scheme management (see **Clause 5**):

— IECEx 01, *IEC System for Certification to Standards relating to Equipment for use in Explosive Atmospheres (IECEx System) — Basic Rules*

— IECEx 03-5, *IECEx Certified Service Facilities Scheme — Part 5: Repair, overhaul and reclamation of Ex equipment — Rules of Procedure*

— OD 316-5, *IECEx Certified Service Facilities Scheme — Part 5: Repair, overhaul and reclamation of Ex equipment: Assessment procedures for IECEx acceptance of Candidate Certification Bodies (ExCBs) for the purpose of issuing IECEx Certificates to Ex Service Facilities involved in the repair, overhaul and reclamation of Ex equipment*

A.2.5 Selection (see **6.4**)

a) The applicant service facility submits an application to a CB in which it defines the intended scope of services for which it seeks certification, with reference to the product requirements *[2 a)]* and scheme requirements *[2 b)]*. The scope includes the types of product being repaired and the location(s) where the repair takes place. The application includes the service facility's self-assessment of its conformity with the product and scheme requirements using the flow chart "Guide to IECEx Service Facility Certification" (Page 9 of IECEx 03A).

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b) The CB ascertains that the application comes within the scope of its IECEx acceptance *[as covered by 2 d)]*.

c) The CB conducts a contract review *[as described in 2 c)]*.

d) If the contract review is successful, the CB appoints one or more assessors qualified *[as specified in 2 c)]* and agrees an assessment plan with the applicant.

A.2.6 Evaluation (see 6.5.3)

a) The CB conducts a review of the service facility's documentation covering its quality management system, its repair processes, the competence of the manager(s) and personnel engaged in the processes and the suitability of the equipment and instrumentation used.

b) Once satisfied that the documentation conforms to the service and scheme requirements, the CB assessor(s) conduct an on-site assessment at each location to be covered by the service certificate. During the on-site assessment, the CB assessor:

— audits the operation of the quality management system;

— assesses the competence of the personnel;

— audits the repair process, including equipment and instrumentation used;

— witnesses testing of repaired equipment.

c) The CB assessor drafts a service facility audit report (FAR). Where non-compliances have been identified, these are referred to the service facility for resolution.

d) Once non-compliances have been resolved, the FAR is updated and submitted for independent review within the CB.

A.2.7 Surveillance (see 6.8)

a) On an annual basis the CB conducts a surveillance audit of the quality management system with particular reference to:

— changes in personnel, especially responsible persons;

— changes in management and management systems;

— facilities, equipment, software and documentation management system, their availability, maintenance and update;

— calibration of test and measuring equipment;

— records and traceability of completed work.

In addition the CB may conduct "check testing" of samples or assessment of the repair, overhaul and reclamation work carried out on Ex equipment.

Non-compliances are resolved by the Service Facility, with the CB deciding whether a re-visit is necessary to verify the effectiveness of the corrective action.

On completion of the audit the CB issues a FAR for independent review within the CB.

b) Every third year the CB conducts a full re-assessment using the evaluation process to the extent which it deems necessary in the light of the outcome of the annual audits and the extent of any changes with the Service Facility that could affect conformity with the service requirements.

A.3 Certification scheme "Translation service provider according to ISO 17100"

A.3.1 General

This example of a certification scheme was published by the certification body of Austrian Standards. The purpose is to provide for rules and procedures to certify translation service providers according to ISO 17100.

The following text has been shortened and does not represent the comprehensive certification scheme as published by Austrian Standards. Where the text has been abbreviated, this is indicated.

A.3.2 Scope (see 6.2)

This certification scheme specifies the procedure to certify the services of translation service providers according to ISO 17100.

Certification meets the requirements of ISO/IEC 17065:2012 for bodies certifying products, processes and services

A.3.3 Application (see 6.5.2)

[2.1 to 2.3] Formalities concerning the application process

[2.4] Together with the application, the applicant provides documentation on the services to be certified.

A.3.4 Initial and recertification audit (see 6.4.4)

A.3.5 Remote audits (see 6.4.4)

Initial and recertification audits may be conducted by remote techniques provided that the following prerequisites are met by the service provider:

[Details specified by the scheme, text has been abbreviated here]

If these prerequisites are not met, the audit is conducted by means of an on-site visit. The final decision as to which format will be applied is taken by the certification body.

A.3.6 Multi-site audits (see 6.5.2).

In case that a service provider operates more than one site which are to be covered by the scope of the certificate, in order to keep the efforts of auditing at a reasonable level, it is permissible to select a sample amongst the sites covered by the certification process under the following conditions:

[Details specified by the scheme, text has been abbreviated here]

The certification body specifies the number and location of the sites to be audited within the scope of the certification.

A.3.7 Conduction of the audit (see 6.5.3)

All requirements specified in ISO 17100 are audited by the initial and recertification audit. Irrespective of the format of the audit (on-site or remote), the audit comprises the following elements:

— interviews with the following persons/functions of the service provider:

[Details specified by the scheme, text has been abbreviated here]

— at least the following checks:

[Details specified by the scheme, text has been abbreviated here]

At the end of the audit, the Lead Auditor will analyse all information and audit evidence gathered during the audit to review the audit findings and specify the audit conclusions.

A.3.8   Audit findings (see **6.5.3**)

In case that deviations from the requirements of the standard be found, appropriate corrective actions will be specified by the Lead Auditor.

A.3.9   Minor deviation

Any nonconformity which does not adversely affect performance of the service will be classified as minor deviation.

Minor deviations may be corrected within a period of 8 weeks through appropriate corrective actions. The completion of such corrective actions is documented by the applicant and will be assessed by the auditor.

A.3.10 Major deviation

Any nonconformity, which may result in failure or reduce the usability of the service for the intended purpose, or which puts clients at risk, is classified as major deviation.

This type of deviation requires a partial or complete repetition of the audit.

A.3.11 Recommendations

The auditor may also give recommendations regarding quality aspects of the service provision and opportunities for improvement related to the operations of the service provider. Such recommendations are documented in the audit report but have no effect on the issue of the certificate *[in accordance with Clause 4]*.

A.3.12 Audit report for certification

[Details specified by the scheme, text has been abbreviated here]

A.3.13 Issuing the certificate (see **6.5** and **6.6**)

The certificate is valid for a period of six years subject that the conditions to maintain the certificate are met by the certificate holder.

A.3.14 Surveillance activities (see **6.8**)

In order to maintain the certificate, surveillance audits are carried out on a two-year cycle. The date of surveillance audits following initial certification (or recertification) is not more than 24 months (or 48 months in the recertification) from the date of the issue of the certificate.

The purpose of the surveillance audits(s) is for the certification body to maintain confidence that the certified service provider continues to fulfil the requirements of ISO 17100 between recertification audits. The surveillance audit(s) programme includes at least the following items:

   [Details specified by the scheme, text has been abbreviated here]

For surveillance audits remote auditing may be applied. The conduction of remote audits for surveillance purposes is permissible given the conditions *[in accordance with 3.1]* are met.

Remote audits are not permissible if the preceding audit has resulted in issues which require an audit on-site (to be specified by the Lead Auditor).

A.3.15 Recertification (see **6.8**)

In order to extend the validity of the certificate, a recertification audit *[in accordance with Clause 3]* is conducted.

A.3.16 Requirements for auditors (see **6.4.4**)

Audits are carried out by at least one Lead Auditor.

A Lead Auditor is a formally trained auditor who has in-depth knowledge of ISO 17100.

A.3.17 Changes of normative documents (see **6.9**)

[Details specified by the scheme, text has been abbreviated here]

A.3.18 Amendments to the scope of certificates (see **6.9**)

[Details specified by the scheme, text has been abbreviated here]

A.3.19 Withdrawal of certificates (see **6.9**)

[Details specified by the scheme, text has been abbreviated here]

A.4   Specification for quality in hotel industry services

A.4.1   General

This private scheme was developed to complement existing hotel rating schemes, such as attributing a number of stars. Many of these star rating schemes focus on the physical hotel amenities (e.g. size of room, in-room television, en-suite bathroom, swimming pool).

This hotel industry service-scheme concentrates on the services provided by the hotel to ensure the guests' stay is agreeable and meets the service commitment of the hotel management[3].

A.4.2   Scope (see **6.2**)

This specification covers the reception, information, hotel stay, breakfast service, dining and related services in hotels or hotel-restaurants. This system is accessible to any hotel according to the categories and star ratings and local regulations in place in the country in question.

The quality levels have been split into three categories:

— Category 1: "Economy" (1 to 2 stars);

— Category 2: "Comfort" (3 stars);

— Category 3: "Prestige" (4 to 5 stars).

A.4.3   Background (see **4.1**)

The service commitments highlight:

— "service with a smile";

— staff availability;

— practical information and tourist information;

— tranquillity;

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3)   Further information can be obtained from International-network@afnor.org.

— hygiene;

— high quality bedding;

— controlled quality.

A.4.4 Regulatory situation (see 6.5.1)

The hotel manager undertakes to observe the statutory or regulatory provisions governing the hotel industry in the country it is based in.

A.4.5 Service commitments - assessment criteria (see 6.3)

— welcome: booking over the telephone, letter of confirmation, arrival of guest at reception;

— hotel environment;

— reception and traffic in public areas: reception, corridors, stairs, toilets;

— rooms;

— bathroom and toilets in the room;

— breakfast taken in the room and room service;

— breakfast in the dining area;

— whether there is a bar;

— whether there is a restaurant;

— whether there is a conference room;

— whether there is a business centre;

— whether there are leisure facilities.

A.4.6 Organizational arrangements

— defining responsibilities;

— controlled documents;

— staff communication and information.

A.4.7 Procedure for surveillance and managing compliance with commitments (see 6.8)

— self-assessment;

— complaints handling;

— customer satisfaction.

A.4.8 Communication procedures covering use of marks and references to certification (see 6.7)

A.4.9   Organization of the HotelCert international assessment (see 6.4.4.1, 6.4.4.2 and 6.5.3)

The assessment is conducted by a qualified assessor, specially trained in the specification:

— implementation of organizational arrangements, follow-up and checking procedures to guarantee commitments are met;

— examination of the results of customer satisfaction surveys;

— each commitment;

— each surveillance and checking procedure;

— communication methods.

The assessment methods implemented by the assessor for each of the assessment criteria are as follows:

— mystery assessment of services provided to the guest for the initial assessment and reassessment, in order to ensure that the practices of the hotel comply with the commitments set out in the specification;

— interviews with staff to ensure that the commitments and provisions are known and understood by the staff in question;

— examination of reference documents and corresponding records.

A.5   Chinese certification scheme for car rental services

A.5.1   General

This example has been put into practice in service certification, which is aimed at a specific service not service organizations. It can be used as a reference for service certification bodies, their personnel and related parties.

A.5.2   Scope [see 6.3 a) and 6.2]

This document specifies the related requirements for car rental service certification, including the arrangement of evaluation activities and certification criteria, module, resources and cycles in initial certification, maintenance certification and recertification.

A.5.3   Normative references [see 6.3 b)]

a)   ISO/IEC 17065:2012, *Conformity assessment — Requirements for bodies certifying products, processes and services*

b)   ISO/IEC 17067:2013, *Conformity assessment — Fundamentals of product certification and guidelines for product certification schemes*

c)   RB/T 301-2016, *Conformity assessment — General technical rules for service certification*

   NOTE   RB/T 301 is the Chinese Standard for certification and accreditation sectors.

A.5.4   Certification process [see 6.3 f) and 6.5]

The service certification flow diagram in Figure A.1 is mapped according to the functional approaches of conformity assessment.
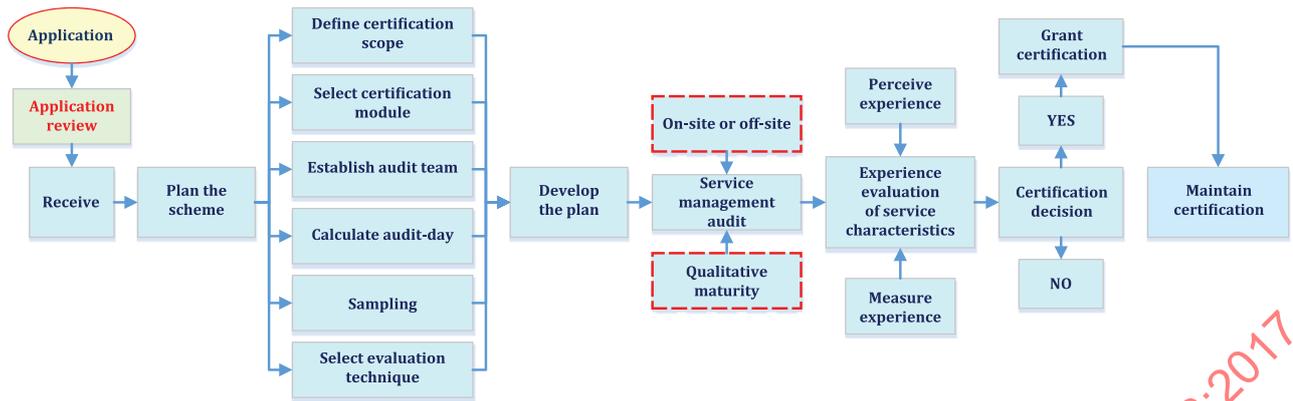
Figure A.1 — Flow diagram for service certification

A.5.5 Certification criteria [see **6.3** b) and **6.4.1**]

Specifications for Certification of Car Rental Services, which has been filed by the Certification and Accreditation Administration of the People's Republic of China.

A.5.6 Certification scope [see **6.3** b)]

Organizations applying for certification should have at least three months' operation, providing that service. The certification body based on the requirements in the agreement with the client, defines the certification scope as short-term car rental services without designated drivers.

A.5.7 Selection of certification modules (see **6.4.4.1** and **6.4.4.2**)

A.5.7.1 Applicable certification modules (see **6.4.4.2**)

— A: Public experience evaluation of service characteristics (inspection or testing);

— B: Mystery customer experience evaluation of service characteristics (inspection or testing);

— C: Audit of service design;

— D: Audit of service management.

A.5.7.2 Selection and combination of certification modules (see **6.4.4.1**)

a) Certification modules for service providers with design responsibilities:

— initial certification: A+B+C+D;

— recertification: A+B+C+D,A+C+D, or B+C+D;

— surveillance evaluation (maintenance certification): A+C+D and B+D, or A+D and B+C+D.

b) Certification modules for service providers without design responsibilities:

— initial certification: A+B+D;

— recertification: A+B+D,A+D, or B+D;

— surveillance evaluation (maintenance certification): A+D and B+D.

A.5.8 Sampling (see 6.4.2)

A.5.8.1 General

In accordance with the characteristics of car rental services, three aspects are taken into consideration while sampling:

— number of shops;

— volume of business (number of orders);

— number of operating vehicles.

All the samples are drawn randomly.

A.5.8.2 Use of samples

Samples of shops are used for service management audit and experience evaluation of service characteristics. Samples of business volume and operating vehicles are used only for experience evaluation of service characteristics.

In experience evaluation of service characteristics, car rental experience samples equate to one-third of the sum of business volume samples and operating vehicles samples. The car rental experience samples are evenly distributed in the region where shops are located, and 50 % of the samples are distributed in shops that have not been selected for audit of service management. There needs to be at least three samples for the initial certification or recertification, and at least one sample for maintenance certification.

A.5.9 Requirements of specific resources

A.5.9.1 Human resources [see 6.3 k)]

Select competent auditors to undertake the audit of service management and experience evaluation of service characteristics (such as inspection and testing). Technical experts can provide support whenever the auditor's professional competence is not sufficient (including driving skills).

For the qualification requirements of other certification personnel such as scheme owners or decision makers on certification, refer to RB/T301-2016 *Conformity assessment — General technical rules for service certification.*

A.5.9.2 Certification charging items and audit day calculation (see 6.4.1)

— **Charging items for car rental service certification:** application fee, audit fee of service management, experience evaluation fee of service characteristics (including car rental fee, fuel cost, service experience fee and insurance for experience personnel), certification registration fee, certificate and conformity mark fee and annuity, etc.

— **Calculation of audit days:** days spent in audit of service management and experience evaluation of service characteristics.

A.5.10 Evaluation requirements (see 6.5.3)

A.5.10.1 Evaluation plans

The evaluation of service certification mainly consists of the audit of service management and inspection/testing of the way the customer experiences the service characteristics.

The audit plan of service management may refer to the methods for auditing management systems.

The plan for evaluating customer experience of service characteristics intends to include the following: scope, criteria, certification module, customer experience, evaluation approach and tools (such as inspection, testing), customer experience sampling, environment of customer experience (if applicable), scheduling, inspection team, way of contact, as well as clarification and declaration (such as the reliability and validity of experience), etc.

A.5.10.2 Service management and service design audit

The audit of service management is carried out in accordance with the "service management requirements" specified in the Specifications for Certification of Car Rental Services. For the organization which has car rental service design responsibilities, the certification body arranges a special audit for that service design.

The audit team adopts the qualitative maturity evaluation methodology specified in the Specifications for Certification of Car Rental Services.

A.5.10.3 Experience evaluation of service characteristics (inspection or testing)

The experience evaluation of service characteristics reflects the moment of truth (MOT) in "customer experience", and ensure that the experience time of 50 % samples or more exceed the minimum car rental time by the enterprise.

Quantitative grading evaluation is implemented in accordance with the certification modules provided in this document, relevant requirements specified in the Specifications for Certification of Car Rental Services and the Guidelines in the annex to the Specifications. Experience evaluation is equally distributed among the shop samples.

The Likert Scale specified in Specifications for Certification of Car Rental Services and direct judgmental evaluation methodology are used when conducting the experience evaluation of service characteristics. If both A and B are present in an adopted certification module, then B needs to be greater than or equal to A.

A.5.11 Public announcement of certification (see **6.4.1**)

The initial certification and/or recertification of car rental services undergoes a one-month public announcement period, which is arranged when the evaluation activities specified in the service certification module are completed and the results have met the requirements.

During the public announcement period, channels are established for collecting information from the customers, including their complaints.

A.5.12 Certification decision and attestation documents [see **6.3** h) and **6.7**]

Once the public announcement period ends up with no major customer complaints and all the feedback from customers resolved satisfactorily, the certification body arranges the activities for making certification decisions.

The smart system with experience evaluation indicators in the annex of Specifications for Certification of Car Rental Services should be used to determine the result of certification, which is presented in "star-rating level" (5 star is the highest level).

Once certification is granted, the certified service provider is permitted to use the attestation documents of service certification provided by the certification body, including the certificate, marks and symbols.

A.5.13 Term of certification validity, surveillance evaluation and recertification [see **6.3** n), **6.3** r), **6.8** and **6.9**]

The certificate is valid for a period of three years. In order to maintain the certificates, certified organizations apply for and pass at least one surveillance evaluation every 12 months. Application for recertification is presented three months prior to the expiry of certificate.

See A.5.7.2 and A.5.8 for the detail information relating to the service certification modules for evaluation activities in surveillance evaluation and recertification.

When service characteristics have been changed, the certification body should consider the necessity of increasing evaluation frequency and implement.

Annex B
(informative)

Example of information provided with an application for service certification

B.1 General

The information given in this annex is based on ISO/IEC 17065:2012, 7.2, Note 1. The information could be collected by various methods and media such as completion of an application or by inputting to an online database.

B.2 Example of information provided

a) Date of application.

b) Information regarding applicant (intended certificate holder)

— legal name of the applicant, address of its registered office, contact details;

— name and function of the person acting as contact to the certification body and authorized to sign on behalf of the applicant;

— business address and contact details.

c) Designation of service(s) for which certification is requested:

— description of service(s);

— standard(s) and other normative document(s) to which certification is requested: number, title, year of issue.

d) Service delivery(s):

— place(s) (managing the service delivery and performing the service delivery);

— name and title of person responsible for managing the service delivery;

— business address and contact details.

e) Certification agreement:

— declaration of willingness to conclude the applicable certification agreement;

— name [of the person nominated in bullet b) above];

— signature.

Annex C
(informative)

Example of contents of a certification agreement

a) Recitals.

b) Parties to the agreement:

— name and addresses of the parties;

— authorized representatives under the agreement (see Schedule A);

c) Defined terms and interpretations:

— defined terms;

— headings;

d) Services to be provided (see Schedule B).

e) Commitments of the service provider (see the listed items in ISO/IEC 17065:2012, 4.1.2.2, and also add commitments on the service provider).

f) Use of license, certificates and marks of conformity.

g) Surveillance of certification.

h) Suspension and withdrawal of certification.

i) Complaints.

j) Appeals.

k) Use of subcontractors.

l) Changes by the client.

m) Changes to the scheme and specified requirements.

n) Transfer of certification.

o) Fees and charges (see Schedule C).

p) Ownership of data.

q) Intellectual property:

— vests in the certification body;

— ownership of pre-existing material;

— third-party material;

— moral rights;

— ownership of certification documentation and marks of conformity.

r) Confidentiality.

s)   Insurance and liability.

t)   Termination.

u)   Force majeure.

v)   Survival and severability.

w) Dispute resolution.

x)   Alteration of this agreement.

y)   Serving notice under this agreement.

z)   Governing law and jurisdiction:

— Schedule A: authorized representatives;

— Schedule B: certification services to be provided:

— scheme name;

— specified requirements;

— services to be certified;

— location of service provision;

— Schedule C: fees and charges:

— general;

— incidental expenses;

— invoicing and payment.