

ISSUE 07 – ALLOWING ENOUGH TIME FOR TL EVALUATION DUTIES

APAC Lead Evaluator Training Objectives:

Discuss methods for ensuring sufficient time to complete TL evaluation duties.

ILAC Finding: CN-03 and APAC Response

ITEM	CONSIDERATION
DM CN #01	The assignment to the TL of several other functions (TM for calibration, TM for PTP and TM for RMP, plus mentoring a trainee for calibration and PTP) restricted its availability to perform in a thorough and complete manner all the functions assigned, specially TL. In fact, due to the complete dependence of interpreters for reading and communicating, rather the opposite was expected, i.e. only TL functions, or an extension of the duration of the peer-evaluation for the TL. [IAF/ILAC A2:2014, Annex 2, B.2.5]
Date	Response from the Region
2018/04/18	What is the evidence that a thorough and complete evaluation was not performed by the TL? The RMP evaluation took place a full month after the regional team was present to observe and the regional team leader cannot make any statements that the TL was distracted by the fact that she was also the TM for RMP. The PAC team leader interfered with several of the efforts of the APLAC TL, creating additional challenges. The ILAC TL was not present at the AB when additional records and interviews took place as he was observing the TM for calibration at a different location.
Date	Reaction from the IAF / ILAC evaluation team
2018/05/15	It is acknowledged that that the simultaneous peer-evaluation from the other RG without previous coordination may have created challenges in the implementation, however the TL accumulated several tasks as identified in the finding. However, according to the IAF/ILAC A2 current definition, this finding identifies a situation where the practice of accumulating several tasks to the same person can result in a NC due to that person not being able to devote sufficient time to each task. The evidence is shown in the other ILAC TM findings. No plan of corrective action is provided to close the CN.
Date	Response from the Region
2018/08/06	APLAC Lead Evaluators will examine the consequences of overloading their own plate within the set of circumstances described by this finding. APLAC procedures will also reinforce this consideration and the issue will be raised as a Case Study for Lead Evaluator Training in 2019. See Case Study 7 attached.
Date	Reaction from the IAF / ILAC evaluation team
2018/10/26	Corrective action accepted - the finding is closed.

IAF-ILAC A2:2014, Annex 2, B.2.5 (used during ILAC evaluation)

B. Full evaluation program

1. Introduction (Principle referred to in Section B.2.5 later)

The task of an evaluation of an AB is to collect sufficient information about the assessments and decision-making process of the AB to have confidence in the conformity assessment results from CABs accredited by the AB such that the signatories to the Arrangement can promote acceptance of these results.

It is the task of the TL to create a timetable in a timely manner prior to the evaluation of the AB that allows sufficient time to collect information for obtaining such confidence.

2. Considerations

2.5 Other Factors

Factors that may influence the duration of the evaluation include:

- Need for translators;
- Extensive travel and travel circumstance; and
- Cultural differences.

This annex cannot provide guidance on all these items. It is left to the team members and their experience to judge these effects and to cater to them in such a way that there is no compromise to the **principle stated in the introduction to this annex**.

IAF-ILAC A2:2018, Annex 2, B.2.5 (current version)

B. Full evaluation program (No change)

1. Introduction (Principle referred to in Section B.2.5 later – No change)

The task of an evaluation of an AB is to collect sufficient information about the assessments and decision-making process of the AB to have confidence in the conformity assessment results from CABs accredited by the AB such that the signatories to the Arrangement can promote acceptance of these results.

It is the task of the TL to create a timetable in a timely manner prior to the evaluation of the AB that allows sufficient time to collect information for obtaining such confidence.

2. Considerations (No Change)

2.5 Other Factors (No Change)

Factors that may influence the duration of the evaluation include:

- Need for translators;
- Extensive travel and travel circumstance; and
- Cultural differences.

This annex cannot provide guidance on all these items. It is left to the team members and their experience to judge these effects and to cater to them in such a way that there is no compromise to the **principle stated in the introduction to this annex**.

Acceptable / Possible solutions

Determine if the APLAC response to ILAC provides sufficient guidance to TLs.

Case Study 7 – Overloading the work of the Team Leader

Scenario:

During a re-evaluation, the TL assigned themselves several other functions (calibration, PTP and RMP, plus mentoring a provisional evaluator for calibration and PTP). This restricted their availability to perform in a thorough and complete manner all the functions assigned, specifically those of the Team Leader. The actual onsite effort was also complicated by differences of approach between the APLAC team and a concurrent evaluation team from another region.

An observer questioned whether there would be sufficient effort from the TL for the conduct of TL functions, or whether an extension of the duration of the peer-evaluation for the TL would be considered, given the need for complete dependence on interpreters for reading and communicating.

In fact, the RMP evaluation took place a full month after the observer raised their concern.

Questions to Lead Evaluators:

- Does this circumstance/condition conform to evaluation requirements?
- Does the presence of another evaluation team onsite at the same time increase the workload of the TL?