One Method to Manage Competence
ANAB Assessor Review Panel
Mgmt Systems Accreditation

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ISO 17011:04
Key clauses for competence decisions

• 6.2.2 ...formally approving ...
• 6.2.3 ... demonstrated competence ...
• 6.3.1 ...monitoring the performance and competence. ...shall review the performance and competence ...
• 6.3.2 ... shall conduct monitoring ... evaluate an assessor’s performance ... recommend ... shall be observed on-site regularly
ANAB’s Strategy

Utilize the knowledge residing in all resources to develop and maintain competencies of assessors.

“Teamwork divides the task and doubles the success.”

- Unknown

ANAB’s Answer - ?

Assessor Review Panel

Purpose

Support ANAB in the assurance of competent assessors for all ANAB programs.
Other Methods

Tried other methods
  Staff manage all
  • Staff conduct onsite evaluations
  • Assessors evaluate each other
  • Feedback from CBs for each assessment

Not effective nor efficient

Assessor Review Panel (ARP)

  • Not to be confused with AARP
  • Not as cost effective; but much more effective!
  • Membership consists of Assessor Performance Reviewers (APR)
Assessor Performance Reviewer (APR)

- Hand Selected from the ANAB accreditation assessors and ANAB staff
- Senior level assessors and management
- Ability to evaluate and effectively communicate results of evaluation to peers
- ANAB currently has 4 assessors and 2 staff designated as APR with one staff as secretary
  - Evaluating ~25 assessors
- 3 of the 4 APRs are contract

Assessor Review Panel

- Responsibilities include supporting
  - initial selection of candidate (new) assessors
  - initial development and approval of assessors
  - (on-site & off-site) monitoring of assessors
  - ongoing development
Candidate (New) Assessors

ARP Role
- Staff provides indicator information
- Inquiries of ARP any known information regarding candidate
- May request APR interview candidate
- Intent is to gain agreement for moving forward with candidate

Initial Competence Process

ARP Role
- Assigned mentor to candidate
- Ongoing onsite evaluations
- Ballot for (initial) approval of candidate (APR)
Monitoring

- Ongoing evaluations (onsite and post assessment)
- Semi-annual record review (detailed report, NCR/CA review for each assessor)
- Annual Review (12-month)

Annual Review

- ARP member assigned assessors to conduct detailed review.
  - Includes
    - Data * Content * Feedback * Process
    - Onsite Meeting to discuss results of pre-review to agree on detail and conclusions of additional action by an assessor, training, evaluations, etc.
Annual Review - Data

- Topics reviewed annually:
  - Metrics –
    - Assessment Report timing
    - NCR corrective action review timing
    - Complaint investigation timing
    - Utilization (# assessments/# days)

Annual Review - Content

- Onsite Evaluation Details
  - Detailed review of representative assessment reports (office and witness)
- Corrective action review results (NCR composition, NCR closed properly, etc.)
- Appeals (both as appeal panel participant & if appealed)
Annual Review - Feedback

- Customer Feedback
- Compliments, complaints, objections, customer satisfaction survey
- Interpersonal skills
  - Communication with staff and other assessors
  - Data from onsite evaluation forms

Annual Review - Process

- ANAB processes
  - Processes followed
- Current competencies
  - Update training log
- Extra activity
Annual Review Outputs

• Results communicated in a formal letter
  Letter contains results of review of all indicators
Looking ahead
• Frequency of onsite evaluations
• Conclusion as to current assessor status
• Planned assessor status
• Actions required

What Now?

• ANAB will be using IAF MD to revise process
  Incorporate parts of annexes in evaluation forms
• Training ARP members on new IAF MD
  • Including job task analysis
• At annual Professional Development Session
  share revised process
Other ABs

- Implement a similar process
- Use parts of the process
- Might depend on resources, number of assessors & programs
- Expect to spend time & energy on any process

*Competence*

*One of the most important processes!*