



One Method to Manage Competence

ANAB Assessor Review Panel Mgmt Systems Accreditation

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IAF Competence Workgroup



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 - ?



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Assessor Review Panel

Purpose

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



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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



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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)



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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



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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



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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



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Initial Competence Process

ARP Role

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



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Monitoring

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



Onsite Eval Form



Post Assmt Eval Form



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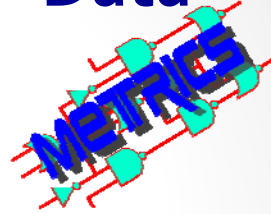
Annual Review

- 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)



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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)



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Annual Review - Feedback



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



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Annual Review - Process



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



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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



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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



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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!



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