Scope

This procedure applies to the whole process of accreditation, impartiality, confidentiality, the interested parties, personnel, and any action that may be involved in the implementation of the accreditation cycle.

Responsible of applying the procedure

The Technical Director, heads of departments and accreditation manager are responsible for implementing the procedure.

Amendments

This is a new procedure, there is no change mark

Established on 22/12/2022	Verified on 22/12/2022	Approved on 25/12/2022
By : Quality Manager	By : Head of technical departments	By : General Director
Visa :	Visa :	Visa :

1. Object

The purpose of this procedure is to manage risks (identifying, analyzing, assessing, handling, monitoring), continually document them in case they emerge while performing accreditation activities, and limit the impact of unavoidable risks.

2. Vocabulary and abbreviations

Risk: the effect of uncertainty on the objectives.

Residual risk: it is the threat or vulnerability that remains after all risk treatment and remediation have been implemented.

Acceptable risk: it is a risk whose characteristics (consequence, likelihood) are considered acceptable (and therefore ready to be assumed) by the organization, and which could accepted it.

Note :
An acceptable risk is considered from the point of view of the probability as well as the gravity of the consequences as acceptable with regard to other risks, in particular those of the achievement of the objectives pursued.

It can also be a risk that has been reduced to a tolerable level for an organization regarding its objectives and policies.

Risk management: a set of coordinated activities that aim at guiding and monitoring a CAB as regards risks.

Stakeholder: person or organization likely to affect, be affected or feel affected by a decision or activity.

Source of risks: any element which, alone or combined with others, may bring about risks.

Likelihood: the possibility that something happens.

Opportunity: combination of circumstances expected to have positive effect on objectives.

Threat: potential source of danger, nuisance or other undesirable outcome.

Accreditation decision: a process allowing the accreditator to make the decision or not to grant of accreditation, suspension, withdrawal, extension, reduction and/or renewal of accreditation.

BD : Board of Directors
AAC : Activity Accreditation Committee
SAC : Specialist Accreditation Committee
AC : Appeals Committee
CAB : Conformity Assessment Body
GD : General Director
QM : Quality Manager
HD : Head Of Department
AM : Accreditation Manager
RIA : Responsible for implementation of actions to address risks
SC : Steering Committee

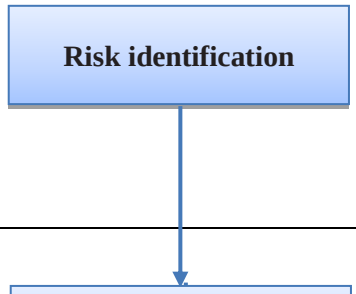
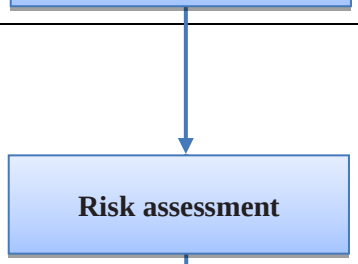
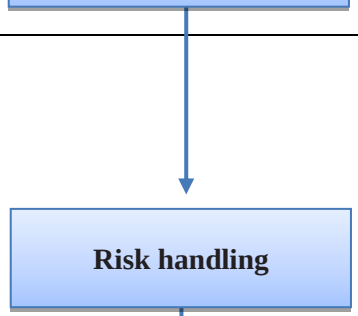
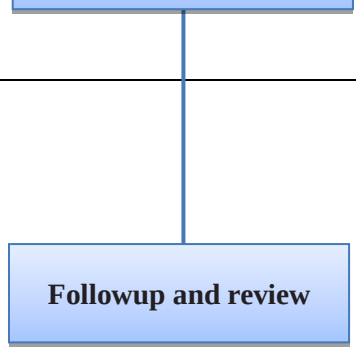
3. Review procedures

QM has the responsibility to review this procedure each this proves necessary.

4. Reference documents

- Decree Number 05-466 as of 06 December 2005
- ISO/IEC 17011 Conformity assessment – Requirements for accreditation bodies accrediting conformity assessment bodies.
- ISO 31000 Risk management - Guidelines
- IEC 31010 Risk management – Risk assessment techniques.
- EA 2/19 List of risks for accreditation processes and operation of national accreditation bodies
- GEN 17: ALGERAC Risk management policy

5. Procédure description

Flux	Description	Resp.	Doc
	- HD and QM identify risks during « Brainstorming session ». - Risks can be identified at any moment; in this case QM should be informed by email in order to register those risks in FOR 77.	**QM HD**	FOR 77 « Risk matrix »
	- Assess the consequence and likelihood of the event in order to rank the risks.	**QM HD**	FOR 77 « Risk matrix »
	- On the basis of the results of risk analysis, the working team establishes a list of the risks to be dealt with (removed, reduced) and accepted (monitored) in order to draw up an action plan.	**QM HD**	FOR 77 « Risk matrix »
	- QM emails (FOR 77) to all RIA and persons involved in the implementation of the plan of action. - RIA make sure the measures taken are implemented so as to remove risks or reduce them to an acceptable level within the scheduled time.	**QM RIA**	FOR 77 « Risk matrix »
	- QM ensures the follow-up of the actions decided during SC meetings. - QM and HD shall ensure the efficiency of the measures taken. - QM makes a summary of the identified risks, actions taken, outcomes and residual risks. This summary shall be presented during management review.	**QM HD**	FOR 77 « Risk matrix »

5.1 Introduction

Having referred to ISO/IEC 17011, ALGERAC has developed and implemented an approach that is based on the assessment of the risks that support its functioning, and targets explicitly the risks likely to have an impact on the following aspects:

- The maintaining of accreditation body's impartiality at all the levels of its functioning and decision-making processes (ISO/IEC 17011 clauses 4.4).
- The reliability of the services provided by accredited bodies, which can be compromised due to the lack of competence and harmony in handling the accreditation processes accreditation (ISO/IEC 17011 clauses 7.4, 7.9 and 7.10)
- The efficiency of the organizational process of accreditation body, and that of the implemented management system (ISO/IEC 17011 clauses 9.6 and 9.8).

ALGERAC constantly evaluates the potential risks; any residual risk is also assessed to determine whether it falls within the boundaries of the acceptable risks' circle. This is done through the annual assessment of interested parties' satisfaction, internal audits and management review.

ALGERAC has established a wide range to deal with any risk resulting from the following situations:

- conflict of interest among CABs,
- accreditation of CABs in relation to governmental organizations,
- ALGERAC's assessing teams,
- ALGERAC's decision-making process,
- ALGERAC's improvement opportunities.

5.2 Risk identification

The identification of risks, their sources as well as their predicted impacts are mentioned is provided by means of FOR77 "Risk Matrix" (Risks Column) by the CDs, the RQ during a working session (Brainstorming).

During working sessions, participating members shall identify the risks linked to the following:

- Ministry and related bodies,
- Board of Directors
- Accreditation activity committee,
- Specialist accreditation committee,
- ALGERAC's personnel
- Appeals committee,
- Assessors and experts,
- Assessments,
- Trainings,
- Functioning of CABs.

While assessing risks, it is worth to consider the following points:

- Sources of tangible and intangible risks,
- Causes and events,
- Threats and opportunities,
- Changes taking place at an internal and external context,
- Nature and value of assests and ressources,
- ALGERAC's objectives,
- Internal and external quality audit conclusions,
- CAB's satisfaction and feedback,
- Feedback from assessors, SAC, AC and AAC,
- Harmonization forums and participation in international committees,
- ST meetings and management review.

5.3 Risk analysis

The main purpose of risk analysis is to understand risk nature and characteristics; and, if need be, risk level. Risk analysis involves taking into account uncertainties, risk sources, consequence, likelihood of events and scenarios, and the means to control their efficiency.

Risk analysis can be undertaken at different levels of details and complexity depending on the purpose of analysis, availability and liability of information, and resources available.

HDs and QM shall fill in the two columns, « consequence » and « likelihood » of FOR 77 during work sessions.

Risk gravity assessment:
It is all about selecting the most probable level of gravity that is expected if an event occurs (See table below).

Consequence	Description
Serious	Severe consequence
Moderate	More or less important consequence
Insignificant	Negligible consequence

Likelihood evaluation :

It is about selecting the probability that an event occurs (See the table below).

Likelihood	Description
Less probable	The event could occur only in exceptional circumstances.
Probable	The event could occur at a given moment.
Almost certain	The event is likely to occur in most circumstances.

Determining risk level using « Risk matrix »

Risk level is determined through the « Risk matrix » as shown below:

		Likelihoods		
consequent		Less probable	Probable	almost certain
	Serious	H	H	H
	Moderate	M	H	H
	Insignificant	L	M	M

H : High risk

M : Moderate risk

L : Low risk

Extremely uncertain events can be difficult to analyse in which case the use of a combination of techniques makes it possible to acquire an even deep knowledge about them.

5.4 Risk evaluation

The purpose of evaluating risks is to make a decision with regard to risk acceptability (removed, reduced, monitored) in order to establish an action plan.

At this step, it should:

- Examine the options to handle the risk,
- ensure the means to control the existing risk,
- re- examine the objectives,
- To consider a broader context and the real and perceived consequences for internal and external stakeholders.

Residual risk: it is the risk that is still pending after having implemented the control measures and other mitigating factors; and depending on the nature of the risk (document control, competence, control), the assessing team evaluates the residual risk as shown in the table below:

Document control	Competence	Control	Risk control
Provisions in place, known, implemented and tested	Personnel trained and experimented	Risk easy to control	Good control of the risk
Provisions in place, partially implemented	Personnel trained, but non-experimented	Surveillance difficult to achieve	Partial control of the risk
No provisions in place	Personnel untrained	Surveillance difficult to achieve	Unsufficient control of the Risk

Evaluation of residual risk allows RIA to suggest actions in order to control it, in case that residual risk is not seen as acceptable.

QM submits the form FOR 77 “Risk matrix” to Management for approval.

5.5 Risk Handling

After the approval of the form FOR 77, “Risk matrix”, QM shall e-mail it to all RIA’s and interested parties.

The RMOs ensure the effective application of the measures and the elimination of the risks within the planned timeline.

5.6 Followup and review

QM shall ensure the follow-up of the implemented actions through controls and meetings of steering committee.

In collaboration with HDs, QM shall undertake the evaluation of the efficiency of the actions taken.

Before management review, QM shall prepare a summary concerning the risks identified, actions taken, results and residual risks.

5.7 Risks related to the programming of evaluations:

A risk assessment is carried out during the administrative admissibility for the Initial, renewal and extension evaluations, concerning the surveillance evaluations, this analysis is carried out after sending the FOR 68.

The risk analysis related to the programming of the evaluations is carried out in order to determine the duration and the planning of the evaluations, it covers the following three criteria, namely:
- Activities ;
- Personal ;
- Site (s)

The recording support for the risk analysis related to the programming of the assessments is carried out using the FOR 77-1 form.

Records

FOR 77« Risk matrix »
FOR 77-1 « Risk analysis related to the assessment program »