INSTITUTE FOR ACCREDITATION OF THE REPUBLIC OF NORTH MACEDONIA

Evaluation of Assessors and Experts performance

PR 03 - 03

Content

1. PURPOSE

2. EVALUATION OF THE ASSESSORS AND EXPERTS PERFORMANCE
2.1 Responsibilities for the evaluation of the assessors and experts performance
2.2 Method of evaluation of assessors and experts performance
2.3 Frequency of evaluation of assessors and experts performance
2.4 Monitoring plan of assessors and experts performance
2.5 Announced monitoring of assessors and experts performance
2.6 Evaluation of the assessment report
2.7 Unannounced monitoring of assessors and experts performance
2.8 Feedback from the assessed bodies
3. REPORTING OF ASSESSORS AND EXPERTS PERFORMANCE MONITORING
4. RECOMMENDATIONS/ CORRECTIVE ACTIONS AND DECISION
5. NOTIFYING ASSESSORS AND EXPERTS ON THE RESULTS OF THEIR PERFORMANCE MONITORING
Reference documents
Further documentation

1 PURPOSE

The purpose of this procedure issued by the Director of the IARNM according to Article 23 of the Statute of the Institute is to describe activities related to evaluation of assessors and experts performance, in order to assure competent assessments and also to identify the training needs for assessors and to identify potential improvement aspects.

2. EVALUATION OF ASSESSORS AND EXPERTS PERFORMANCE

2.1. Responsibilities for the evaluation of assessors and experts performance

This procedure shall serve as a guideline to the Personnel Evaluation Committee, responsible for planning of the monitoring and evaluation of the of assessors and experts performance.

2.2 Method of evaluation of the assessors and experts performance

The IARNM shall evaluate the assessors and experts' performance systematically; trough planned monitoring during assessment, evaluation of the reports from assessments, feedback from assessed bodies, and randomly, trough occasional information from assessment, personal interviews, meetings with assessors and experts, assessor's training, exchange of experiences and other contacts.

2.3 Frequency of evaluation of assessors and experts performance

IARNM shall perform continuous monitoring of the performance of the assessors/experts. The monitoring shall start with the first engagement of the assessor/expert on behalf of the IARNM and shall be continuously carried out during his/her cooperation with the IARNM.
Details regarding the supervision of assessors and experts are provided in Clause 5.2.3.2 "Training – through participation in assessments (under supervision)" and Clause 6.3.3 "Involvement of foreign assessors in the IARNM accreditation procedure" of procedure PR 03-04 "Selection, training, and evaluation of assessors."

Assessors shall be monitored at least once every three years. During each evaluation of the assessor/expert's performance, also the review and evaluation of the assessment reports is carried out.
If the assessor is registered (has a status of an assessor) in more than one accreditation area, should be monitored, according to the previously mentioned, in each area.

2.4 Monitoring plan of assessors and experts performance

The Personnel Evaluation Committee drafts an annual monitoring plan of assessors' performance, and updates it regularly. The plan shall define persons to be evaluated and persons performing evaluation. Also, the plan shall define when and in what manner monitoring of assessors and experts is to be carried out. Persons responsible for the evaluation shall have a status of lead or technical assessor for appropriate area/field of accreditation. The plan shall also include the monitoring (supervision) of the trainee assessors.
Monitoring plan shall be harmonized with the Annual plan for accreditation. Plan should be changed and/or amended when the annual accreditation plan is changed (for ex. new application for accreditation, suspension, withdrawal of accreditation etc.)
When new assessors are engaged, the Personnel Evaluation Committee shall amend the already prepared plan putting it in the same schedule for supervision of the new assessors' performance.

The plan shall also be amended in case of identification of any irregularity during the assessors and experts' performance and/or in case of complaints or when negative opinion has been given by accredited bodies about the performance of some assessor/expert.

2.5 Announced monitoring of assessors and experts performance

In this case, the assessors and experts shall be informed that their performance will be monitored.
During the monitoring of assessors, the person carrying out the monitoring shall be focused on the following:

- personal characteristics (way of communication, self-control, behavior, clothing, reaction in stressful situations);
- understanding of accreditation requirements, following IARNM's procedures, using IARNM's forms, following the programme;
- ability to perform assessment in a consistent and systematic manner;
- readiness for assessment, use of assessment methods;
- adequate sampling;
- ability for team work;
- ability of making impartial judgements, define non- conformities in an understandable way and on the basis of facts;
- adequacy of explaining the relation between a nonconformity and accreditation requirement,
- ability to maintain confidentiality and safety of obtained information
- Ability to prepare a complete Assessment Report.

And additionally for lead assessors:

- Ability to plan and organize efficient assessment
- Ability to lead the Assessment Team
- Ability to represent the Assessment Team in communication (organizing opening and closing meeting) with clients;

During the monitoring of experts, the person carrying out the monitoring shall be focused on the following:

- Personal characteristics (way of communication, self-control, behavior, clothing, reaction in stressful situations);
- Ability to provide expert opinion during assessment;
- Ability for team work and
- Ability to maintain confidentiality and safety of obtained information

The person in charge of monitoring can, in order to resolve particular issues, ask the assessors and experts additional questions during the internal meeting of the assessment team, however not during the assessment.

The person in charge of monitoring shall prepare a report containing his/her remarks and summarize them in a form called "Report on the monitoring of the Assessors' Performance/ in Training" (OB 03-08).

2.6 Evaluation of the Assessment Report

During evaluation of the Assessment/ Recommendations Report, the person in charge of evaluation shall evaluate the following**:**

- If report has been drafted in accordance with the requirements of IARNM – if non conformities have been clearly defined and the report on non conformities is complete;
- If corrective actions have been clearly and unambiguously verified;
- If the Assessment Report has been forwarded to the IARNM within designated time line (15 days for technical assessors and experts and 25 days for lead assessors), in extraordinary cases, as business trip, unforeseen situations, justification of the delay is needed;
- If the Assessment Report has been forwarded to the client within designated time of 30 days, whenever possible.

The person performing the evaluation shall fill out the form "Report on the Evaluation of Assessment Report / Recommendations" (OB 03-07).

2.7 Unannounced monitoring of assessors and experts performance

In extraordinary circumstances (for example complaints), the IARNM can conduct an unannounced monitoring of the assessors and experts performance. The procedure shall be the same as the notified monitoring procedure, with the exception that the assessor shall not be informed about the monitoring. The unannounced monitoring shall be limited to assessing the individual competence, personal characteristics and shall be of shorter duration. The findings of the unannounced monitoring of the assessors and experts performance shall be enclosed in the "Report on the monitoring of the Assessors' Performance/ in Training" form. (OB 03-08).

2.8 Feedback from the assessed bodies

The Personnel Evaluation Committee shall examine all information from the assessed bodies addressing the work and behaviour of the assessors and experts regardless of whether they refer to complaints or information received through survey. These information are also important for defining training needs and planning the evaluation of the work of assessors and experts.
In cases of complaints on assessor/expert's work, they are managed according to the procedure for Management of complaints PR 06-01.

3. REPORTING OF ASSESSORS AND EXPERTS PERFORMANCE MONITORING

Depending to method of evaluation of assessor or expert performance, the person appointed for monitoring of Performance/Evaluation of Assessor's Report shall prepare OB 03-08 Report on the monitoring of the Assessors' Performance/ in Training and/or OB 03-07 Report on the Evaluation of Assessment Report/Recommendations.
Report shall be submitted to the Personnel Evaluation Committee.
The reports shall display positive aspects of the assessor/ expert performance as well as important irregularities, and also shall contain conclusion according to the data from the monitoring.

4. RECOMMENDATIONS/ CORRECTIVE ACTIONS AND DECISION

The Personnel Evaluation Committee based on data and conclusion of person conducting the evaluation shall provide recommendations for further activities for the evaluated assessor and if necessary propose corrective actions.
The recommendations shall be enclosed in the report and for the assessors shall have one of the following texts:

- Further activities are not necessary : the assessor possesses competency and demonstrates good personal characteristics for further cooperation with the IARNM as an assessor;

- Repeated monitoring is necessary: the assessor shall be under monitoring before his/she performs next independent assessment;

- Additional training is necessary: need for additional training displayed by the assessor. The scope of additional training shall be determined;

- Limitation of the scope of performance: the scope of assessor's performance shall be limited (for lead assessor - limitation of the scope in relation to accreditation area, for technical assessors-limitation of the scope in relation to accreditation area and/or technical field)

- Termination of co-operation with the assessor: the assessor does not meet IARNM's criteria and requirements for assessors.

Recommendations for expert shall have one of the following texts:
- Further activities shall not be necessary: the expert owns ability to provide expert opinion during assessment and demonstrates good personal characteristics for further cooperation with the IARNM as an expert;
- Termination of co-operation with the expert: the expert does not meet IARNM's criteria and requirements for experts.

On the basis of provided recommendations and proposed corrective actions by the Personnel Evaluation Committee, the Director shall make a decision as to the status of the assessor/expert, or shall confirm competency or make a decision that corrective actions and further activities for the evaluated assessor are needed (additional training, limitation of work scope of assessor or termination of co-operation with the assessor or expert).

5. NOTIFYING ASSESSORS AND EXPERTS ON THE RESULTS OF THEIR PERFORMANCE MONITORING

Person assigned for evaluation shall inform the evaluated assessor about the findings of the evaluation and shall submit to him/her a copy of the report. In cases of serious deviations, the reporting shall be carried out as soon as possible following the drafting of report, and the latest before the next engagement as an assessor.

The evaluation reports for assessors are kept in the personal registers of each assessor individually in the Personnel Evaluation Committee archive.

The Personnel Evaluation Committee by the end of the year shall prepare an annual Report on evaluation of Assessors and Experts' Performance and shall submit it as a material for the management review.

If during the assessment, in which monitoring is not planed, one assessor identified inadequate performance of another team member, the lead assessor or the assessor which identified it, should warn his/her colleague about it. In case, during the very same assessment, irregularities reappear, upon completion of assessment, irregularities shall be recorded in a Report on Assessors' Performance, using the form "Report on the monitoring of the Assessors' Performance/ in Training" (OB 03-08).

Reference documents:

- MKS EN ISO/IEC 17011 *) – Conformity assessment – General Requirements for Accreditation Bodies accrediting Conformity Assessment Bodies

Further documentation:

- Monitoring plan of assessors and experts performance – electronic document in database
- OB 03-07 Report on the Evaluation of Assessment Report / Recommendations
- OB 03-08 Report on the monitoring of the Assessors' Performance/ in Training
- Client Satisfaction survey

*) Latest version of the document