

### Conducting Opening Meeting:

It shall be conducted by LA, which shall cover the following:

1. Introduction of CAB personnel and assessment team members, observers, as well as their roles.
2. Explain the purpose of assessment and ENAS accreditation process discussed.
3. Clarify and confirm the accreditation criteria and scope under assessment.
4. Confirm details of assessment agenda and plan, to agree with CAB work schedules.
5. Confirm that management system documents received.
6. Explain that assessment is a sampling-based exercise.
7. Mention that ID of people present and those to be interviewed will be recorded.
8. Discuss observation form, and outline NCR categorization.
9. Request the CAB to confirm the Escort assigned for each assessment team members.
10. Confirm any site-specific health and safety issues that the team need to be aware of; if possible, request a tour to walk through the site for familiarization of facility (no more than 10-30 mins).
11. Confirm logistics, guides and facilities required by the team.
12. Agree on place to work in private.
13. Confirm reporting arrangements; at least agree on tentative time for closing meeting.
14. Confirm confidentiality undertaking.

### Conducting Closing Meeting:

Before leaving site, the Assessment Team shall hold a concise closing meeting (usually > 1 hour) with the CAB top management representatives, which shall be chaired by the LA. The assessment team shall do or provide the following:

1. Thank the Organization for their hospitality.
2. A verbal summary of the outcome of the assessment, highlighting any areas of good performance, as well as areas of concern with the CAB (constructive criticism).
3. The recommendation from the assessment team in relation to accreditation for defined scope.
4. Discuss any revisions to the draft scope of accreditation; any revisions to the scope shall be initialed by assessor and CAB representative.
5. Explain ENAS policy on raising and closure of non-conformities.
6. Discuss any observations / NCRs with supporting objective evidence explained.
7. CAB shall be made aware about the actions required for their closure of NCs, within the timescale for submission of the corrective actions, with supporting evidence to demonstrate suitability of corrective actions and effective implementation.
8. Ensure that CAB management understands ENAS conditions, policies and procedures; as well as what further action is required before accreditation will be granted or continued.
9. Confirm if extra visit, re-witness or follow up visit is required to close findings raised in the assessment.
10. Discuss any fees for corrective actions and inform that accreditation will not be granted until fees will be paid in full.
11. A copy of the nonconformities shall be left with the authorized representative of the CAB.
- 12 Explain next steps in the accreditation or renewal.

### Preparation for an assessment,

#### please be reminded to go over at least the following:

1. Check scope of accreditation – if methods in scope are the latest version. If not, then CAB must justify the use of the old methods.
2. Read CAB's website.
3. Read relevant QS or other preparatory documents, e.g. previous assessment report of CAB's, provided and reviewed.
4. Document review adequately completed, and any findings are reported prior to the assessment.
5. Self-generated questions / notes are prepared based on document review.
6. Confirmation of the duration of assessment, and preparation time agreed with CAB.
7. Proposed agenda and logistics (e.g. location, hotel stay, security arrangements, etc.) to be established and communicated.
8. Read the Standards
9. ENAS Procedures:
  - ACP 11 – Assessment, Review & Decision
  - ACP 15 – Assessment Sampling Procedure
10. ENAS Policies:
  - EP 01 – ENAS Policy on Impartiality, Conflict of Interest and Confidentiality
  - EP 02 – ENAS Policy on Conditions for the Use of ENAS Symbol by Accredited CABs
11. ENAS Technical Requirements (current up to date ETRs for each Accreditation Scheme ).

#### 12. ENAS Guidelines:

- ENAS Assessor Guide
- Grading and closure of assessment findings
- Guideline on ENAS Accreditation Scheme & Process Requirements

#### 13. ENAS updates website

#### 14. ENAS Transition Policy

#### 15. ENAS Transition Checklist

#### 16. ENAS latest circulations

#### 17. Latest versions of assessment report formats

(\*\*\*Please make sure to lock forms after finalizing report)

### During assessment, please remember the following

#### traits and characteristics of a good assessor:

1. Positive and unbiased attitude
2. Good and careful listener
3. Good and tactful communication with CAB and representatives, and wraps up findings in a meeting everyday
4. Adheres to timelines and conducts activities in timely manner
5. Dress code is formal or smart-casual
6. Remain true to purpose without fear or favor
7. Evaluate effects of observations & interactions
8. Treat personnel in a way to best achieve purpose
9. React with sensitivity to local conventions
10. Perform without deviating due to distractions
11. Commit full attention and support to the process
12. React effectively in stressful situations
13. Thorough and arrives at generally acceptable conclusions
14. Remain true to a conclusion despite pressure

### During Assessor Meetings, the Lead Assessor must:

1. Explain the importance of assessor meetings during assessment
2. Assign tasks to each technical assessor/expert
3. Explains the role of technical assessor/expert/observer/evaluator during the assessment
4. Explain that a representative sample of demonstration is to be performed
5. Explain that NCs are to be discussed with Lead Assessor before they are formally raised
6. Explain to note all the evidences for any findings/NCs
7. Guide technical assessors/experts on raising NCs during the assessor meetings
8. Guide the Individual Assessor in preparation of Reports
9. Confidentiality and impartiality declaration signed
10. Discuss the fine line between assessment and consultancy
11. Highlight the importance of value-added services
12. Guide assessors not to suggest corrective actions or behave as inspectors or teachers
13. Remind technical experts to consult Lead Assessor in case of doubt or dispute
14. Change the status of NCs without the consent of Lead Assessor explained

### When gathering assessment findings, Lead Assessor must check:

1. Assessor notes appropriately recorded
2. Accuracy of findings verified
3. Management clauses including complaints, CA, PA, NC covered in detail
4. Internal audit reports checked
5. Management review minutes checked
6. Document changes covered
7. Technical requirement (please identify the level of understanding on ENAS polices)
8. Interpretation of the requirements of the standard
9. Ability of answering questions of the client
10. Assessor report addressing ISO/IEC 17025 sections & PT results completed
11. Test Method properly demonstrated and completely filled out
12. Valid NCR completed, linking each deficiency to ISO/IEC 17025 or test
13. Each NCR is uniquely numbered by Lead Assessor for ease of later reference by CAB
14. Copy of assessor report (if requested), NCR
15. Vertical audits conducted
16. Quality of assessment reporting
17. Help provided to technical assessor when need

