



INSPECTION ACTIVITIES REGULATION

according to ISO 17020

Date	31 Ottobre 2016	Edition	05	Revision	00
Preparato - CCM	Verificato - RT	Approvato - RRI	Approvato AD		
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1. PURPOSE AND SCOPE

This document defines the general process for the conduct of inspection activities contractually established with its customers, applicable to all inspection activities carried out by IAS REGISTER AG (IAS) through the activities and processes of the Inspection Division (hereinafter IAS INSPECTION).

INSPECTION IAS is an Inspection Body that operates according to UNI CEI EN ISO / IEC 17020 by determining, through the inspection activities, the conformity of a product, a process or a service to specific requirements, or based on a judgment professional, with general requirements, set out in an "Inspection Agreement" specifically established with the customer.

This Regulation lays down the procedure related to the inspection service provided, in all of its requirements and steps. **The inspection request can be made by any customer, physical or legal person, as legally defined by the applicable legislation in the various countries where IAS INSPECTION work, which is being submitted products, processes or services to a specific inspection activities contractually defined between IAS and the same customer.**

The specific inspection scheme of IAS INSPECTION is defined for each "Inspection Contract", through the "Inspection Requirements" defined within the specific "Inspection Contract" signed with each customer. Every single "Inspection Contract" and the related "Inspection Requirements" are an additional vital, integral and binding part of these General Regulation ISO 17020.

IAS records into the numbered "List Inspection Contracts" all the "Inspection Contract" provided on behalf of clients under contract.

2. STANDARD REQUIREMENTS

The regulatory references mentioned in this document are available at the following link:

- ISO www.iso.org

Issuer	Reference	Description
ISO/IEC	17000	Conformity assessment. Vocabulary and general principles
ISO/IEC	17020	General requirements for bodies operating in the inspection activities

3. TERMS AND DEFINITIONS

As regards terms and definitions used in this Regulation, please refer to ISO / IEC 17000.

Where applicable, see also the following acronyms and the definitions:

- ✓ **IAS REGISTER AG** Certification, Inspection and Training Body IAS
- ✓ **IAS REGISTER AG - Divisione Inspection** IAS INSPECTION
- ✓ **INSPECTION BODY:** For Inspection Body means a body that carries out inspection activities
- ✓ **ACCREDITATION:** Procedure by which a recognized body formally certifies the competence of a body or person to perform specific functions.
- ✓ **PRODUCT:** Result of a process.

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- ✓ **PROCESS:** Set of interrelated or interacting activities that transform input elements into output elements.
 - ✓ **SERVICE:** Result of least activity necessarily performed at the interface between the supplier and the customer, which is generally intangible.
 - ✓ **INSPECTION CERTIFICATE:** The Inspection Certificates are generally synthetic statements of compliance with specific requirements, for example, in relation to mandatory inspections by law.
 - ✓ **INSPECTION REPORT (or CHECK):** Report detailing inspection activity and their results
 - ✓ **RELEASE:** The delivery of a certificate / inspection report (or verification) by the inspector, following the inspection on site.
 - ✓ **TECHNICAL PAPER PRODUCTS (DTP1):** Document indicating the "Inspection Requirements" with the full description of the product to be certified, measurements, tests, with the relative mode of execution, to be carried out both by the customer and the Inspection Body
 - ✓ **DOCUMENT PROCESS TECHNICIAN (DTP2):** Document indicating the "Inspection Requirements" with the full description of the process to be inspected and / or certify, the phases, the trials and its implementing rules, to be carried out both by the customer and the Inspection Body
 - ✓ **DOCUMENT SERVICE TECHNICIAN (DTP3):** Document indicating the complete description of the service to be inspected and / or certify, the phases, the trials and its implementing rules, to be carried out both by the customer and the Inspection Body
- NOTE:** The DTP1,2,3 are part of the "Inspection Agreement", and each client can request certification of a product, process, product and service in the face of the same, to any Inspection Body.
- ✓ **NOT CONFORMITY:** Non Conformity means the failure to meet a requirement. It defines a not comply with the result of an inspection in which it was found the non-fulfilment of a requirement.
 - ✓ **OBSERVATION:** Observation means a relief caused by a partial implementation of a requirement (rule or reported to the General Regulations of IAS) of which result does not affect or is not susceptible of affecting directly or immediately the quality of performance.
 - ✓ **ORGANIZATION (or CLIENT):** Organization means the term for the person who manufactures and supplies a product / service and, in the case of this Regulation, apply Certification request.
 - ✓ **INSPECTOR:** Inspector means the term for the person who shall have competence to carry out an inspection and who it's in charge of the Inspection Body to carry out inspections.

4. REQUIREMENTS

4.1 General Requirements

In order to ensure its impartiality and independence from the parties involved, IAS (and its INSPECTION Division):

- It's not involved in any way in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected;
- It's not part of a legal entity engaged in the aforementioned activities;
- It's not linked by common ownership, staff, management and contractual commitments to a separate legal entity that can affect the outcome of inspections.

IAS also has its own Quality Management System Manual, which can be provided at the customer's by specific request with an uncontrolled copy, of which this Regulation is an integral part.

The legal status of IAS and IAS INSPECTION are described in the Statute.

This Regulations defines the relationship between IAS and the organization that requires the inspection activities and describes the operating modes through which IAS INSPECTION will proceed to perform the inspection activities aimed at the release of the "Final Inspection Report" or the Certificate.

4.2 Inspection object and responsible subject

IAS INSPECTION is a **Type A Inspection Body** for different types of activities recalled in this Regulation and mentioned below:

- a) **Products, processes and services into industry sector:**
 - inspection of machines, machine components and accessories in the face of customer specifications;
 - inspections of industrial product against customer specifications;
 - inspections of industrial processes in the face of customer specifications, with particular reference to health and safety in the workplace and in environmental protection;



- inspections of industrial facilities in the face of customer specifications.
- b) Products, processes and services into agro-food sector:**
 - inspection of machines, machine components and accessories of the agro-food sector in the face of customer specifications;
 - inspections on products of the agro-food sector in the face of customer specifications;
 - inspection of processes of agro-food sector in the face of customer specifications, with particular reference to health and safety in the workplace and in environmental protection;
 - inspection services on the agro-food sector in the face of customer specifications.
- c) Building construction and civil engineering works and related plants, environmental protection, defence and engineering works**
 - Inspection on design of buildings in the face of customer specifications;
 - Inspection on the construction process in the face of the customer's specifications, with particular reference to health and safety at work and environmental protection.
- d) Industrial plants engineering works**
 - Inspections on the design of works against the customer's specifications;
 - Inspection on the construction process in the face of the customer's specifications, with particular reference to health and safety at work and environmental protection.

Head of inspections is IAS (through its INSPECTION Division), even if the inspection activity is carried out by independent consultants appropriately qualified in accordance with the UNI CEI EN ISO / IEC 17020 and, where applicable, to the regulations in force in the different countries.

The inspection will be carried out, depending on the type of verification activities on the site, at the headquarters of the customer, or at the headquarters of IAS INSPECTION according to agreements from time to time will be taken.

5. ACCESS TO INSPECTION ACTIVITIES

Can access to the IAS Inspection Services all organizations (or customers) that may require inspection departments identified in the previous chapter

6. INSPECTION PROCESS

For inspection iter opening, the organization (or client) who wants to submit to an inspection by a product, process, service or project according to the applicable requirements, forwards to IAS INSPECTION its request signed by the Legal Representative or his representative, together with the supporting documentation.

Upon the request receipt, IAS INSPECTION will request any further information that may be required for the exact evaluation of evaluation of the assignment that the developer intends to release.

The relationship between IAS INSPECTION and the Organization (or customer) will be governed exclusively by order/inspection contract signed by both parties at the time of the agreement.

The signature of the legal representative of the applicant organization is the objective evidence of the acceptance of the regulations by the organization (or client) applicant.

If an offer is submitted, IAS INSPECTION inform the organization (or client) of the reasons.

The inspection, according to the requirements of the procedure, can be conducted by a single inspector or by a group. In this second case, IAS INSPECTION shall appoint a responsible of the same group.

The offer presented indicates, where applicable, the name of the Inspector Responsible of the Inspection Group (Project Manager) of the inspection service provided by IAS INSPECTION.

Following the signing of the contract, IAS INSPECTION communicates to the organization the names of inspectors (single or Group) in charge.

Into the offer are indicated the terms within which, receipt of such communication, in case of justified reasons, the organization (or customer) can proceed to the disqualification of inspectors mentioned above, by sending a written communication to IAS INSPECTION.

After this period, these names are considered accepted.

In case of unavailability of one or more inspectors at the time of inspection activities, in order to maintain continuity of service, IAS INSPECTION reserves the right to replace inspectors identified (individual or member of the Inspection Group) other qualified personnel, promptly communicating the new names to the organization (or client).



IAS INSPECTION IAS notify the customer of any possible presence during the inspection of other inspectors (ie. limited to the role of observers of the activity performed by the IAS INSPECTION employees, or contractually required or provided for by specific legislation of each country).

The customer is obligated to accept the presence of these inspectors.

The customer is also obligated to put knowledge of the inspectors the requirements and safety features of the site where the inspection takes place, as required by applicable laws in the countries where the inspection is conducted.

6.1 Customer Documentation

The customer must provide all the necessary documentation to the inspection

For the carrying out of inspections activities, it is necessary to prepare copies of documents and a list of them to be made available to inspectors, who have the obligation not to alter the original content.

IAS INSPECTION recommends customers to transmit the documents in paper copy and / or in electronic format, where applicable, as follows:

- the accepted format, unless otherwise agreed, are: ".pdf"
- a list of all the documents sent must be unique and in ".xls" or ".doc" format.

6.2 Results of inspection activities

The work of inspection performed by IAS INSPECTION as Inspection Body, shall be subject to an Inspection Report (RI) and / or a Certificate of Inspection (CI) traceable.

The RI and CI must include the results of examinations provided and the eventual determination of compliance resulting from these results, as well as all the information needed to understand and interpret them.

According to what is specified in the reference technical document (DTP1 or 2 or 3), if provided by the inspection service, the execution of the tests can: precede, occur simultaneously or follow the inspection activities.

Unless otherwise indicated, the inspector takes samples of the product that will be sent to accredited laboratories for carrying out the tests laid down and operating in accordance with UNI CEI EN ISO / IEC 17025 or, if these are not available, they can be used non-accredited laboratories of which is determined by IAS INSPECTION reliability in accordance with **Line ILAC-P10 Guide: 012,013 - the ILAC Policy on Traceability of Measurement Results.**

The analytical tests are considered successfully completed when IAS INSPECTION, reviewed the report of the tests, ensure that the results conform to the reference technical document requirements. If the analytical tests fail, IAS shall be inform the customer.

If there are no data to be included in one or more fields, it will still be indicated "Not Applicable", so that it is clear that this is not an omission. Where possible will also be given a motivation.

NOTE: Where inspection is a result of legal mandate of national authorities (eg. Activities under Notification), they can draw up specific requirements on how to report inspection results.

RI and the CI must be signed or, alternatively, only be approved by IAS authorized personnel (eg. IAS INSPECTION Responsible or the Head of inspection activity or another authorized person).

6.3 Minimum content of Reports / Certificates

RI and/or CI, if not otherwise specified (eg. By legal or contractual requirements, etc.), must contain at least the following elements:

- Document Identification;
- Identification of the issuing authority;
- Reference to the customer and the contract number;
- Document designation (inspection report, certificate of inspection, etc.);
- Date of inspection;
- Page numbering indicating the total number of pages;
- Reference to any attachments to the CI / RI same;
- Information that constitute the comparing result of the inspection, as appropriate, with the relevant legal requirements and / or Regulatory and / or Legal etc;
- Special Note to indicate in the case of a partial report;
- Name of the inspectors inspection performers;
- Name and signature of the person approves the release of the CI / RI.



- The final inspection report shall be signed by the Head of IAS INSPECTION or, in his absence by the deputy.

In addition, where not inconsistent with the specific requirements of the different activities:

- Description of the inspection request;
- Inspected and, where applicable the object identification, identification of the specific components that have been inspected and identification of the relative inspected points (when, for example, methods have been used NDT);
- Information on what was eventually omitted from the original scope of work;
- If some parts of the inspection have been subcontracted, the results of this work will have to be clearly identified;
- Outcome of the inspection including the determination of conformity, defects or other non-conformities (results can be supported by tables, graphs, sketches and photographic or video kits);
- Names (or identifiers) of the inspection staff members and when electronic identification is not assured, and their signature;
- The name and address of the inspection (reference here)
- Where applicable, the following clause unrepeatable (in Italian and / or English as appropriate):
 - "The present document shall not be reproduced, except in full, without IAS REGISTER AG and Client's approval".
- Where applicable, on the date of inspection, a field in which it is reported a numeric code that can be 1 or 2 or 3 according to the following legend, which must also be present in the inspection report or +
 - date agreed with the Customer
 - date chosen by IAS INSPECTION during the period from dd/mm/yy to dd/mm/yy specified by the Customer;
 - date "unexpected" for the Customer;
- They can not contain advice and recommendations;
- IAS INSPECTION Logo.

6.4 Preparation of Reports / Certificates

The inspector responsible for inspection, provides for the drafting of the RI and/or CI and deliver the same to the Administrative staff involved.

The inspector responsible for inspection must carry out a final check of the reports and/or certificates before sending it to the Administrative Staff.

The dispatch by the inspector responsible for inspection the Administrative Staff of competence imply that such monitoring is being done. This transmission can also be made electronically.

Corrections and additions to these documents imply the revision of reports and can only be carried out by the inspector responsible for the inspection.

7. COMPLAINTS

All complaints that come to IAS regarding the inspection activities carried out by IAS INSPECTION are taken into consideration in accordance with the procedures and regulations of IAS, available on the website www.ias-register.com

Is mandatory that IAS INSPECTION responds in writing to the person who made the complaint, giving all the information on the choices and actions on the time needed to complete them and giving at the same time indicating to the IAS structures to their ratings.

8. APPEALS

Any interested party may submit to IAS appeal against decisions made by IAS INSPECTION.

All appeals that come to IAS regarding the inspection activities carried out by IAS INSPECTION are taken into consideration are analyzed by technically competent persons who have not participated in the inspection activity and in accordance with the procedures and regulations of IAS, available on the website www.ias-register.com

9. DISPUTES

Any dispute between interested part (applicant for certification) and IAS not resolved to the activities described in the previous cases (complaints and appeals), must appeal to the jurisdiction in Mendrisio (Switzerland).

10. OBLIGATIONS OF THE COSTUMER

With the acceptance of this Regulation, the Organization is committed to

- always operate in accordance with the information contained in these Rules;



- make available the resources and the necessary documents for the conduct of inspection activities provided;
- ensure the availability of the personnel responsible for tasks checked during inspections;
- fulfil payments defined in the contract documents.

11. USE OF IAS LOGOS / TRADEMARKS

The brand / logo IAS INSPECTION is used and reported only by IAS on contractual documents related to inspections carried out by IAS INSPECTION (data collection sheets, inspection reports, Inspection Certificates)

As part of inspection activities, is not authorized under any circumstances the use of the logo/trademark IA INSPECTION or any other trademark owned by IAS.

12. CONFIDENTIALITY

IAS is responsible, as a result of commitments and publicistic legally binding obligations, the management of all information obtained or generated during the execution of inspection, performed by IAS INSPECTION.

When IAS is obliged by law or authorized by contractual commitments to release confidential information the customer, unless this is prohibited by law, will be notified of the information that will be disclosed.

IAS will indicate in advance to the customer, where applicable, the information intended or should disclose and make public.

The information about the client obtained from other sources than the client itself (for example by the claimant and by authorities in the legislative sphere or judicial) will be treated as confidential information.

IAS guarantees the confidentiality of the information obtained for the conduct of inspection activities carried out by IAS INSPECTION, from the beginning of the contractual phase with customers. This Confidentiality Warranty is extended to its inspectors engaging them:

- not to communicate, disclose or use in any way news, information or information about data, or in any way connected to the inspection or certification assigned to them;
- to keep all the documentation of the customer in a way that does not allow third parties to access them or take copies;
- to return to IAS INSPECTION after inspection copies of documents related to the inspection or certification and to remove any computer versions of these documents.

The commitment to confidentiality extends to all staff and employees and all its processes of IAS: all employees and associates of IAS, which are involved in various capacities in the inspection service process done by INSPECTION IAS, sign confidentiality agreements with which, inter alia, undertake to keep free of any economic and psychological influence and to potential conflicts of interest.

The access and consultation to registration documents is reserved to the functions involved into contractual iter, the customer in question and possibly to persons having legal title.

In the event that customer information should be disclosed for legal obligations, IAS gives written notice to the customer.

IAS is bound to treat all information received in compliance with the provision on current Notice in the different countries where it operates and to the security policies of the IAS information.

In any case, the customer data is treated as permitted by the laws in force into the Swiss Confederation.

13. FORCE MAJEURE

IAS will be exempt from the requirements of this Regulation and will not be held liable in any way if, due to unforeseen circumstances, would not be able to fulfil its contractual commitments.

14. LIABILITY

IAS is not liable for any loss or damage incurred by any person, and due to an act of omission or any error, or somehow caused during the course of the evaluation, or other services related to the activity of inspection, carried out by IAS INSPECTION, except in the case of negligence.

15. CONTRACTUAL RELATIONSHIP

The contractual relationship between IAS and its customer, done by IAS INSPECTION, shall be governed exclusively by the inspection contract between the parties. In case of conflict or inconsistency between these Regulation and the contract, shall prevail in any case the provisions contained in the inspection contract