



DESAFIOS DA INOVAÇÃO

Álvaro Silva Ribeiro
Presidente da RELACRE, Presidente da EUROLAB aisbl

Agenda

- ❑ RELACRE, criação e missão
- ❑ Representação internacional
- ❑ Importância da acreditação
- ❑ O Setor TIC
- ❑ Desafios atuais
- ❑ A EUROLAB aisbl no contexto europeu
- ❑ Perspetivas: 2017 plus



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Lisboa, 9 de maio de 2017

LNEG - Alfragide

Missão & Objetivos

RELACRE História

1990 – Fundação da EUROLAB (27 abril).

1990 – O IPQ organiza um forum de laboratórios publicos e privados, acreditados ou com interesse na acreditação, em 24 de outubro de 1990.

1991 – Criação, em 9 de maio de 1991, da RELACRE – Associação de Laboratórios Acreditados de Portugal, constituída por 21 entidades com laboratórios acreditados.

Missão

Apoiar e promover a comunidade de laboratórios, contribuindo para o seu reconhecimento na sociedade e para o desenvolvimento e credibilização da sua atividade.



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Representação internacional



Importância da acreditação

Accreditation is the last level of public control in the European conformity assessment system. Accreditation is designed to **ensure and attest that conformity assessment bodies** (e.g. laboratories, inspection or certification bodies) **have the technical capacity to perform their duties adequately**.

Accreditation is used in both the regulated sector to meet the requirements of certain legislation and the voluntary area where there is no specific legislation. Accreditation **aims to increase trust in conformity attestation and thus reinforces the mutual recognition of products, processes, services, systems, persons and bodies across the EU**.

It is based on a peer evaluation system that ensures the proper functioning of accreditation across the EU.



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Importância da acreditação

How accreditation works

Accreditation of conformity assessment bodies is based on harmonised standards, which define competence criteria for the national accreditation body and for each category of conformity assessment body (such as laboratories or certification bodies), sector specific requirements and guidance documents drawn up by regional and international organisations of accreditation bodies.

The European accreditation infrastructure

Furthermore, **Regulation 765/2008** recognises a body known as the European co-operation for accreditation, the EA, of which national accreditation bodies are members and which cooperates with the European Commission.



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Importância da acreditação

Accreditation in the EU

Regulation 765/2008, which sets out requirements for accreditation and market surveillance, establishes the legal framework for accreditation in Europe.

The Regulation promotes a uniformly rigorous approach to accreditation across Member States –one accreditation certificate valid in all European space.

The main principles of accreditation in the Regulation are:

- ☐ One accreditation body per Member State.
- ☐ Accreditation is a public sector activity.
- ☐ There is no competition between national accreditation bodies.
- ☐ Accreditation is a not-for-profit activity.
- ☐ Stakeholder representation is ensured.
- ☐ Accreditation is the preferred means of demonstrating technical capacity in the regulated area - in the appointment of notified bodies.



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Importância da acreditação



The Economics of Accreditation

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March 2013

Data: the UKAS/BMTA survey

The report systematically analyses interview and empirical evidence on the impact of accreditation and the quality infrastructure of which it is a part. It draws on published and policy related literature and studies, and examines both primary and secondary empirical data. These include a number of interviews with stakeholders, including recently accredited laboratories. Another important source of information is a study of the commercial benefits to its customers of services provided by the National Physical Laboratory (NPL), whose results have kindly been made available. A new survey of 176 suppliers of accredited services, - calibration and testing laboratories, certification and inspection bodies was carried out specifically for this study.

This survey, referred to as the UKAS/BMTA Survey has helped to establish the perception and value added of UKAS accreditation for suppliers and users of services. The survey was sent to members of the British Measurement and Testing Association (BMTA) and UKAS customers and was completed by 176 businesses active in these services, with nearly 70% having their main activity in testing, followed by 27% in calibration, 16% inspection and 13% certification. There are also 11% of responses from manufacturing firms that provide accredited services through in-house laboratories. Averaged across all conformity assessment services, around 45% of the market is in accredited services, but with higher shares in calibration and lower shares in inspection. The majority of respondents who answered the question reported that prices for accredited services were higher than for non-accredited services, on average by an estimated 8%.

The survey also confirmed the impression from interviews, that for most businesses, the advantages of gaining accreditation are commercial, and do not derive from a regulatory requirement. For example 50% of respondents considered that accreditation was a marketing and reputational advantage, while a further 16% felt that it was a requirement of their customers and nearly 20% reported benefits in efficiency and service quality from the

The Economics of Accreditation – March 2013

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Importância da acreditação

Source: Adopted with substantial amendments from Guasch et al. (2007)

2.2 The quality infrastructure

The institutions, legal frameworks and bodies of knowledge that make up the quality infrastructure are vital parts of modern economies and international connections through trade and the movement of labour and capital. They are central to the effective operation of a national innovation system and to efficiency in production, distribution and trade in goods and services. They have a set of salient characteristics that provide valuable information, facilitate markets, economic activity and international trade. These are, in turn, underpinned and their functioning enhanced by national accreditation systems and the international links between them. These characteristics include:

- *Confidence.* Products and services conform to their stated characteristics.
- *Reliability.* The quality infrastructure enables trust in the measurements units and procedures, the materials or methods that are used and the integrity of their use.
- *Comparability* of products and services across countries or regions.
- *Traceability.* “An uninterrupted chain of comparison measurements with increasingly higher accuracy instruments (smaller measurement uncertainty), starting at the instrument used in industry up to the national measurement standard.” (Sanetra and Marbán, 2007, p. 63)
- *Competence.* Institutions in the quality system are technically capable.
- *Conformity.* Products and processes meet the requirements of a standard.
- *Transparency.* Practices and procedures of the involved institutions are accessible

The Economics of Accreditation – March 2013

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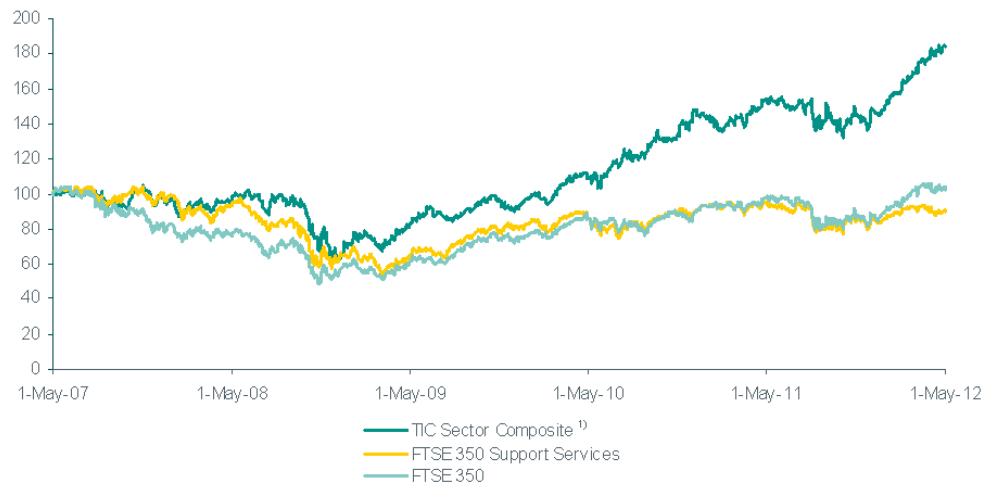
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Setor TIC (Testing, Inspection & Certification)

Attractiveness acknowledged by stock market

5 year share price performance (indexed)



¹⁾ TIC sector composite based on: SGS, BV, Intertek, SAI Global, Eurofins, Campbell
Source: date as of May 11, 2012; Factset, Company Info, ABN-AMRO analysis

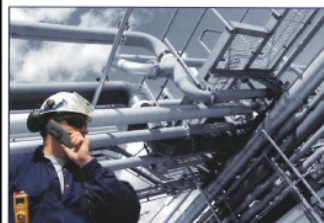
ABN-AMRO

CEOC

Industrial Services

INDUSTRIAL CAPITAL STRATEGIES

Testing, Inspection and Certification Industry: Merger & Acquisition Activity Remains High



Following a brief slowdown in transaction activity in 2009, M&A activity in the TIC industry has accelerated. Market sentiment and spending remained strong throughout the year, maintaining the momentum for growth in 2011 that started in 2010. This bodes well for the selling shareholders of privately owned companies participating in industry consolidation. As an example, five industry majors alone, Bureau Veritas, Dekra, Eurofins, Intertek and SGS spent a combined \$3.6 billion completing more than 195 bolt-on acquisitions from 2006 through 2010.¹ In 2011 they closed an additional 33 add-on acquisitions. So important are these add-on acquisitions that they added over \$2.2 billion in revenues, constituting between one-fifth and one-half of annual top line revenue growth for these companies.² In its four-year strategic plan unveiled in September 2010, SGS calls for about \$700 million in additional revenues as a result of acquisitions by 2014 and a capital expenditure program totaling over \$500 million. In its strategic plan for 2015 Bureau Veritas plans to have global revenue of around €5 billion and 80,000 employees (from €3 billion and 50,000 today); this includes extending its services offering in attractive market segments such as food safety, upstream inspection for the oil industry (drilling, offshore, LNG) and in renewable energies. Bureau Veritas plans to remain a major consolidating player by pursuing a strategy of targeted acquisitions, with a third of its growth being non-organic, i.e. via acquisition.

Meet us at NDTMA Las Vegas
or the 18th World Conference
on NDT in Durban

Testing, Inspection and Certification ("TIC") companies provide services to a diverse range of end markets, including agriculture, automotive, commodities, consumer, environmental, food, life sciences, industrial, maritime, medical, oil & gas, petrochemical, systems compliance and trade assurance. Services include quality and safety services such as product performance evaluations, certification and valuation of shipments, ensuring imports comply with relevant standards, industrial inspections including maintenance turnarounds, systems certification, supplier evaluation and laboratory outsourcing.

The recent oil pipeline leak in the Yellowstone River, the rupture of a gas pipeline in California, food safety scares, toy safety issues and international trade security concerns all underscore the importance of the TIC industry. The global TIC industry is estimated to be worth \$200 billion annually; half in the global supply chain, and half of a regional statutory nature.

Robust demand growth: Following the recent slowdown and dramatic recovery in international trade, several other factors support the continued growth of the TIC industry:

- Continual introduction of new regulations, for example energy efficiency in construction
- Globalization of international standards
- Increased outsourcing of inspection and verification services
- Improved risk awareness and focus on risk prevention
- Manufacturing migration and shorter product life cycles
- End user demand seeking third-party assurance
- Improved safety legislation and standards

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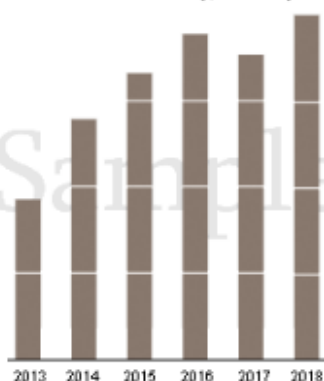
Setor TIC (Testing, Inspection & Certification)

Market Forecast - Testing Laboratories

[PREMIUM]

Market forecasts show the long term industry outlook & Testing Laboratories future growth trends. The following five-year forecast utilizes advanced econometric techniques that project both short-term and long-term market growth outlook. The industry outlook can be used to set a strategy applicable to economic realities.

Market Forecast (\$ billions)



Forecast / Industry Outlook

2014 2015 2016 2017 2018

Market Forecast (\$ millions)

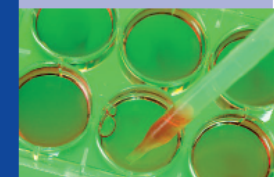
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Source: AnythingResearch Economic Analysis

Global Testing, Inspection and Certification

M&A update

Summer 2012



Buoyant M&A market,
high transaction
multiples

Perfect time for sellers in highly acquisitive market

The global testing, inspection and certification (TIC) market is valued at €100 billion. Globalisation and the widespread implementation of tougher rules and regulations in product safety and efficiency are driving its development. These factors combined with the greater use of outsourcing means the industry is growing faster than most other service sectors.

Whilst the industry is highly fragmented, consolidation is under way, as the market leaders and mid-sized players continue to pursue acquisition strategies. This presents a great opportunity for sellers.



"There are many opportunities in the TIC sector as growth continues unimpeded by the global economic uncertainty"

Michel Degryck, Partner

The key observations from our research:

- The TIC industry is characterised by high growth rates, double digit operating margins and a non-cyclical nature.
- The ten largest companies worldwide are all headquartered in Europe but all operate globally. The combined geographical revenue breakdown of the top three is 45% EMEA*, 31%

- All of the major players and mid-sized challengers have been highly acquisitive. SGS has completed 32 deals since 2010 and Bureau Veritas has acquired 50 businesses in the last five years.
- Transaction multiples have averaged 8x operating profit for small cap businesses and have reached 10x to 12x for mid-sized companies.
- Valuations are even higher for

Companies widening
their expertise and
geographic presence
through M&A



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KPMG – Testing & Measurement, Q3 2016 Report

Three Year Acquisition History for Selected Players in the TIC Industry

Aggregate EV (\$mm)	Average EV (\$mm)	Company	Number of Deals
1,100.0	110.0	Eurofins	45
10.3	10.3	SGS	32
609.0	609.0	Bureau Veritas	19
65.4	21.8	Exova	12
574.1	95.7	Intertek Group	11
1.7	1.7	DEKRA	10
18.2	9.1	Applus Services	8
N/A	N/A	DNV GL Group	8
6,030.1	3,015.0	Laboratory Corp. of America	7
198.9	198.9	TÜV SÜD	7
N/A	N/A	National Technical Systems	6
N/A	N/A	Institut Mérieux	6
N/A	N/A	UL LLC	6
2.0	2.0	Trescal	6
11.2	11.2	ALS	5

186 M&A

Top 5: 64%

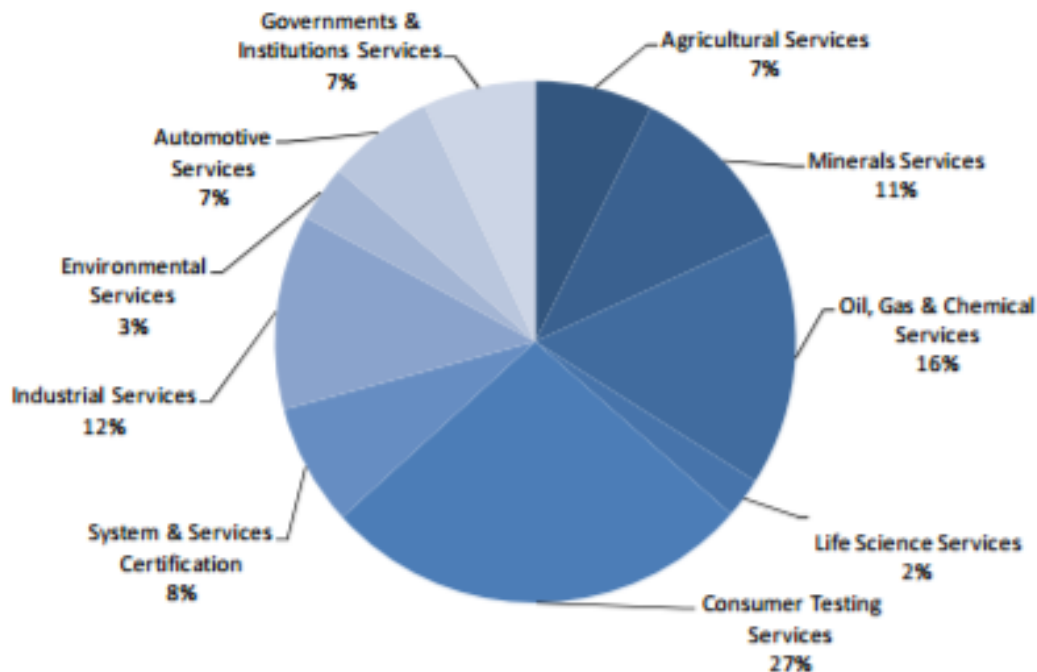
Note: Three years ended September 30, 2016; Aggregate and Average EV figures include transactions where data is available
Source: Capital IQ



Setor TIC (Testing, Inspection & Certification)

Mirabaud Report, SGS

Figure 2: SGS – EBIT split by division 2014E



EBIT – Earnings Before Interest & Tax

Source: SGS, Mirabaud Sec.



Desafios atuais

Mercado global

Restruturação organizacional

Desafios da comunicação

Outsourcing

Avaliação e desenvolvimento

Sensibilidades culturais

Competências de equipa



THE CHALLENGES OF A GLOBAL MARKETPLACE
Howard Morgan (Publ. in Human Resources in the 21st Century by Marc Effron et al. New York: JW&Sons, 2003)



Desafios atuais

Reconhecimento da competência & confiança

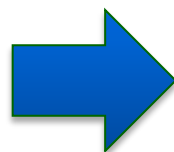
Acreditação & Certificação

Diretivas & Legislação

Avaliação de Conformidade

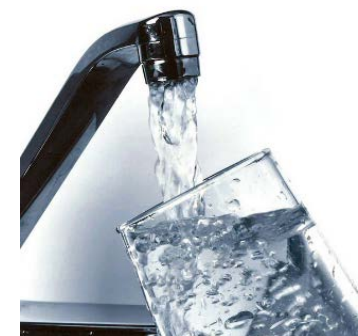
Marcação & Reconhecimento

Normas & Tolerâncias



M&T

Measurement & Testing
(Medição & Ensaio)





"There is no science without measurements, no quality without testing and no global market without standards."

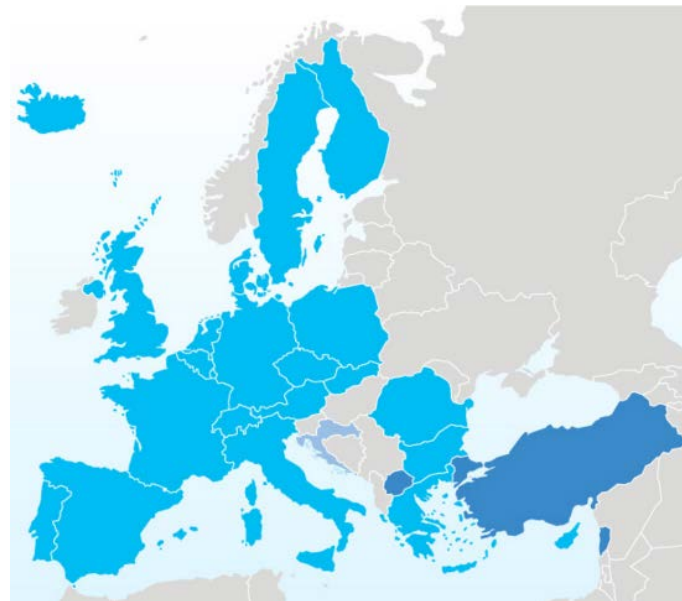
European Commission, **Measurement and Testing, A European research area oriented activity, High Level Expert Group**



EUROLAB's general objective is to promote cost-effective testing, calibration and measurement, services, for which the accuracy and quality assurance requirements are adjusted to the actual needs.

EUROLAB represents testing, measurement and calibration laboratories and has 21 Active Members, 3 Associated Members, 1 Observer Member and 2 International Affiliates.

Grouping over **2,000** conformity assessment bodies representing **over 100,000** technical experts and laboratory practitioners.











Active Members

 Austria	AUSTROLAB	 Iceland	Icelandic Fisheries Labs
 Belgium	BELAB	 Italy	ALPI
 Bulgaria	BULLAB	 Netherlands	FENELAB
 Croatia	CROLAB	 Poland	POLLAB
 Cyprus	CYPRUSLAB	 Portugal	RELACRE
 Czech Republic	EUROLAB-CZ	 Romania	EUROLAB Romania
 Denmark	EUROLAB Danmark	 Romania	ROLAB
 Finland	EUROLAB Finland	 Spain	EUROLAB-España
 France	EUROLAB France	 Sweden	EUROLAB-Sverige
 Germany	EUROLAB Deutschland	 Switzerland	EUROLAB-CH
 Greece	HELLASLAB	 UK	BMTA

Associated members

 FYROM	MAKLAB	 Turkey	TURKLAB
 Lebanon	LEBLAB		

International affiliates

 CEC	CEN	 South Africa	NLA
 CENELEC	CEOC International	 USA	NCSLI
 EA	EARTO	 EFNDT	EFTA
 EGOLF	Eurachem	 EURAMET	Eurocer Building
	Nordisk Innovations Centre		

EUROLAB key objectives:

Representation by formulating and voicing the opinion of laboratories regarding economic, political and technical issues having a direct impact on laboratories' activities both on the European scene and world-wide.

Co-ordination by interfacing with organisations having activities of interest to the laboratory community, and striving to avoid duplication of efforts and activities.

EUROLAB should be the major multisectorial and horizontal forum for the circulation and exchange of information and experience in development of:

- Test, measurement and analytical methods
- The use of test and analytical results in the implementation of legislation and directives, in product certification and acceptance, and in technical evaluations
- New measurement and testing techniques for example within the EC framework programmes, as well as
- Quality assurance measures

Dialogue with European & International Institutions

Governance

Stakeholders

EFTA

EC DGs

EP

EUROLABaisbl

Eurachem

CEOC

UILI

Euramet

IFIA

IMEKO

EFNDT

NCSLI

NLA

EA

ILAC

ISO

IAF

CEN

CENELEC

Regulators

DG ENER,
DG ENV, DV EMP,
DG SANTE, DG GROW,
DG Mobility and Transport,
DG Research and Innovation,
DG Justice and Consumers



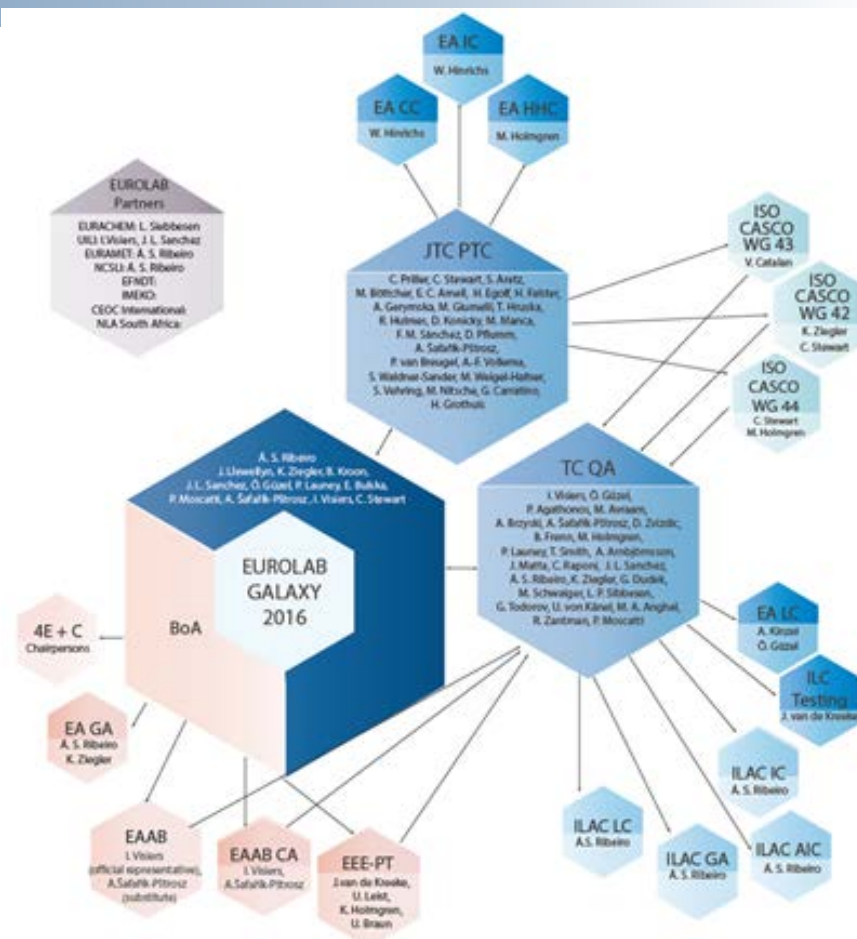
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Representing the Labs Community

Relations and MoUs with stakeholders:

- European Commission DG's
- EFTA
- ISO
- ILAC
- IAF
- EA
- CEN
- CENELEC
- ...

With more than 30 representatives in european and international committees

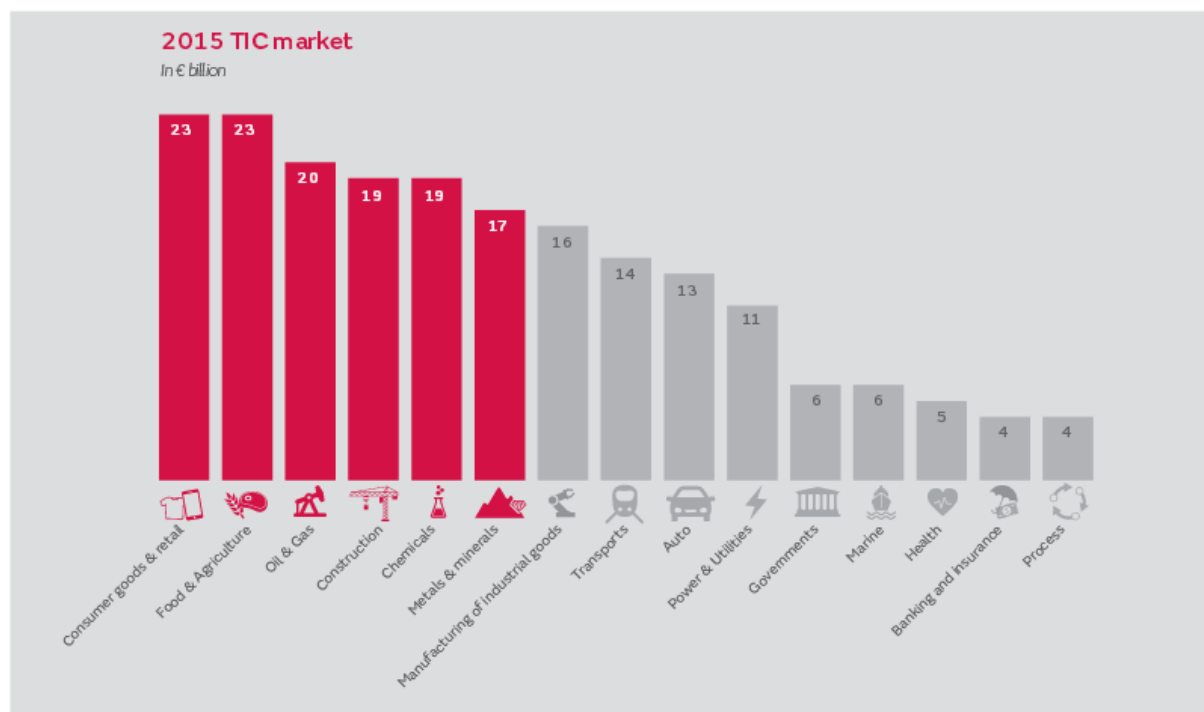




TIC Sector

Testing and inspection services support the quality and safety of products through product performance evaluations. For placing a product falling in the scope of a regulation on the market in nearly all countries a proof of conformity with the regulation is required.

EUROLAB Policy Paper



Source: IHS, Bureau Veritas estimates

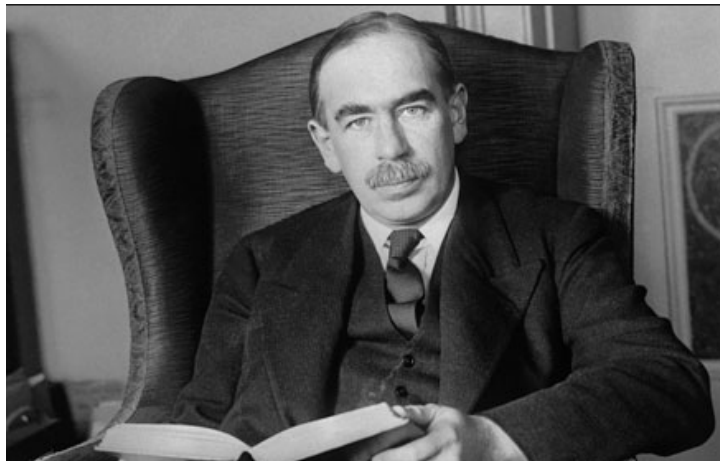
Credits: Bureau Veritas



Perspectives: 2017 plus

“The difficulty lies not so much in developing new ideas as in escaping from old ones.”

John Maynard Keynes



Perspectives: 2017 plus

REUTERS

Robots, new working ways to cost five million jobs by 2020, Davos study sa...

DAVOS | Mon Jan 18, 2016 | 5:01am EST

Robots, new working ways to cost five million jobs by 2020, Davos study says



Staff program a robot arm by Nachi Robotic Systems at the International Robot Exhibition in Tokyo, Japan December 2, 2015. REUTERS/Thomas Peter



Disruptive labor market changes, including the rise of robots and artificial intelligence, will result in a net loss of 5.1 million jobs over the next five years in 15 leading countries, according to an analysis published in Davos on Monday.

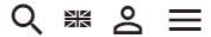
The projection by the World Economic Forum (WEF), which is holding its annual meeting in the Swiss ski resort this week, assumes a total loss of 7.1 million jobs, offset by a gain of 2 million new positions.

Perspectives: 2017 plus



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Germany pushes to ban petrol-fuelled cars within next 20 years

The resolution urges the European Commission to implement the ban across the European Union

Shehab Khan | [@shehabkhan](#) | 5 months ago | [59 comments](#)



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Perspectives: 2017 plus

3. Industry going digital

Twelve potentially disruptive technologies in the coming decade – half of them digital and related to Industry 4.0













	Mobile Internet	Increasingly inexpensive and capable mobile computing devices and Internet connectivity
	Automation of knowledge work	Intelligent software systems that can perform knowledge work tasks involving unstructured commands and subtle judgments
	The Internet of things	Networks of low-cost sensors and actuators for data collection, monitoring, decision making, and process optimization
	Cloud technology	Use of computer hardware and software resources delivered over a network or the Internet, often as a service
	Advanced robotics	Increasingly capable robots with enhanced senses, dexterity, and intelligence used to automate tasks or augment humans
	Autonomous and near-autonomous vehicles	Vehicles that can navigate and operate with reduced or no human intervention
	Next-generation genomics	Fast, low-cost gene sequencing, advanced big data analytics, and synthetic biology ("writing" DNA)
	Energy storage	Devices or systems that store energy for later use, including batteries
	3D printing	Additive manufacturing techniques to create objects by printing layers of material based on digital models
	Advanced materials	Materials designed to have superior characteristics (e.g., strength, weight, conductivity) or functionality
	Advanced oil and gas exploration and recovery	Exploration and recovery techniques that make extraction of unconventional oil and gas economical
	Renewable energy	Generation of electricity from renewable sources with reduced harmful climate impact

Exhibit E6

How disruptive technologies could affect society, businesses, and economies

■ Primary ■ Secondary ■ Other potential impact

	Implications for individuals and societies			Implications for established businesses and other organizations					Implications for economies and governments			
	Changes quality of life, health, and environment	Changes patterns of consumption	Changes nature of work	Creates opportunities for entrepreneurs	Creates new products and services	Shifts surplus between producers or industries	Shifts surplus from producers to consumers	Changes organizational structures	Drives economic growth or productivity	Changes comparative advantage for nations	Affects employment	Poses new regulatory and legal challenges
Mobile Internet	Other potential impact	Primary	Secondary	Primary	Primary	Other potential impact	Secondary	Secondary	Primary	Other potential impact	Other potential impact	Other potential impact
Automation of knowledge work	Other potential impact	Other potential impact	Primary	Secondary	Secondary	Other potential impact	Other potential impact	Primary	Primary	Secondary	Secondary	Secondary
The Internet of Things	Primary	Secondary	Other potential impact	Secondary	Primary	Secondary	Other potential impact	Other potential impact	Primary	Other potential impact	Other potential impact	Secondary
Cloud technology	Other potential impact	Primary	Other potential impact	Primary	Primary	Other potential impact	Secondary	Other potential impact	Primary	Other potential impact	Other potential impact	Secondary
Advanced robotics	Primary	Other potential impact	Primary	Secondary	Primary	Other potential impact	Other potential impact	Secondary	Primary	Secondary	Secondary	Other potential impact
Autonomous and near-autonomous vehicles	Primary	Other potential impact	Secondary	Secondary	Primary	Secondary	Other potential impact	Other potential impact	Secondary	Other potential impact	Secondary	Primary
Next-generation genomics	Primary	Secondary	Other potential impact	Primary	Primary	Secondary	Other potential impact	Other potential impact	Secondary	Other potential impact	Other potential impact	Primary
Energy storage	Primary	Secondary	Other potential impact	Secondary	Secondary	Primary	Other potential impact	Other potential impact	Secondary	Other potential impact	Other potential impact	Other potential impact
3D printing	Other potential impact	Primary	Secondary	Primary	Primary	Other potential impact	Secondary	Other potential impact	Primary	Secondary	Secondary	Other potential impact
Advanced materials	Primary	Other potential impact	Other potential impact	Secondary	Primary	Secondary	Other potential impact	Other potential impact	Secondary	Secondary	Other potential impact	Secondary
Advanced oil and gas exploration and recovery	Other potential impact	Secondary	Other potential impact	Other potential impact	Other potential impact	Primary	Other potential impact	Other potential impact	Primary	Primary	Other potential impact	Secondary
Renewable energy	Primary	Other potential impact	Other potential impact	Secondary	Secondary	Primary	Other potential impact	Other potential impact	Other potential impact	Secondary	Other potential impact	Secondary

SOURCE: McKinsey Global Institute analysis

Perspectives: 2017 plus

EC increasing impact of European Legislation, Regulation and Decisions

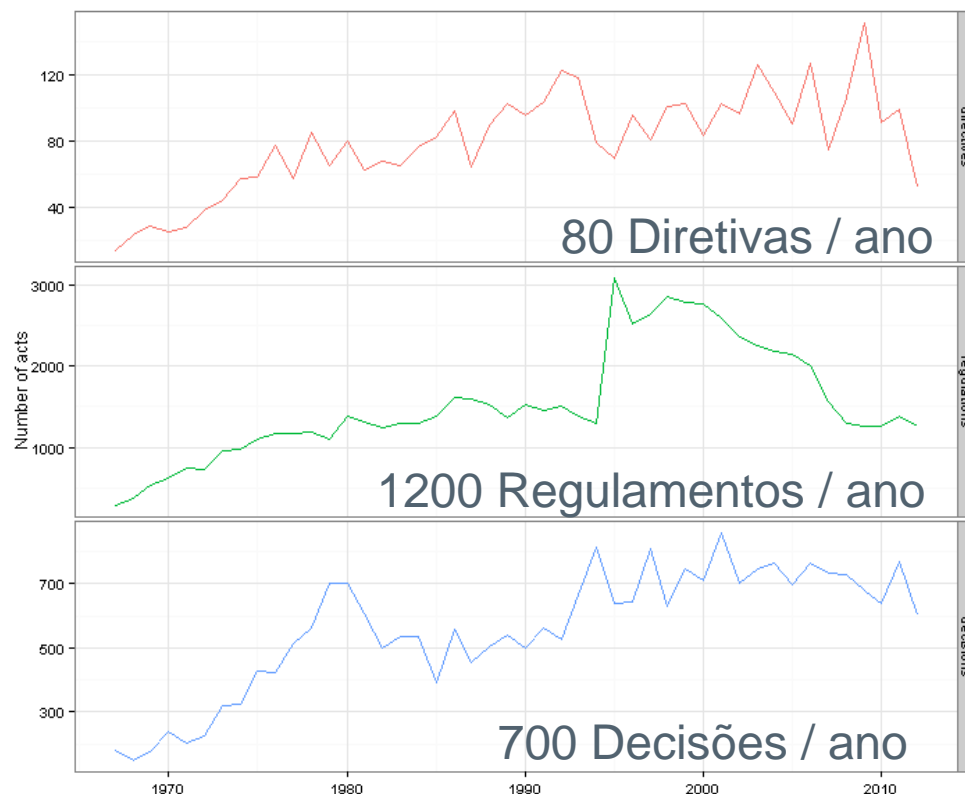


Figure 1

shows the number of directives, regulations and decisions adopted by the EU from 1967 till 2012.

1. EU legislation comes in three main forms:

directives, **regulations**, and **decisions**.

Directives are the most important and most general of the three. There are many important regulations as well, but usually regulations have a more narrow focus and limited application time. Decisions are the least general of the three. Directives are like real laws, and regulations and decisions are like government decrees.

We see that the annual number of legislative acts adopted by the EU has been steadily growing till the mid-1990s, but afterwards the growth has slowed down, and for regulations has been reversed. Nowadays, the EU approves on average **80** directives, **1200** regulations and **700** decisions per year. **Still quite a lot!** And look at the wild yearly variation in the number of directives adopted after 2000!

Source: D. Toshkov
55 years of European Legislation



Perspectives: 2017 plus

EC increasing impact of European Legislation, Regulation and Decisions

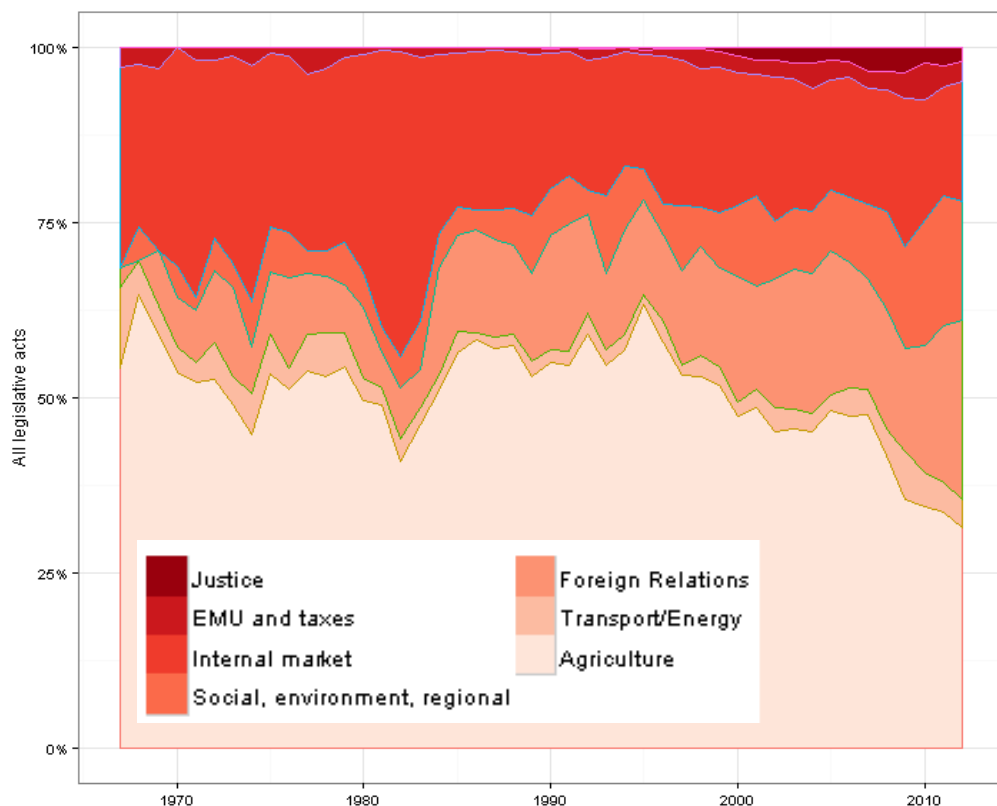


Figure 4

shows the policy sector distribution of EU legislation (all types of acts) adopted from 1967 till 2012.

4. What about the substance of the legislation? What topics do EU rules deal with? To answer this question we can look at the composition of EU legislation according to policy area over time.

In 2012 Agriculture and Fisheries still account for 30% of all EU legislative acts, and although the share is falling, it is still the biggest. Foreign Relations seems going strong only because the numbers include the Common Commercial policy as well. There has been a gradual increase in the amount of legislation in the fields of Social, Environmental, & Consumer protection, and Regional Policy. As expected, Internal Market and Industrial Policy regulation comprises another big chunk, while in terms of legislation, Economic and Monetary Union, Taxation, and Justice and Home Affairs are hardly registering on the graph (again, this doesn't mean that the impact of EU activity on the national level in these areas is negligible).

Source: D. Toshkov
55 years of European Legislation

Perspectives: 2017 plus

EC increasing impact of European Legislation, Regulation and Decisions

Since, the European Union has adopted more than 100 000 (one hundred thousand) legislative acts.

Source: D. Toshkov
55 years of European Legislation

There are now more than 40,000 legal acts in the EU. There are also 15,000 Court verdicts and 62,000 international standards.

Source: euABC.com

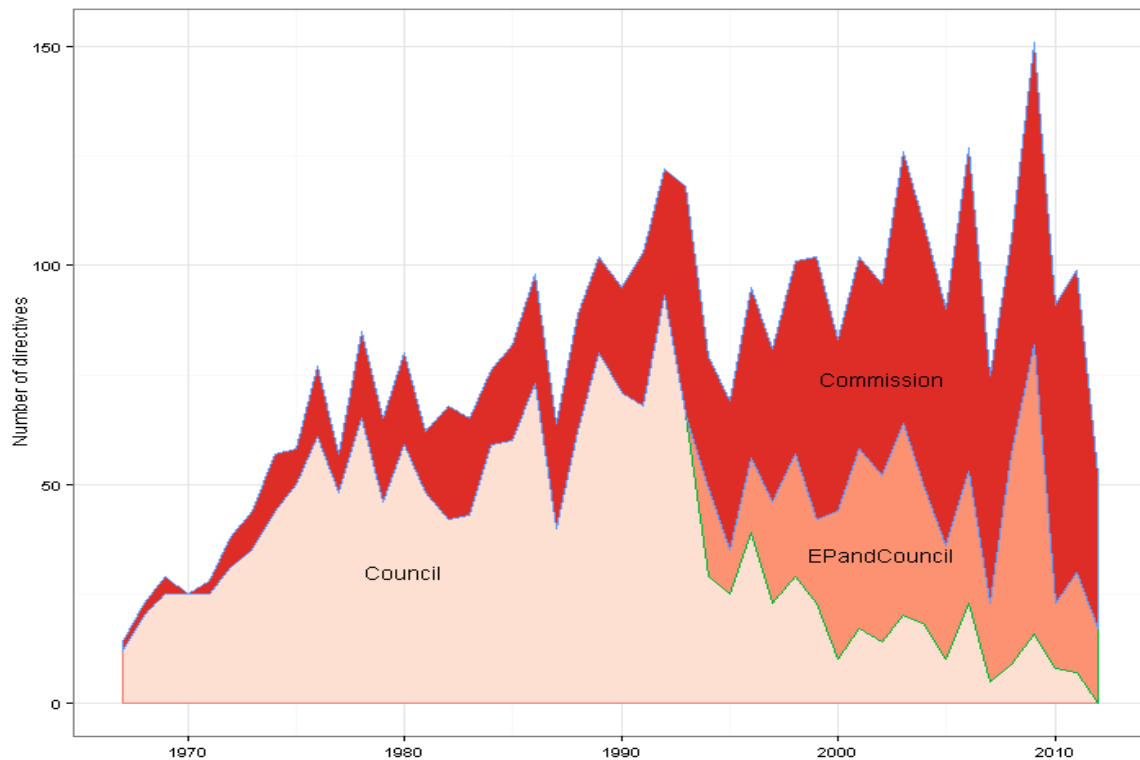


Figure 2

shows the number of directives according to their author adopted from 1967 till 2012.

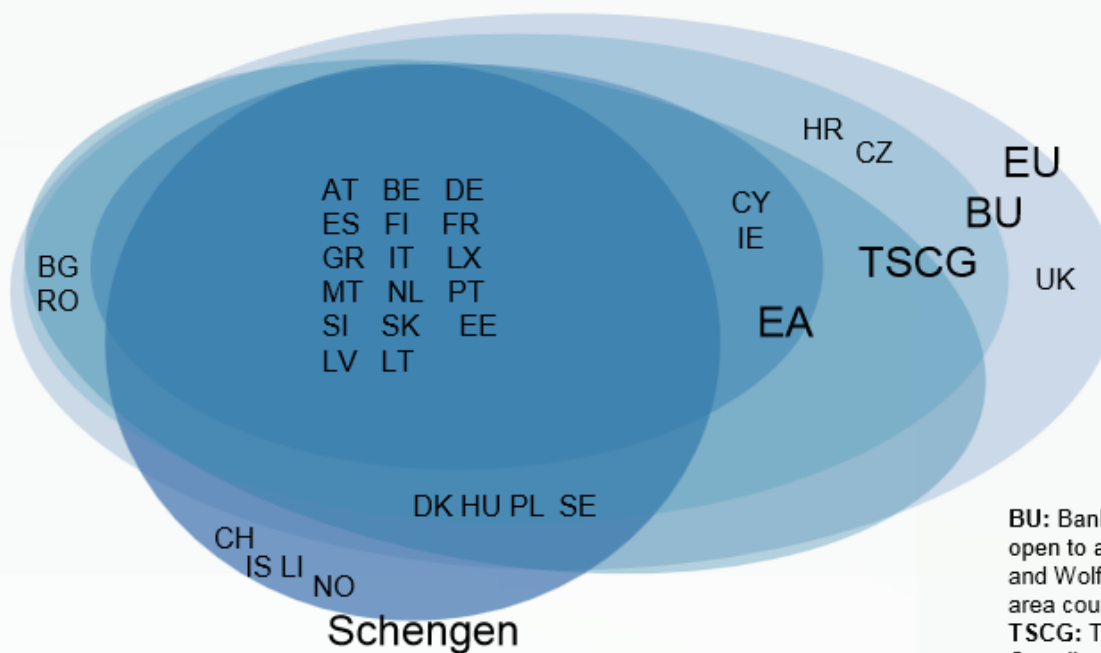


Perspectives: 2017 plus

Monetary union and the single market: what governance challenges?

Guntram Wolff – Director of Bruegel

Variable geometry now



BU: Banking Union, BU is in principle open to all EU countries, see Darvas and Wolff (2012), "Should non-euro area countries join the banking union?"
TSCG: Treaty on Stability, Coordination and Governance (Fiscal Compact)



ILAC LC Survey (inquérito internacional (Harmonização e Consistência da Acreditação))

ILAC LC Meeting in New Delhi, 2016 - Decisions

- Assure confidentiality of laboratories answers
- Prepare a White Paper on “Harmonization and Consistency of Accreditation” to present in IAF-ILAC Vancouver meetings in 2017
- Develop a survey to support the white paper and to obtain good examples
- Define parameters able to provide informations regarding today satisfaction and future evolution of accreditation worldwide



ILAC LC – Working Group

Task to prepare a survey on “Harmonization and Consistency of Accreditation” to support the White Paper

- Álvaro Ribeiro (EUROLAB aisbl, Europe) - Coordinator
- Jeff Gust (NCSLi, Fluke, USA) - Coordinator
- Jeff Hogg (NATA, Australia)
- A. K. Nehra (AOIL, India)
- Bob Stern (NCSLi, Keysight, USA)

Apoio internacional

- John Wilson (NLA – South Africa)
- Steve Sidney (NLA – South Africa)

Apoio nacional

- António Vilhena (LNEC, Portugal)

ILAC LC – Aim of Survey and online link

link: <https://goo.gl/OdmfT6>

ILAC LC 2017 Inquiry on harmonization and consistency of Accreditation

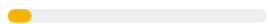
This inquiry is promoted by the Laboratory Committee of ILAC, being intended to obtain information about the opinion and concerns of accredited Laboratories worldwide regarding the international harmonization of accreditation.

All data that would possibly identify a Laboratory (e.g., country, accreditation body, name) will be held confidential and the results will be presented in a format that will not identify specific parties.

Your participation is very important to us and it will not take you more than few minutes.

Thank you in advance.

PRÓXIMA



Página 1 de 11

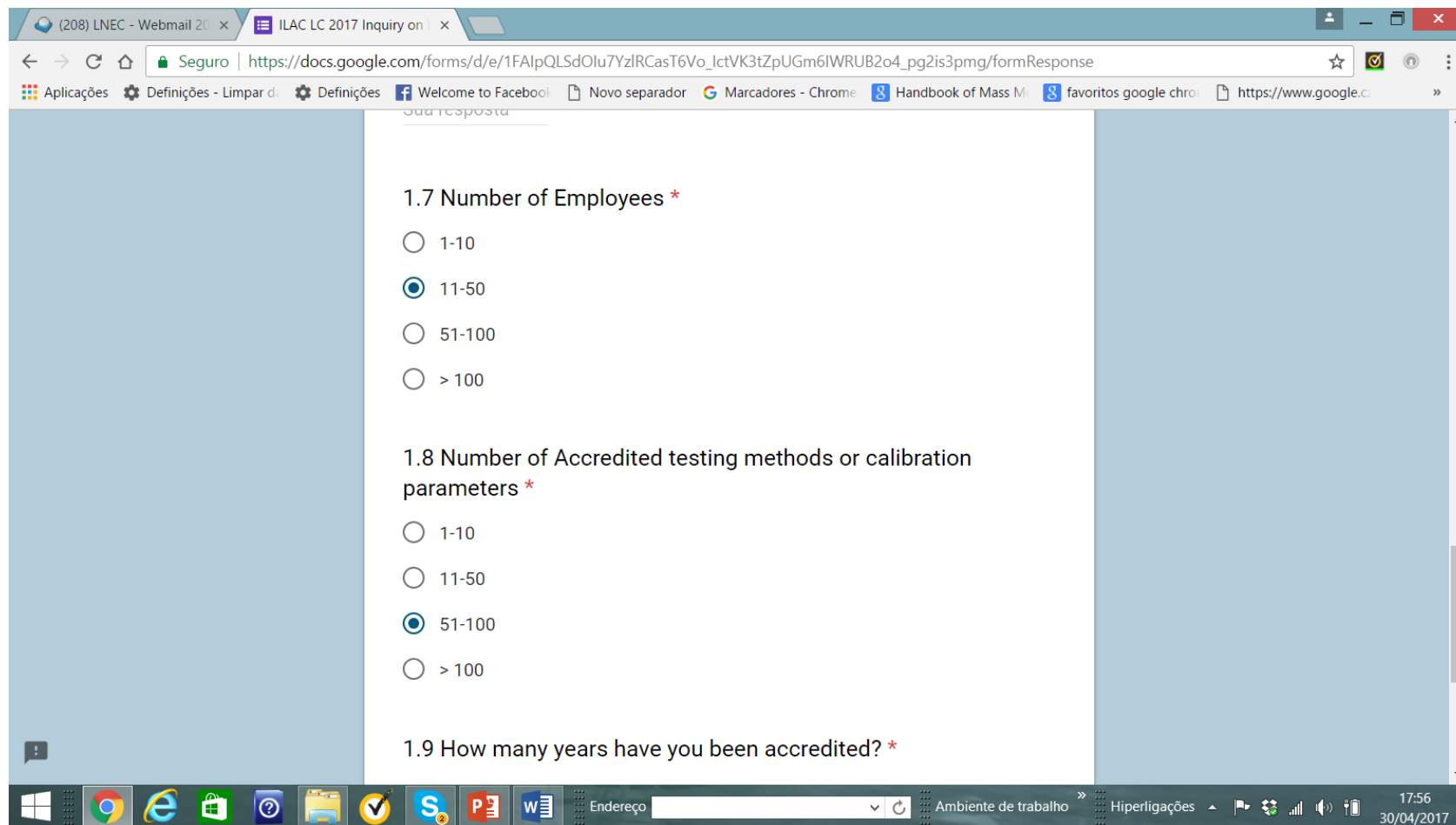
Nunca envíe senhas pelo Formulários Google.



ILAC LC – Key issues for harmonization and Consistency of Accreditation

- a – Scope definition
- b – Cycle and frequency of assessment
- c – Quality of Assessment
- d – Translation barriers
- e – Non uniform interpretation of ISO 17025 at national levels by ABs
- f – AB Policies
- g - Use of PT/ILC and similar Quality Control tools in Assessment
- h - Lack of Recognition of ILAC MRA

ILAC LC – Content (single options)



The screenshot shows a web browser window with a Google Forms survey. The browser's address bar shows the URL: https://docs.google.com/forms/d/e/1FAIpQLSdOlu7YzIRCasT6Vo_lctVK3tZpUGm6lWRUB2o4_pg2is3pmg/formResponse. The survey is titled 'ILAC LC 2017 Inquiry' and is displayed in a light blue theme. The form contains three questions, each with four radio button options. The first question is '1.7 Number of Employees *', the second is '1.8 Number of Accredited testing methods or calibration parameters *', and the third is '1.9 How many years have you been accredited? *'. The options for each question are: 1-10, 11-50, 51-100, and > 100. The '11-50' option is selected for both the first and second questions. The browser's taskbar at the bottom shows various application icons, including Windows, Chrome, Edge, and Word, along with the system clock indicating 17:56 on 30/04/2017.

1.7 Number of Employees *

☐ 1-10

☒ 11-50

☐ 51-100

☐ > 100

1.8 Number of Accredited testing methods or calibration parameters *

☐ 1-10

☐ 11-50

☒ 51-100

☐ > 100

1.9 How many years have you been accredited? *

ILAC LC – Content (optional open fields for comments and examples – 300 words)

(208) LNEC - Webmail 20 x ILAC LC 2017 Inquiry on x

Seguro | https://docs.google.com/forms/d/e/1FAIpQLSdOlu7YzlRCasT6Vo_lctVK3tZpUGm6IWRUB2o4_pg2is3pmg/formResponse

Aplicações Definições - Limpar d Definições Welcome to Facebook Novo separador Marcadores - Chrome Handbook of Mass Mi favoritos google chro <https://www.google.c>

☐ No

☐ Not applicable

2.3 Does your organisation perform also inspection and/or certification activities? *

☒ Yes

☐ No

2.4 Comments on the "Accreditation Scope definition"
(maximum 300 characters)

Notes regarding your answer

VOLTAR PRÓXIMA

Página 3 de 11

Nunca envie senhas pelo Formulários Google.

30 de abril de 2017
domingo

Endereço Ambiente de trabalho Hiperligações 17:57
30/04/2017

ILAC LC – Content (satisfaction items)

(208) LNEC - Webmail 20 x ILAC LC 2017 Inquiry on x

Seguro | https://docs.google.com/forms/d/e/1FAIpQLSdOlu7YzIRCasT6Vo_lctVK3tZpUGm6IWRUB2o4_pg2is3pmg/formResponse

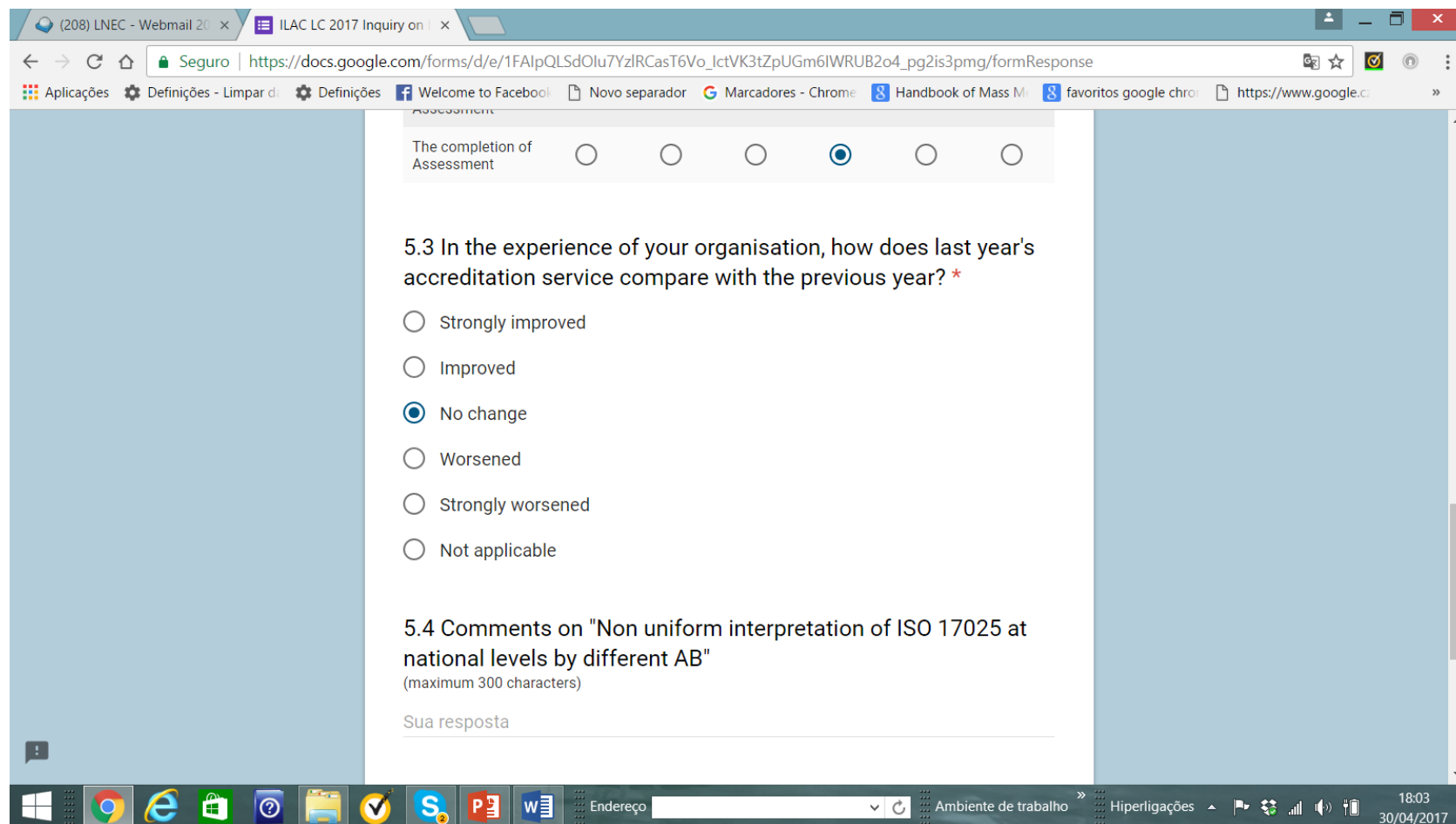
Aplicações Definições - Limpar d Definições Welcome to Facebook Novo separador Marcadores - Chrome Handbook of Mass M favoritos google chro <https://www.google.c>

5.2 How satisfied are your organisation with the following aspects? *
Scale from 1 (very dissatisfied) to 5 (very satisfied); N.O. - No opinion

	1	2	3	4	5	N.O.
Assessment process	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Auditors	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of training of Auditors	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of national interpretation guides	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of Accreditation by the NAB	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accreditation complaints procedure	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How your NAB understood your business needs	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way your NAB staff were easy to make contact with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Endereço Ambiente de trabalho Hiperligações 18:02 30/04/2017

ILAC LC – Content (satisfaction metrics)



The screenshot shows a web browser window displaying a Google Forms survey. The browser's address bar shows the URL: https://docs.google.com/forms/d/e/1FAIpQLSdOlu7YzIRCasT6Vo_lctVK3tZpUGm6IWRUB2o4_pg2is3pmg/formResponse. The survey progress bar at the top indicates that the 'The completion of Assessment' step is the fourth of six, and it is currently selected. The main content area displays two questions. Question 5.3 asks: 'In the experience of your organisation, how does last year's accreditation service compare with the previous year? *'. It has six radio button options: 'Strongly improved', 'Improved', 'No change' (which is selected), 'Worsened', 'Strongly worsened', and 'Not applicable'. Question 5.4 is titled 'Comments on "Non uniform interpretation of ISO 17025 at national levels by different AB"' and has a subtext '(maximum 300 characters)'. Below the question is a text input field labeled 'Sua resposta'. The Windows taskbar at the bottom shows various application icons, including Chrome, Edge, and Word, and the system clock indicates the time is 18:03 on 30/04/2017.

(208) LNEC - Webmail 20 x ILAC LC 2017 Inquiry on x

Seguro | https://docs.google.com/forms/d/e/1FAIpQLSdOlu7YzIRCasT6Vo_lctVK3tZpUGm6IWRUB2o4_pg2is3pmg/formResponse

Aplicações Definições - Limpar d Definições Welcome to Facebook Novo separador Marcadores - Chrome Handbook of Mass M favoritos google chro <https://www.google.c>

Assessment

The completion of Assessment

5.3 In the experience of your organisation, how does last year's accreditation service compare with the previous year? *

☐ Strongly improved

☐ Improved

☒ No change

☐ Worsened

☐ Strongly worsened

☐ Not applicable

5.4 Comments on "Non uniform interpretation of ISO 17025 at national levels by different AB"

(maximum 300 characters)

Sua resposta

Endereço Ambiente de trabalho Hiperligações 18:03 30/04/2017



ILAC LC Survey – Datas importantes

1 Maio 2017 – Mail enviado por Steve Sidney (ILAC LC Chair) para os membros da Comissão ILAC LC;

8 Maio 2017 – Secretariado da EUROLAB distribui o endereço aos membros nacionais (incluindo a RELACRE) para ser distribuído pelos Laboratórios nacionais

11 junho 2017 – Data limite para participar no inquérito

Junho a setembro 2017 – Análise do inquérito e preparação do Livro Branco dedicado à harmonização e consistência da acreditação

Out. / Nov. 2017 – Apresentação do ILAC LC White Paper on Harmonization and Consistency of Accreditation na reunião anual da IAF-ILAC.

Álvaro Silva Ribeiro
RELACRE (EUROLAB Portugal)

link: <https://goo.gl/OdmfT6>

Obrigado pela V/ atenção.



Equipa RELACRE

