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ACCREDITATION AND CERTIFICATION OF THE QUALITY CONTROL CENTER SWITZERLAND : 9 YEARS OF EXPÉRIENCE

DEFINITIONS

Accreditation :
Formal recognition of the technical competence of an organism to provide a
a concrete provision of a service, as defined in the accredited scope.
Technical competence is key to transparency, confidence and
comparability (**1**)

Since 1999, the CSCQ has been accredited **SIS 051** according to SN EN 45004 (1995)
ISO/IEC 17020 (1998), the guide ISO 43-1 (1997), the directives ILAC G-13 (2000), and
the guide EA 5/01 (1996).

Certification :
Procedure in which a third party confirms in writing that a service respects predefined
normative requirements (**2**)

Since 1999, the CSCQ has been certified according to ISO 9002 then ISO 9001 :2000.

Conformity evaluation :
Systematic examination aimed to check the respect of predefined requirements
for the provision of a service. The requirements can be set up by legal dispositions,
norms or by other means.

Quality :
Totality of characteristics of a service provision that bear on its ability to satisfy
stated and implied needs (**9**).

God of passages, Janus was
represented with two opposite
faces, one looking to front, the
other looking behind (every
passage supposes two places)(**3**)
The god of gates and doors,
beginnings and endings.

In other words:
*To see its own requirements fulfilled during processes with evolving requirements and
data.*

Conditions for accreditation and certification (5)

✓ Independence and impartiality. No pressure, either commercial, financial or from a third party

✓ Management committed to Quality

✓ Implementation of European and international norms

✓ Collaborators' recognition by the Management

✓ Reliable communication, common interests and internal co-operation (**4**)

✓ Technical competence and experience come first and foremost

for :

✓ Development and processes checks with strictly targeted means

✓ Detection of non conformities (NC) → opportunities for training and change (7)

✓ Evaluation of opportunities and projected risks → motivation for the detection of these NC (**7**)

✓ Error analysis, complaints, deviations → creation of corrective and preventive actions (**7**)

✓ Internal audits, indicators for the state of processes involving collaborators (**6**)

✓ Direction review, analysis of the quality system relevance → Objectives, intentions and plans of actions
for the coming year (**7**)

✓ Systematic continuous improvement in service provisions and quality control surveys (**4**)

Steps towards accreditation / certification

From pure theory…..

a) Quality awareness

b) Development of strategies

c) Definitions of quality objectives

d) Adaptation of other existing systems

e) Transparency of conclusions for the collaborators

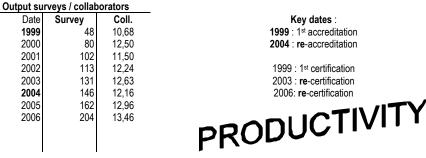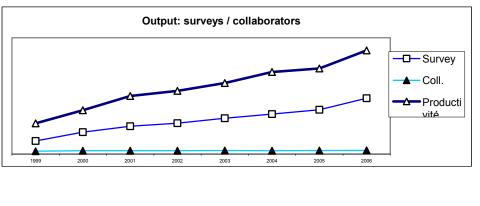**… to practice**

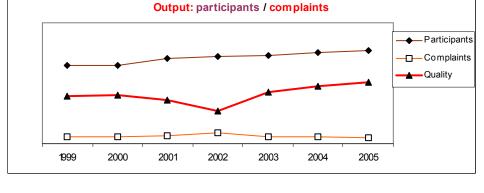|	
From the start to	1. Appointment of Quality manager linked to Management and answering for quality
1 month	2. Collaborators' involvement by granting clear functions according to a structured flowchart
2 months	3. Determination of technical and social competence of collaborators
	4. Choice of a Quality Manual index and of a documentation system
3 months	5. Analysis and writing of internal directives (=legislative)
6 months	6. Development of procedures and forms (=executive)
12 months	7. Education and practice for collaborators towards assimilation of the system
1 year 1/2	8. Systematic internal audits to evaluate the setting up of the system with feed-back
1 year 3/4	9. Analysis of external and internal complaints for the system to adjust to the needs
	10. Completion of audit check-lists for accreditation or certification
2 years	11. Request for an audit by accrediting or certifying organisms

RESULTS OF ACCREDITATION + CERTIFICATION AFTER 9 YEARS

➤ increase of surveys and participants without increasing collaborators

➤ increase of surveys and participants without increasing complaints

➤ increase of surveys and participants without enlarging the documentation system

➤ increase of experts' requirements about samples homogeneity evaluation, samples stability and
uncertainty of assigned values results

Output surveys / collaborators

Date	Survey	Coll.
1999	48	10,68
2000	80	12,50
2001	102	11,50
2002	113	12,24
2003	131	12,63
2004	146	12,16
2005	162	12,96
2006	204	13,46

Key dates :

1999 : 1st accreditation
2004 : **re**-accreditation

1999 : 1st certification
2003 : **re**-certification
2006: **re**-certification

PRODUCTIVITY

Output: surveys / collaborators

- Survey
- Coll.
- Productivité

Evolution of complaints / participants

Date	Participant	Complaint
1999	3867	326
2000	3883	325
2001	4231	390
2002	4312	535
2003	4399	345
2004	4528	320
2005	4605	301

Increase in complaints in 2002 directly linked to increase
in new surveys developments
and in number of participants,
followed by a decrease of complaints although the increase of
participants continues.

QUALITY

Output: participants / complaints

- Participants
- Complaints
- Quality

Accreditation + certification in numbers 1997 – 2006

Cost : CHF 170 200,-

Number of audits by accrediting-certifying organisms : 11

Number of quality documents : more than 300

Conclusions : expected and obtained benefits

⇨ confidence in the organism results, reports, and the certificates

⇨ national and international recognition of the organism's competence
for the conformity evaluation of the received results

⇨ transformation into a "learning-teaching" organism thanks to the maintenance
of a continuous improvement system

⇨ competence to offer follow-up and advice to the participants

Prospects

Certification = conformity … then decrease of politico-commercial barriers

Accreditation = competence … then opening to true innovations

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