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1. Purpose and scope

This document describes the process of monitoring and evaluating the performance of SOAC personnel.

This procedure covers the control, the monitoring, the evaluation and the reporting of the performance and competence of technical staff, team leaders, assessors, technical experts and committee members involved in the accreditation activities on behalf of SOAC.

2. References

- ISO/IEC 17011, Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies
- C07 – Recusal, complaints, and appeals
- C09 – Rules of procedure for accreditation committees
- P09 – Competence management
- P07 – Assessment process

3. Distribution list
All services concerned.

4. Effective date and review.
This document is applicable from the date mentioned on the cover page. It will be updated as necessary.

5. Summary of changes
Version 00: creation.
Version 01: revision to some sections and update of the table of modifications.

6. Terms and definitions

CAB: Conformity assessment body
QTSO: Quality and Technical Senior Officer

7. Process description

7.1 General

SOAC uses personnel (internally/external) to participate in the CAB accreditation activities, notably assessments, consecutive assessments, and reassessments.

The personnel shall apply consistently the requirements of the relevant standards, criteria and other relevant SOAC's publications. On-site assessments shall be conducted in a professional manner in accordance with the relevant requirements. The personnel shall maintain up-to-date relevant technical knowledge in his/her field of competence.

SOAC maintains personnel information records. This information is up-to-date every **03 years.**

The monitoring of staff in different positions will cover each of these positions (for example assessor and technical expert).

7.2 Methods and responsibilities of monitoring

7.2..1 Methods and responsibilities

SOAC uses a combination of all of part of the following methods to monitor its assessors:

- On-site observations;
- Review of assessment reports;
- Feedback from CABs (if available);
- Informal observation (if available).

At least once per 03 years, SOAC carries out an appraisal for each team leader, assessor & technical expert used.

This appraisal shall be performed during the on-site assessment, consecutive assessment and/or reassessment of a CAB.

Monitoring the performance of the team leader through on-site observations is the responsibility of QTSO. This monitoring can be performed by another SOAC peer team leader.

Monitoring the performance of the assessor, the technical expert through the on-site observations is the responsibility of QTSO.

Monitoring the performance of the team leader, technical assessors/experts through the review of assessment reports and feedback from CABs is the responsibility of QTSO.

Analysing CAB feedbacks may show the improvement needed for the concerned assessor or technical expert.

During her / his three-year follow-up, an assessor or a technical expert may be subject to an unplanned evaluation of performance. The latter may relate to all or part of a CAB assessment to which she/he takes part. Thus, any member of the assessment team can provide an opinion on her/his behavior. This opinion is sent to QTSO. The latter will analyse the results and take the appropriate measures

7.2.1.1 Results Analysis of monitoring

Results of monitoring of the SOAC technical assessors and experts are analysed according to the following table:

Result	Assessor's rate	Require action
Satisfactory	≥ 60%	The assessor has to attend SOAC normal refreshment awareness for more improvement
Need Guidance	≈ 50-60%	The assessor is guided by QTSO to cover the defect areas of performance that required for improvement before conducting another assessment
Unsatisfactory	≤ 50%	− the assessor is stopped; − he/she may be trained again in the related basic courses − he/she will attend one assessment as an observer − he/she will be monitored again according to 7.2.1; if the result is still unsatisfactory SOAC shall exclude that assessor

7.3 Monitoring of Staff

SOAC shall carry out an appraisal for its staff members who are involved in the accreditation process according to form F01P09. This appraisal is performed **annually** by QTSO and approved by SOAC Director-General.

7.4 Monitoring of decision making Personnel

▪ Accreditation committee :
The monitoring is done **every year** by QTSO. It shall be focused on any complaints or appeals to the accreditation decision of a CAB. The consistency of opinions of each member (accreditation committee remote work) relating to the accreditation decision shall also be reviewed (see C09).

▪ Technical Committee
The monitoring is done every **03 years** by QTSO. It shall be focused on the capacity of the successful conduction of a technical meeting.

8. Related documents

Refer to F02P01-Current QMS Control list.

9. Table of modifications

No.	Source	Modification in brief (Relevant changes)
P16.00- 21 July 2019		
Creation		
P16.01- 16 October 2019		
1	§ 2	The references have been revised in line with the wording of the standards
2	§ 6	The word "abbreviation" (title) has been replaced by "Terms" (title)
3	§ 7	All the sections of this chapter have been reorganized and technically revised
4	§ 8	This section has been revised : -the words "related forms" (title) have been replaced by "related documents" (title).