

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Certification Quality Management

Title	Conduct management review on certification services
Code	105953L5
Range	This unit of competency (UoC) covers the abilities to review the management system of the certification body at planned intervals to ensure its continuing suitability, adequacy and effectiveness in accordance with relevant international standards and the quality management system of the certification body.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of management system of the certification body and its review requirements</p> <ul style="list-style-type: none"> • Determine the scope and detailed requirements of reviewing management system of the certification body. • Determine scheme(s) / product(s) to be covered in the periodical management review. • Specify the requirements of management system in relevant international standards. • Propose the agenda and review interval of the management review. <p>2. Conduct management review of the certification body</p> <ul style="list-style-type: none"> • Collect a range of related information for the management review, e.g.: <ul style="list-style-type: none"> ○ results of internal and external audits, ○ feedback from clients and interested parties, ○ feedback from the committee for safeguarding impartiality, ○ the status of preventive and corrective actions, ○ follow-up actions from previous management reviews, ○ the fulfilment of objectives, ○ changes that could affect the management system, ○ appeals and complaints. • Critically analyse collected information and recommend decisions and actions related to: <ul style="list-style-type: none"> ○ improvement of the effectiveness of the management system and its processes, ○ improvement of the certification services related to the fulfilment of relevant international standards, ○ resource needs. • Retain all records of the management review inputs and outputs, including the follow up actions. • Allocate required resources for improvement plan / action proposed in the management review. • Monitor and report progress of the follow up actions. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Demonstrate good analytical power to review the performance of the management system. • Strive for continual improvement by identifying improvement opportunities.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • conduct management review in a timely and regular manner in accordance with the quality management system, • monitor and evaluate progress of review outputs to ensure the continuing suitability, adequacy and effectiveness of the certification body.

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Remark	The relevant international standards involved in this UoC are as follows: <ul style="list-style-type: none">• ISO/IEC 17021 Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems• ISO 9001 Quality Management Systems• International Accreditation Forum (IAF) Mandatory Documents (MDs)
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