



IAF China Day
Saturday, 9th June 2007, Beijing, China
IAF Strategic Plan to Identify and Achieve Expectations

IAF China Day
9th June 2007
Beijing
China

IAF Strategic Plan to Identify and Achieve Expectations

**of the users of certified organisations
like organisations, governments, end users, etc.**

IAF 战略计划——

识别和实现最终用户的期望

演讲者

IAF Chair Thomas Facklam

IAF 主席 托马斯·费克莱姆

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Content

内容

Who is IAF

什么是IAF

What are the aims and tasks of IAF and what are the strategic objectives to achieve that

什么是IAF的目标和任务及其要获得的战略目标？

What could be done to identify the expectations of Users of certified organisations

我们能做什么来确定已获认证组织的用户的期望

What should be done by IAF to achieve those Expectations

IAF应该做什么来实现这些期望

Way forward – establishing of a end-user-group?

向前的方法----成立最终使用者小组？

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Who are we?
我们是谁?

IAF Inc. (International Accreditation Forum)
IAF (国际认可论坛)

Established in 1993
成立于**1993**年

As a forum of national accreditation bodies for management system certification/registration; extended to all kind of certification and inspection with broad membership from all stakeholders for that field of conformity assessment

作为国家级管理体系认证/注册认可机构；其范围扩大到各种认证和检查，并拥有广泛的来自该合格评定领域所有利益相关方成员

Incorporated as a non-profit corporation in the State of Delaware, USA, in September 1998.

1998年9月在美国特拉华州注册为一个非盈利性组织。

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**Global Conformity
Assessment Regime**
全球合格评定体制

A web of Accreditation Bodies (ABs) operating acc. to internationally accepted documents and providing internationally accepted conformity assessment results leading to:
认可机构（**ABs**）实施认可的被国际接受的文件，并提供被国际接受的合格评定结果的网络，以实现：

One accreditation - accepted everywhere
一次认可，全球接受

One standard (set of), one test/certification/registration, accepted everywhere
一个（套）标准，一个检测/认证/注册，全球接受

Capacity to meet regulatory requirements, consumer safety concerns and market demands
满足规定要求、有关消费者安全和市场要求的能力

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IAF Charter
IAF 宪章

The International Accreditation Forum, Inc. (IAF) is an international association of organisations that have agreed to work together on a worldwide basis to achieve common trade facilitation objectives.

IAF是一个由相关组织组成国际联盟，这些组织已就在世界范围内为实现促进贸易的共同目标一起工作达成一致。

We are a major world forum for developing the principles and practices for the conduct of conformity assessment that will deliver the confidence needed for market acceptance.

IAF是制定合格评定活动实施原则与规范的主要的世界性论坛，这些合格评定活动提供市场接受所需的信心。

We act through the accreditation of those bodies that certify or register management systems, products personnel and/or inspection.

IAF通过认可那些对管理体系、产品、人员实施认证和（或）检查的机构来开展活动。

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IAF Charter
IAF 宪章

We promote the worldwide acceptance, of certificates of conformity issued by inspection and/or certification and/or registration bodies accredited by an Accreditation Body Member of IAF, and

IAF促进由其成员认可机构所认可的检查和（或）认证机构颁发的符合性证书在世界范围内获得接受，并

seek to add value for all stakeholders through what we do, and through our programs.

寻求通过我们的工作及认可方案为所有利益相关方带来增值。

We bring together, on a worldwide basis, partner accreditation bodies and representatives of stakeholder groups that seek to facilitate global trade through the acceptance of accredited certificates of conformity.

IAF在世界范围内将各伙伴认可机构和利益相关方集团的代表凝聚在一起，这些利益相关方寻求通过接受经认可的符合性证书来促进全球贸易。

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IAF Charter
IAF 宪章

We develop and/or recognize the appropriate processes and practices for the conduct of conformity assessment worldwide, and

IAF制定和（或）承认用于在世界范围内实施合格评定活动的适宜过程与规范，并

ensure their universal application by recognized IAF Accreditation Bodies Members and their accredited certification and/or registration and/or inspection bodies.

确保它们得到获得承认的IAF认可机构成员及其认可的认证和（或）检查机构的普遍应用。

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IAF Charter
IAF 宪章

We consult widely with stakeholders in developing our programs
IAF在认可方案的制定中广泛征求利益相关方的意见。

We work to deliver the best possible standard of conformity assessment
in order to provide our stakeholders with a value added outcome
我们致力于提供尽可能最好的合格评定标准，从而为我们的利益相关方提供增值的结果。

We influence world trade through linking, and working, with other key
international organizations and industry groups.
IAF通过与其他关键性国际组织和行业组织的联系与合作来影响世界贸易。

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IAF Strategic Objectives
IAF 战略目标

1. IAF to establish mechanisms for obtaining input from end-users about how well accredited certification is meeting their expectations in order to influence IAF in ways to continually improve outcomes.

IAF 将建立机制，以获得最终用户输入已获认可的认证有多么达到他们的期望，以便影响IAF持续改进结果的方式。

2. IAF to be seen as the organization which can respond to market feedback and promote changes to the assessment processes as needed, e.g. outcome focused.

IAF将树立自己能够对市场反馈做出回应并推动对评审过程的必要改革（例如以结果为中心）的组织形象。

3. IAF to demonstrate it is an organization which is committed to improving confidence that organizations with accredited certification consistently provide the outcomes required by management systems standards being used for accredited certification.

IAF将证实自己作为一个组织，对于经认可的认证，致力于增强对获证组织始终提供管理体系标准所要求的结果的信心。

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IAF Strategic Objectives

IAF战略目标

4. IAF to enforce the consistent application of its defined requirements by its members on all levels to provide uniform and effective application of international standards to achieve equivalent accreditation and certification outcomes for stakeholders.

IAF将加强其成员在各个层次实施IAF规定要求的一致性，以使国际标准得到一致和有效的应用，从而为利益相关方提供等效的认可和认证结果。

5. To effectively communicate with stakeholders what IAF is doing to continually improve the effectiveness, and enhance the benefits of accredited certification.

向利益相关方有效地宣传IAF在持续改进经认可的认证的有效性、提高其价值方面的工作。

6. To become the Body seen as being responsible for dealing with any questions on the application of Conformity Assessment Standards including complaints

成为一个被看作是负责解决应用合格评定标准包括投诉问题的机构。

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IAF Strategic Objectives
IAF战略目标

- # 7. Enhance interaction with ISO and IEC
加强ISO和IEC 的相互影响

- # 8. Making use of the Accreditation Body Network
利用认可机构网络

- # 9. Development Support Committee
发展支持委员会

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IAF Strategic Plan
IAF 战略计划

1. Establish an End-User Advisory Group integrated into the structure of IAF.
在IAF机构内建立最终使用者咨询工作组
2. Collect information from stakeholders related to the expected outcomes of accredited management system certification for ISO 9001 and ISO 14001.
就所期望的经认可的ISO 9001和ISO 14001管理体系认证的结果，从利益相关方收集信息

Note: There may be a gap between the expectations of customers of organizations with a certified management system, as identified in Strategic Initiative 1, and what can realistically be delivered by accredited certification based on the relevant standard.

注：通过战略行动1可能发现在管理体系获证组织顾客的期望与经认可的认证实际所能给予的存在差距

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3. Collaborate with ISO and ILAC through the IAF-ILAC-ISO JWG to develop an effective process for periodically surveying end-users of accredited certification.

通过IAF-ILAC-ISO联合工作组，与ISO和ILAC合作制定对经认可的认证的最终使用者开展定期调查的有效过程。

4. Review and revise, as needed, the process for managing IAF liaisons to industry to improve the exchange of information that will contribute to increased end-user satisfaction with accredited certification.

审查IAF对其与各行业的联系进行管理的过程，并做出必要调整，以改进有利于增加最终使用者对经认可的认证的满意度的信息交流。

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5. Identify, document, and widely communicate concise statements of the outcomes required by the management system standards ISO 9001 and ISO 14001.

确定对ISO 9001和ISO 14001管理体系标准所要求的结果的简明陈述，并形成文件和予以广泛宣传。

6. Develop or revise IAF application guidance, as needed, to establish appropriate means by which accreditation bodies and certification bodies can increase confidence that an organization with IAF accredited certification of its management system is consistently achieving required outcomes.

根据需要制定或修订IAF应用指南,就经IAF认可的管理体系认证,建立认可机构和认证机构可以增强对获证组织始终实现所需结果的信心的手段。

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7. Review of the governance of IAF to be sure that expectations and obligations of all members (AB MOU members, MLA signatories, liaison members, etc) and the regions (EA, PAC, IAAC, SADCA, etc) are clearly stated and understood (e.g. accountability).

审查IAF的管理方式，以确保所有成员（认可机构MOU成员、MLA签约方、联系成员等）和区域组织（EA、PAC、IAAC、SADCA等）的期望与义务得到明确表述和理解。

8. Continue to improve the IAF MLA peer evaluation process (e.g. including consideration of observers from stakeholders in the peer team, conducting specific surveys, etc).

持续改进IAF MLA同行评审过程（例如，考虑请来自利益相关方的观察员参加同行评审组，开展特别调研等）。

9. Continue to review the management process (e.g. feedback process, composition of groups) of the IAF peer evaluation process and perform improvement as necessary.

持续审查IAF同行评审过程的管理过程（例如反馈过程、评审组的组成），并作出必要的改进。

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10. Increase the visibility of the outcomes of peer evaluation
增加同行评审过程结果的可见性。
11. Enhance the IAF website to make it more user friendly (e.g. mission, vision, value, structure and operations of IAF and the MLA, and to increase feedback from end-users of accredited certification, including complaints)
加强IAF网站，以使其更具用户友好性（例如IAF和MLA的使命、愿景、价值、结构与运作，以及促进经认可的认证的最终用户的反馈（包括投诉）。
12. Compilation and as far as possible coordination of presentations to international associations with an interest in accredited certification.
针对那些与经认可的认证中有利益关系的国际协会编制宣传材料，并尽可能对这些宣传材料进行协调。

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13. Continue to promote the benefits of the MLA to promote trade, especially to governments (e.g. to collect success stories).
持续推动MLA对促进贸易的作用，特别是相对于政府而言的作用（例如收集成功案例）。
14. Clearly define the AB role and communicate it clearly to our partners.
明确AB角色并把它们与IAF的合作方明确地联系起来。
15. Improve/enhance our network of international conformity assessment partners.
改进和加强IAF的国际合格评定合作网络。
16. Approach groups who want to commit to supporting and promoting harmonized conformity assessment activity, encouraging IAF membership.
与承诺支持和促进合格评定活动的团体积极沟通，并鼓励IAF成员同样的行动。

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17. Actively seek the views of clients and respond to their needs.
积极征求客户的意见，对其需求作出反馈。

Develop and conduct a client satisfaction survey to determine the current level of satisfaction with IAF processes.

开展客户满意度的调查，确定对IAF活动的现有满意程度。

Analyze survey results and implement appropriate corrective actions.
分析调查结果并采取适当的纠正措施。

Extend this survey to other levels of operation.

Identify evolving forces which have the potential to affect conformity assessment processes.

把该调查扩展到业务其它层面。识别将发展为对合格评定活动有潜在影响的势力。

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18. Provide active input into the ISO CASCO work program;
对ISO CASCO 工作程序提供积极的输入。

19. Promotion and use of MLA Mark.
提升和使用IAF标志。

20. Provide feedback to ISO/IEC on the application of Conformity Assessment Standards.
提供ISO/IEC合格评定标准应用的反馈意见。

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21. Strengthen network of ABs by implementing the IAF Cross-Frontier Accreditation Policy by:

通过以下方式来实施IAF跨国认可政策以加强Abs的网络:

-Collecting information on implementation of Policy;

-收集执行政策情况的信息

-Reviewing progress on implementation of the policy

-关注执行政策的进展

-Prepare recommended means of best practice for implementation of Policy

-准备被推荐的执行政策最佳案例的方法

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22. Ensure that emerging AB from developing economies get support from IAF and other international bodies to develop their accreditation.
确保发展中国家新成立AB能获得IAF和其他国际机构支持，以开展认可业务。

Ensure that the role of accreditation as a tool to remove TBT is understood in many developing economies, through encouragement to initiate ABs.

通过鼓励启动Abs，确保许多发展中国家了解认可在消除TBT（技术贸易壁垒）的作用。

Ensure closer cooperation with ILAC DSC.
确保与ILAC DSC间更紧密合作。

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The End-User Advisory Committee

最终使用者咨询委员会

This Committee aims to represent the voice of end users of accredited certification. End users are those agents in the market who need to be confident in the information given by accredited certificates for their decisions. Examples of end users are :

该委员会的目标是代表已认可认证最终使用者说话。最终使用者是那些在市场中需要在其决定中对已认可的证书所提供的信息有信心的代理商。最终使用者代表有：

Customers of certified companies

已认证公司的顾客

Purchasers of certified products

已认证产品的采购方

Scheme owners representing purchasing companies

代表采购公司的计划拥有者

Authorities

权威部门

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Membership 成员

Each Industry and User Association Member and Partner Member of IAF representing end-users of accredited certification is entitled to nominate one representative to be a member of the End-User Advisory Committee.

每个行业和用户联盟成员及代表已认可认证最终使用者的IAF伙伴成员都有权提名一名代表为最终使用者咨询委员会成员。

Should we enlarge the possible membership to interested groups not being IAF members yet?

我们是否应该增加尚不是IAF成员但有可能成为利益相关团体的成员？

The Chairman of the End-User Advisory Committee is appointed by the Board.

最终使用者咨询委员会主席由委员会任命。

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Terms of reference 权限

1. To represent the interests of end-users of accredited certification.
代表已认可认证最终使用者的利益。
2. To achieve consensus amongst members of the End-User Advisory Committee as to the needs and expectations of end-users of accredited certification and to communicate this to all IAF members.
在最终使用者咨询委员会成员中就已认可认证最终使用者的需要和期望达成一致意见，并把这意见传达给所有IAF成员。
3. To assist IAF in determining how well the needs and expectations of end-users of accredited certification are being fulfilled.
协助IAF确定已认可认证最终使用者的需要和期望实现的程度。

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4. To become informed and knowledgeable of IAF's organization, structure, operations, and activities; and in particular to be informed of the Executive Committee, the MLA Committee and the Technical Committee activities in aiming to ensure accredited certification is fulfilling the expectations of end-users.

被通报和了解IAF的组织、结构、运作及活动，特别是被通报IAF执委、MLA委员会和技术委员会活动，以确保已认可的认证实现了最终使用者的期望。

5. To provide advice and assistance to IAF for the development and implementation of strategies to ensure accredited certification is fulfilling end-user expectations, and to continually improve the value and effectiveness of accredited certification.

提供建议，协助IAF战略的制定和实施，确保已认可的认证正在实现最终使用者的期望，并持续增进已认可认证的价值和有效性

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Question for the China Day “中国日”问题

Is that the right way to go forward to achieve the goal
继续实现以下目标是正确的途径吗？

- accredited/certified once accepted everywhere
一旦被认可/认证，全球接受
- Ensure added value conformity assessment services
确保合格评定增值服务
- Ensuring expected outcomes are realised??
确保实现期望的结果

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To be answered at the end of this event
本演讲结束后回答