



# **Monitoring Performance of ILAC Evaluators**

**ILAC-P11:09/2009**

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## **PREAMBLE**

This document sets out the procedure to be followed to monitor the performance of evaluators involved in ILAC evaluations of unaffiliated bodies and ILAC regions. It does not supersede procedures used by the ILAC regions to monitor the performance of their own evaluators.

## **PURPOSE**

This document sets out the procedure for monitoring the performance of ILAC evaluators and reporting on that performance to the Chair of the ILAC AMC. It also outlines the procedure to be followed when dealing with complaints and appeals against ILAC AMC actions in relation to evaluator performance.

## **AUTHORSHIP**

This procedure was originally prepared by Working Group 2 of the ILAC Accreditation Policy Committee and published in 2004.

This procedure was reviewed and updated by the ILAC Arrangement Management Committee (AMC) in 2008. The ILAC Arrangement Committee (ARC) subsequently reviewed the proposed updates and recommended it be distributed for comment and ballot.

## **1. MONITORING PERFORMANCE OF EVALUATORS**

Team leaders are responsible for the proper and effective conduct of all ILAC MRA evaluations, either of unaffiliated ILAC members or of the regions. They are also responsible for monitoring the performance of each of the members of their evaluation team.

Each team leader shall complete a brief Evaluator Performance Log for each team member (see Appendix A) and return the completed form to the Chair of the ILAC AMC within one month of the completion of the on-site evaluation. Team members may also submit any comments on the team leader to the Chair of the ILAC AMC. Appendix B should be used for this purpose.

The Chair of the ILAC AMC and the representative from the recognised region on the AMC from which the evaluator was drawn, reviews the feedback and agrees on any action if required. In the case of evaluators from unaffiliated bodies, the unaffiliated body representative will review the feedback in conjunction with the ILAC AMC Chair.

If, as a result of this review of the feedback, the performance of any evaluator is considered to be unsatisfactory, or there are training or development needs proposed for an evaluator, the Chair of the AMC shall discreetly consult with relevant ILAC and/or regional personnel and the evaluator on the areas of performance that may require improvement. In extreme cases, or where an evaluator is unwilling to accept proposals for improvement, the Chair of the AMC may recommend removal of the evaluator from the relevant list of evaluators.

To monitor the performance of team leaders, each MRA signatory or applicant shall respond to a letter (example given in Appendix C) from the Chair of the ILAC AMC asking for comment on the performance of the evaluation team and particularly of the team leader.

In addition, the ILAC AMC shall review the format of each Evaluation Report prepared by a team leader to determine whether the reporting requirements of Annex 5 of IAF/ILAC A1 or A2 are met. The Evaluation Report shall also be reviewed for content to ensure that non-conformities, etc have been correctly assigned and to help ensure consistency among evaluation teams. Any perceived deficiencies in a report shall be advised to the AMC Chair, who shall seek input from the team leader and then consider all comments and take any necessary action to advise the team leader of areas for improvement. Once again, in extreme cases, it may be necessary to recommend removal of the team leader from the relevant list of lead evaluators.

## **2. COMPLAINTS AND APPEALS AGAINST ILAC AMC ACTIONS IN RELATION TO EVALUATOR PERFORMANCE**

An evaluator may appeal or lodge a complaint against ILAC AMC actions in relation to her/his performance. This shall be in writing, and addressed to the Chair of the ILAC AMC.

In most cases the Chair of the ILAC AMC shall undertake any investigation of such complaints and make recommendations to the AMC for possible actions. If the Chair's involvement may lead to a conflict of interest another member of the ILAC AMC shall review the complaint and advise the AMC Chair of the outcome. After such investigation and consideration by the AMC, the Chair of the ILAC AMC will advise the complainant of the outcome of the complaint.

An evaluator may appeal against any recommendation of the ILAC AMC. On receipt of the appeal the Chair of the ILAC AMC shall refer it to the ILAC Executive. The ILAC Executive shall be the Appeals Committee. Any member of the ILAC Executive whose involvement in the appeal may lead to a conflict of interest shall not participate in the review of the appeal.

## **3. TRAINING AND DEVELOPMENT**

Every two years the Chair of the ILAC AMC shall collate and review any issues of evaluator performance which could affect the content of ILAC workshops for evaluators. If they give cause for the content of the workshops to be changed, the Chair of the ILAC AMC shall provide the ILAC/IAF Joint Working Group for Training (JWGT) with appropriate comments and the JWGT shall ensure, as appropriate, the topics are addressed at a workshop for evaluators.

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**APPENDIX A**  
**ILAC MRA EVALUATOR**  
**PERFORMANCE LOG FOR TEAM MEMBER**  
**(to be completed by Team Leader)**  
**Confidential**

Name of Team Member: \_\_\_\_\_ Employer of Team Member: \_\_\_\_\_

Evaluated Organisation: \_\_\_\_\_

Dates of Evaluation: \_\_\_\_\_ Name of Team Leader: \_\_\_\_\_

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**Mark one or more of the following performance categories:**

- (a)  Team Member's performance satisfactory
- (b)  Team Member's techniques need to be improved  
(see specifics in "Commentary" below)
- (c)  Team Member has an inadequate understanding of ILAC, ILAC/IAF or  
Regional Cooperation Body documents, ISO/IEC 17011, ISO/IEC 17025  
or ISO 15189 requirements (see specifics in "Commentary" below)
- (d)  Team Member's preparation for visits needs improvement  
(see specifics in "Commentary" below)
- (e)  Team Member's written or spoken communication needs improvement  
(see specifics in "Commentary" below)
- (f)  Any other comments (see below)
- 
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**Commentary**

(Please relate comments to each relevant category marked above. Attach extra pages if needed)

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Date: \_\_\_\_\_ Signature of Team Leader: \_\_\_\_\_

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**APPENDIX B**  
**ILAC MRA EVALUATOR**  
**PERFORMANCE LOG FOR TEAM LEADER**  
**(to be completed by Team Members)**

**Confidential**

Name of Team Leader: \_\_\_\_\_ Employer of Team Leader: \_\_\_\_\_

Evaluated Organisation: \_\_\_\_\_

Dates of Evaluation: \_\_\_\_\_ Name of Team Member Completing this Log: \_\_\_\_\_

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**Mark one or more of the following performance categories:**

- (a)  Team Leader's performance satisfactory
  - (b)  Team Leader's techniques need to be improved  
(see specifics in "Commentary" below)
  - (c)  Team Leader has an inadequate understanding of ILAC, ILAC/IAF or  
Regional Cooperation Body documents, ISO/IEC 17011, ISO/IEC 17025  
or ISO 15189 requirements (see specifics in "Commentary" below)
  - (d)  Team Leader's preparation for the evaluation needs improvement  
(see specifics in "Commentary" below)
  - (e)  Team Leader's written or spoken communication needs improvement  
(see specifics in "Commentary" below)
  - (f)  Any other comments (see below)
- 
- 

**Commentary**

(Please relate comments to each relevant category marked above. Attach extra pages if needed)

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Date: \_\_\_\_\_ Signature of Team Member: \_\_\_\_\_

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**APPENDIX C****EXAMPLE LETTER SEEKING FEEDBACK ON TEAM LEADER PERFORMANCE**

(Evaluated Organisation Address)

Dear (ILAC contact)

**Performance of ILAC MRA Evaluation Team**

The ILAC Arrangement Management Committee is required to monitor the performance of ILAC MRA evaluation teams to ensure they are as effective and consistent as possible. Part of that monitoring involves the performance of the Team Leaders for ILAC MRA evaluations.

As your organisation has recently been evaluated by an ILAC MRA evaluation team, I am writing as Chair of the ILAC Arrangement Management Committee (AMC) to seek your comments on the performance of the team which conducted the evaluation of your organisation.

While I would welcome any comments of a general nature such as “satisfactory”, “unsatisfactory”, etc, I would invite you to consider the following aspects of the evaluation and, if necessary, to comment on them:

- a) Was your organisation adequately briefed before the visit on the evaluation team’s preparation needs (supply of documents, arrangement of visit schedule, etc)?
- b) Did the team conduct the evaluation in a comprehensive and objective manner?
- c) Were the questions and comments from the team clearly communicated?
- d) Was the exit meeting conducted effectively with appropriate opportunities for your comments on the team’s findings?
- e) Was the report on the evaluation, in your view, accurate and clearly presented?
- f) Are there any other aspects of the evaluation on which you would wish to comment?

Naturally, we hope that your experiences were positive but if there are any issues of concern raised by you, these will be carefully considered by the ILAC AMC Chair to ensure any necessary improvements are made to our evaluation processes.

Thank you for your cooperation.

Yours sincerely