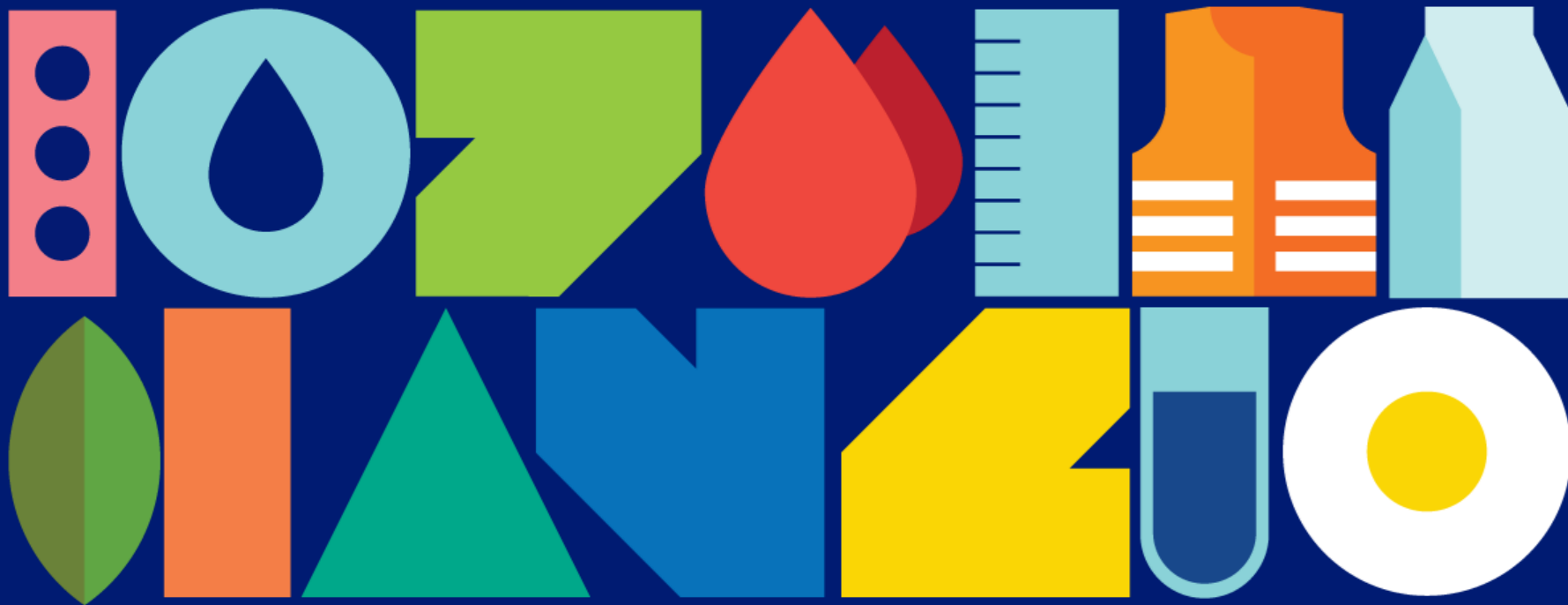




IANZ updates, common nonconformities, and cause analysis

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2025



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Objectives and Introduction

- Specific Criteria update
- Appeals about IANZ decisions
- IANZ logo Vs. accreditation symbol
- 2024-2025 NC summary
- Cause analysis

Specific Criteria Update

Specific Criteria Update – Within group calibrations

- Provision to be included for some calibrations to be performed centrally for multi-site organisations
- Anticipated scope to include:
 - Thermometers
 - Linear measurements
 - Balances
- Require calibrating laboratory to have suitable procedures and records that are available for review at the laboratory submitting equipment

Specific Criteria Update – Within group calibrations cont.

- Procedures also need to include condition on receipt checks and records of these will be reviewed during assessments
- Calibration records must identify any pre-adjustment results
- If not able to readily access records then the calibration agency is seen to be external and must therefore hold accreditation for this activity

Specific Criteria Update – Equipment Calibration Intervals

- Clegg hammers – Calibration of accelerometers
- Balances – Provision for in-house calibration
- Shear Vanes – Clarification that these fall under “Elastic Dynamometers”
- Gyratory compactors – Now included for angle, force/pressure, height measurement and speed as relevant

Specific Criteria Update – Equipment Calibration Intervals cont.

- NDM – update to allow two options for calibration intervals depending on calibration standard
 - i. Gauges calibrated to NZS 4407:1991 – Biennial full re-calibration
 - ii. Gauges calibrated to ASTM D7759 – Triennial full re-calibration with annual performance verification by accredited supplier
- Ovens – Now included under “Thermostatically Controlled Equipment”, which now also includes water baths.

Specific Criteria Update – Equipment Calibration Intervals cont.

- Liquid Limit Apparatus – Cassagrande bowl, grooving tool, and rubber hardness check requirements
- Timers – Updated to include commentary on the use of apps and computer times

Specific Criteria Update – Mobile facilities

- Included to address time sensitive sample preparation for remote testing locations
- To be included on scopes as class of test 4.16 – Mobile Facilities
- Laboratories will need to track the unique identification of a mobile facility and maintain records of where it was located at the time of performance of lab activities
- Suitable for compaction of test specimens for ITS and UCS, and sampling, slump/spread, moulding and initial cure of fresh concrete

Specific Criteria Update – Mobile facilities contd.

- Associated reports must identify where relevant activities were performed. E.g. “Sampling, compaction and initial cure completed onsite in mobile facility [mobile lab identification]”
- Equipment in a mobile facility must be ‘robust’ in nature, designed for mobile applications, protected from damage during transport, and undergo checks before lab activities are performed
- Relevant environmental conditions must be monitored and recorded
- New mobile facilities must be notified to IANZ at the time of deployment

Appeals about IANZ Decisions

Appeals about IANZ decisions

An appeal may be made about any IANZ assessment decision or accreditation decision, such as:

- a) Those involving the assessment process, including application;
- b) IANZ technical decisions, including Nonconformities raised and signatory approvals;
- c) Denial of accreditation;
- d) Suspension of accreditation or part of the accreditation scope;
- e) Withdrawal of accreditation;
- f) Any other action that impedes accreditation

Appeals about IANZ decisions cont.

- Initially, this should be addressed directly with the Lead Assessor
- If a satisfactory resolution can not be achieved, this can then be escalated to the Programme Manager
- If a satisfactory resolution is still not obtained, the appeal should then be submitted directly to the IANZ Chief Executive in writing and a formal investigation will be initiated
- For full details of the process, refer to section 6 of the Procedures and Conditions for Accreditation

IANZ Logo Vs. Accreditation Symbols

IANZ Logo



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- Only for use by IANZ

Accreditation Symbol



All tests reported herein
have been performed in
accordance with the
laboratory's scope of
accreditation

- Can be used for promotional material, sign-writing etc.
- Can be included on test reports
- Full details on usage included in the Procedures and Conditions for Accreditation

Accreditation Symbol Vs. IANZ logo

IANZ Accreditation Symbol (examples)	IANZ Logos
  <i>For use by accredited organisations</i>	  <i>For use by IANZ only</i>

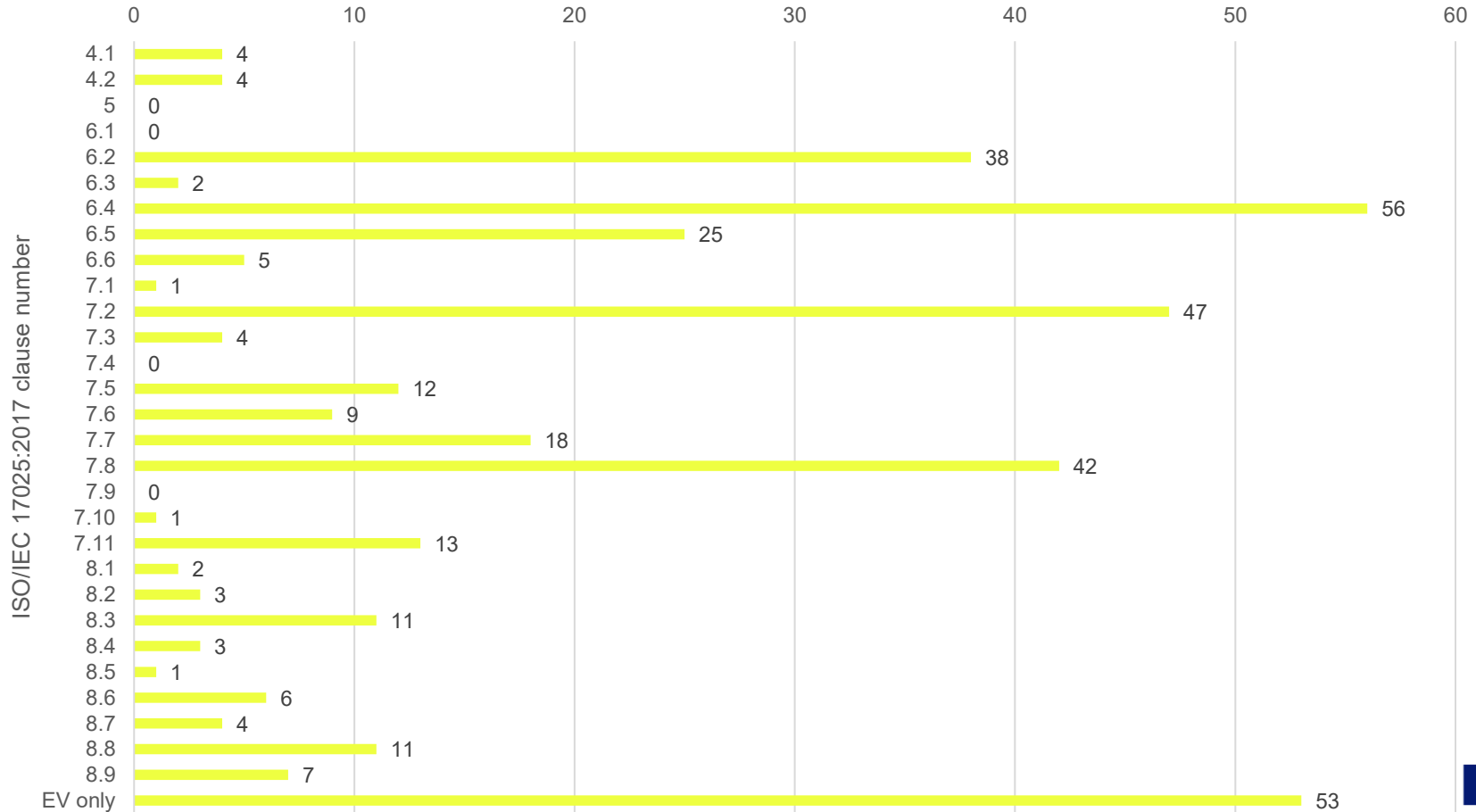
2024-2025 NC summary

Summary of NC's raised

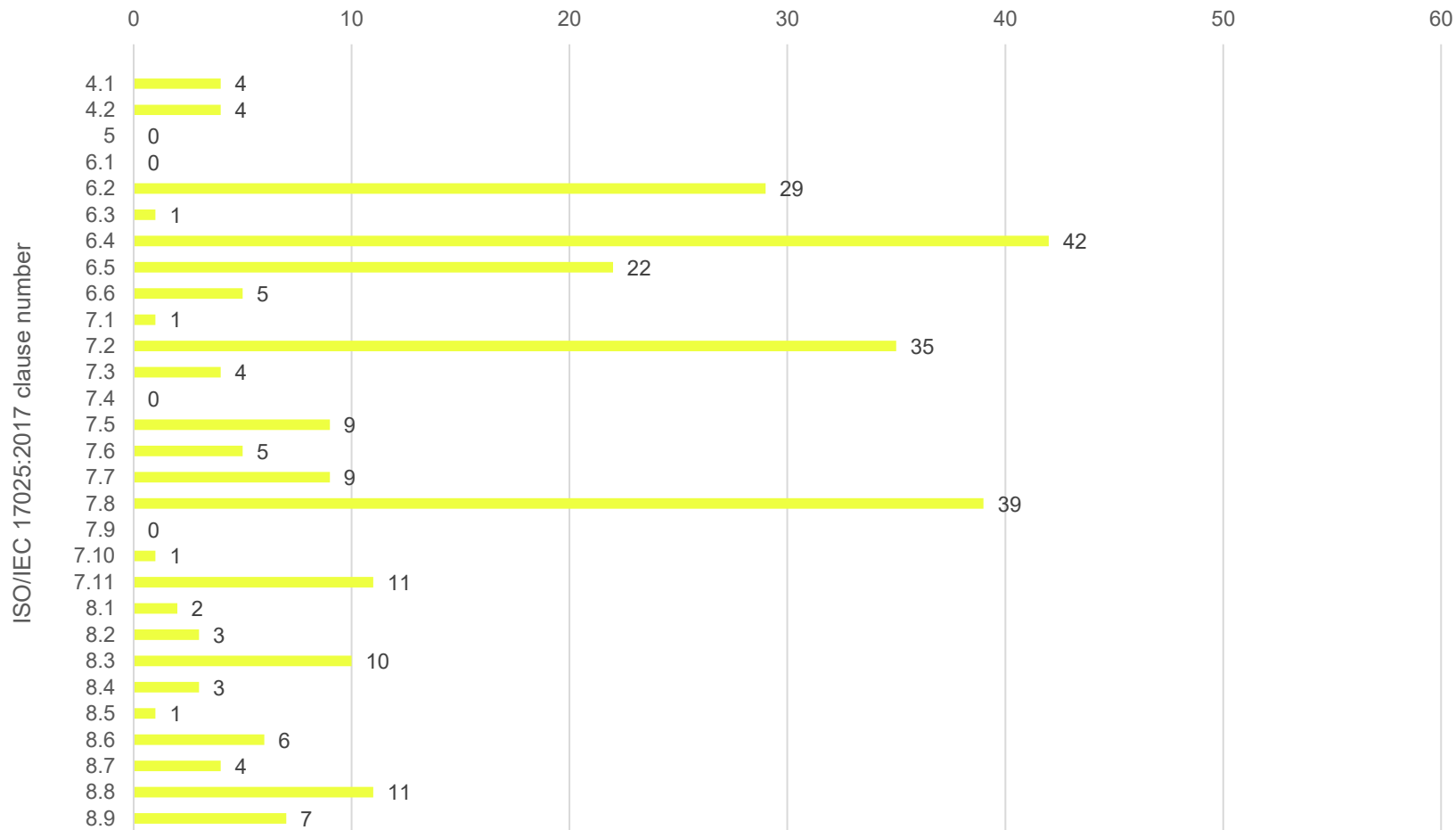
- 118 Assessments completed between 1st June 2024 and 31st May 2025:

Assessment type	Number of assessments
Initial Assessments	9
Routine Reassessments / Technical Assessments	52
Surveillance Assessments (including Off-Site Surveillance)	48
Special Assessments	2
Desktop Assessments	4

Nonconformities raised per clause



Nonconformities raised per clause - EVs



Summary of NC's raised cont.

- The four most frequent clauses were:
 1. 6.4 Equipment (42 instances)
 2. 7.8 Reporting of Results (39 instances)
 3. 7.2 Selection, Verification and Validation of Methods (35 instances)
 4. 6.2 Personnel (29 instances)

Summary of NC's raised – 6.4 Equipment (42)

- NC's in this category are primarily related to:
 - Missing calibration records
 - Equipment overlooked for calibration
 - Failed calibrations with no follow-up
- 14 raised against method extensions only, relating to:
 - Missing equipment
 - Un-calibrated equipment
 - Non-compliant equipment

Summary of NC's raised – 7.8 Reporting (39)

- There is a total of eight sub-clauses under 7.8 so instances of NC's being raised is skewed
- NC's in this category are primarily related to:
 - Missing information in test reports (sampling and testing)
 - Issues with amended reports
- Three raised against method extensions only, all relating to specific information required by new test methods

Summary of NC's raised – 7.2 Test methods (35)

- NC's in this category are primarily related to:
 - Issues identified by TE's during technical assessments
 - Deviations from test methods
 - Superseded standards in use
- Twelve raised against method extensions:
 - Deviations or improper demonstration of new test methods
 - Failure to undertake proficiency testing to demonstrate competency

Summary of NC's raised – 6.2 Personnel (29)

- NC's in this category are primarily related to:
 - Inaccurate or incomplete training records
 - KTP appointment issues
- Nine raised against method extensions only, relating to:
 - Lack of training records for new tests
 - Lack of KTP appointments for new tests

Cause analysis

ISO/IEC 17011 requirement

- ISO/IEC 17011:2017, Clause 7.6.8:

“...The accreditation body shall require the conformity assessment body to provide an analysis of the extent and cause (e.g. root cause analysis) of the nonconformities ...”

ISO/IEC 17025 requirements

- ISO/IEC 17025:2017, Clause 8.7.1*b*:

“Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

- Reviewing and analysing the nonconformity;
- Determining the causes of the nonconformity;
- Determining if similar nonconformities exist, or could potentially occur

IANZ report requirements

- In the Executive Summary section:

“In the instance of nonconformity, the organisation needs to provide an analysis of the extent and cause of the nonconformity”

- In the wording of an NC:

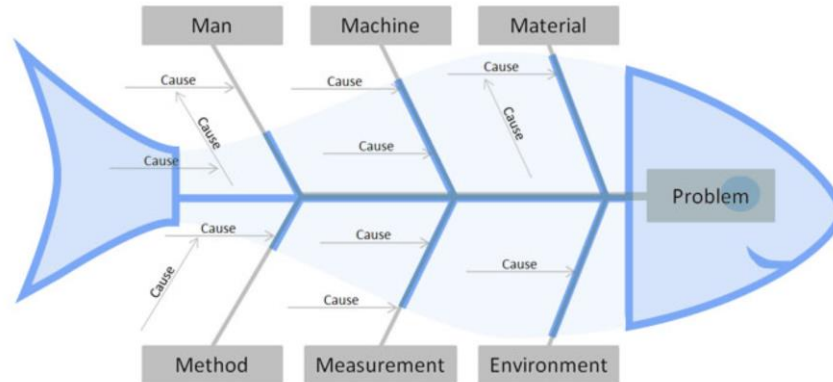
“Please provide to IANZ for review,... including the results of cause analysis...”

Root cause analysis in practice

- Determination of the cause(s) of a nonconformity is critical to prevent recurrence
- Determination, and elimination, of the cause of a nonconformance will improve testing reliability
- The root cause is not the symptom or immediate cause, but the underlying systematic reason for an issue

Root cause analysis – Common tools

- The 5 whys technique:
 - Ask “why” until you reach the root of the problem
- Fishbone/Ishikawa diagrams:



Root cause analysis Do's and don'ts

- Don't:
 - Don't assign blame – causes are always system based
 - Don't stop at the first cause – the immediate trigger may not be the root cause
 - Don't conduct root cause in isolation – Involve as many people close to the issue as possible
 - Don't confuse correlation with causation
 - Don't overlook indirect or environmental factors

Root cause analysis Do's and don'ts

- Do:
 - Do dig deeper and identify the underlying cause which resulted in the human error
 - Do ask why multiple times
 - Do involve the people directly involved in the work
 - Do implement corrective actions with ownership and follow-up
 - Do submit your cause analysis to IANZ in support of your NC clearance material

Summary

Summary

- An updated Specific Criteria will be issued shortly and all labs will be notified
- All accreditation decisions can be appealed
- Please use your accreditation symbol and not the IANZ logo
- Endorsement requirements have been updated
- Calibrate your equipment, update your training records, follow the test methods, and include all reporting requirements
- Please undertake root cause analysis for all NC clearances (and internally raised nonconformances).



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The End

