



APLAC QUALITY MANUAL

APLAC Quality Manual

PURPOSE

Following the incorporation of APLAC in New Zealand this Quality Manual replaces several APLAC SEC documents, NC 001 and sections of the superseded APLAC Rules of Procedure in defining the APLAC quality system and internal procedures.

AUTHORSHIP

This document has been written by the APLAC Secretary under the direction of the APLAC Board of Management.

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1. What is APLAC?

The Asia Pacific Laboratory Accreditation Cooperation Incorporated (APLAC) is a cooperation of accreditors of laboratories, inspection bodies and reference material producers in the Asia Pacific region. Its current geographic reach is the APEC region plus India, Mongolia and Pakistan.

APLAC was established in 1992, with the APLAC Memorandum of Understanding (MOU) being signed in 1995. On 18 October 2006 APLAC became an incorporated body in New Zealand under the Incorporated Societies Act.

APLAC is one of five Specialist Regional Bodies (SRBs) recognised by the APEC Sub-committee on Standards and Conformance. APLAC has signed MOUs with two of the other APEC SRBs, APMP (Asia Pacific Metrology Program) and PAC (Pacific Accreditation Cooperation).

APLAC is a recognised region of the International Laboratory Accreditation Cooperation (ILAC) and it has signed an MOU with another region, IAAC (Inter American Accreditation Cooperation).

The APLAC General Assembly is the primary body of APLAC, and the Board of Management is responsible to the General Assembly for the effective pursuit of APLAC objectives and for the day-to-day management of APLAC. The APLAC Secretariat supports the work of the General Assembly and of the Board, and reports directly to the Board.

APLAC's tasks include:

- publication, when necessary, of guidelines for the interpretation of accreditation criteria
- promotion of the exchange of information among member bodies
- encouragement of visits among member bodies
- cooperation in training of assessors and accreditation body staff
- organisation of expert meetings in specific areas of testing, calibration, inspection and reference material production
- organisation of APLAC interlaboratory comparison programs
- liaison with other relevant bodies in the region
- sharing of experiences in the operation of accreditation bodies, and in the establishment of mutual recognition arrangements
- promotion of the objectives of APLAC as defined in section 2 of the APLAC Constitution.

2. APLAC Quality Policy

APLAC seeks to enhance the technical competence of testing and calibration laboratories, inspection bodies and reference materials producers among its member organisations.

APLAC seeks to demonstrate that technical competence to the wider community through the APLAC Mutual Recognition Arrangement (MRA).

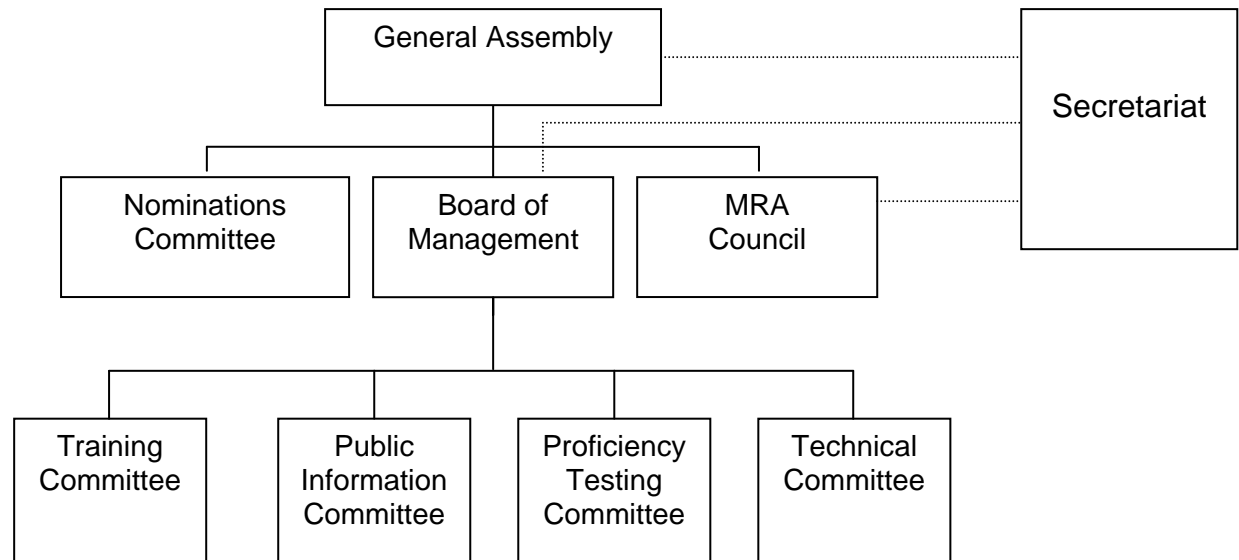
APLAC seeks to remain a recognised ILAC region.

APLAC seeks to support trade facilitation in the region through the establishment of an effective and accepted Mutual Recognition Arrangement.

APLAC seeks to respond to the needs of its member organisations and its stakeholders, including regulators in the region.

APLAC seeks to cooperate with other regional and international bodies with similar or complementary objectives.

3. APLAC Structure



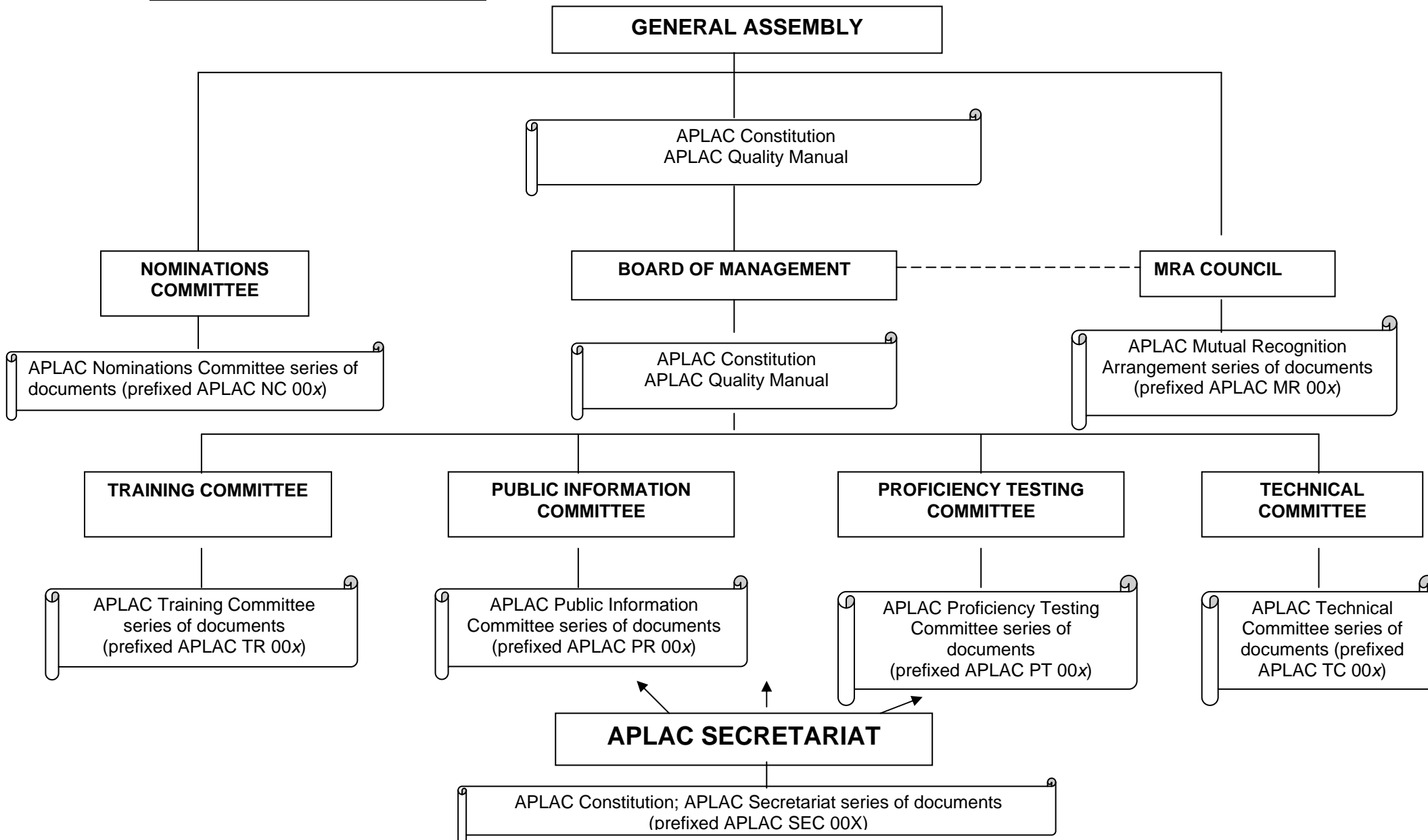
4. Register of Delegated Responsibilities

This delegation register lists the delegated activities, identified by the APLAC *Constitution* clause number, the responsible person or body, and the person or body to which the activity is delegated.

REGISTER

Constitution	Activity	Responsibility	Delegation
5.2.1 (h)	approval of APLAC policy and procedure documents	General Assembly (GA)	Board of Management (BOM) for procedures related to Quality Manual and secretariat processes
5.2.1 (j)	decisions on the APLAC budget and supervision of other financial matters	GA	BOM for approval of specific funding requests that fit within budget already approved by the GA
6.3 (d)	endorsement of appointment of APLAC committee members	APLAC Board of Management (BoM)	APLAC committee Chairs
7.2.1 (b)	execution of decisions taken by the APLAC General Assembly and Board of Management	APLAC Chair	some activities may be delegated to the APLAC Secretary or a member of the BoM
7.2.1 (d)	acting on behalf of APLAC between meetings of the General Assembly	APLAC Chair	some activities may be delegated to a member of the BoM, the APLAC Secretary or a GA delegate
7.2.1 (e)	promoting the interests of APLAC	APLAC Chair	some activities may be delegated to a member of the BoM, the APLAC Secretary or a GA delegate
7.4.1 (a)	monitoring of income and expenditure	APLAC Treasurer	day-to-day oversight may be delegated to the APLAC Secretary

5. Overview of APLAC Documentation



6. Applicable Documents for APLAC and APLAC MRA Signatories

The external documents applicable to APLAC are :

ILAC/IAF	A1	ILAC/IAF Multi-Lateral Mutual Recognition Arrangements (Arrangements): Requirements for Evaluation of a Regional Group
ILAC	P2	ILAC Mutual Recognition Arrangement (Arrangement): Procedures for the Evaluation of Regional Cooperation Bodies for the Purpose of Recognition

The external documents applicable to APLAC MRA signatories and applicants to enter APLAC MRA are:

ISO/IEC 17011		Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies
ILAC/IAF	A2	ILAC/IAF Multi-Lateral Mutual Recognition Arrangements (Arrangements): Requirements for Evaluation of a Single Accreditation Body
ILAC	P1	ILAC Mutual Recognition Arrangement (Arrangement): Requirements for Evaluation of Accreditation Bodies by ILAC – Recognised Regional Cooperations
ILAC/IAF	A3	ILAC/IAF Multi-Lateral Mutual Recognition Arrangements (Arrangements): Key Performance Indicators A Tool for the Evaluation Process
APLAC	MR 001	APLAC Procedures for Establishing and Maintaining the APLAC Mutual Recognition Arrangement Amongst Accreditation Bodies.
APLAC	MR 003	Application to Enter APLAC Mutual Recognition Arrangement (MRA) and Extend Scope of Recognition.

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7. Document Control

It is the responsibility of the relevant APLAC committee, committee Working Group, MRA Council or APLAC Secretariat to ensure that this procedure is followed when producing a new APLAC document or revising an existing APLAC document.

7.1 Document Numbering System

Each APLAC document, separate from the APLAC Quality Manual procedures, shall be identified by an alphanumeric numbering system.

MRA Council	APLAC MR 00X
Nominations Committee	APLAC NC 00X
Proficiency Testing Committee (other than PT program reports)	APLAC PT 00X
Public Information Committee	APLAC PR 00X
Secretariat	APLAC SEC 00X
Technical Committee	APLAC TC 00X
Training Committee	APLAC TR 00X

7.2 Document Identification

The following information shall be included on each page of the document in a combination of header and footer.

Header:	document number; document name; APLAC logo (except for title page)
Footer:	issue number; date of issue (mm/yy); pagination (page x of y)

7.3 Document Format

- title page: APLAC logo in the centre, with document title (centered) underneath; document number in header at right hand side
 - page 2: purpose, authorship, copyright statement, further information
 - table of contents
 - body of text
 - any appendices and/or list of references
-
- A4 paper size
 - margins

left	30 mm
right	30 mm
top	15 mm
bottom	15 mm

- single column text
- Arial 11 font
- main headings – bold, capital, underlined
- sub-headings – bold, body text

7.4. Procedure Format

- introduction, purpose
- responsibility
- body of text

7.5. Page 2 Information

7.5.1 Purpose

A brief statement of the purpose of the document.

7.5.2 Authorship

“This document was produced by the APLAC”.

7.5.3 Copyright

“The copyright of this document is held by APLAC. APLAC publications may not be copied for sale by an individual or body other than APLAC member organisations”.

7.5.4 Further Information

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fax: +61 3 9326 5148
email: aplac@nata.com.au
website: www.aplac.org”

7.6 Procedure for Adoption of APLAC Documents

- 7.6.1 The Chair of the Committee or Working Group responsible for drafting the document shall forward the agreed draft to the Secretariat for distribution to Full and Associate APLAC Members and other Committee Chairs for a 60-day comment period. The draft shall be in the format described above, using the APLAC document template provided (Q7.1).
- 7.6.2 The Secretariat shall send out the draft document by email as a PDF file, together with the current issue of the APLAC documents comment table (form Q7.2).

- 7.6.3 Members and Chairs shall send their comments on the draft in the comments table format to the APLAC Secretariat. Comments received after the due date will not be considered.
- 7.6.4 The APLAC Secretariat shall edit the comments into a consolidated table and forward to the Chair of the relevant Committee.
- 7.6.5 The committee Chair shall, after reviewing the comments, forward the final draft of the document to the Secretariat for ballot. All proof reading and editing, including correction of spelling, grammar and textual inconsistencies, shall be completed before the document is submitted for ballot. Where the principal author does not have English as a first language, a native English-speaker should check the text.
- The committee Chair shall keep a record (form Q7.2) of the response to all comments received.
- 7.6.6. The APLAC Secretariat shall allocate the appropriate publication identification code, if not already allocated, and send out the final draft as a PDF file for 30 day ballot.
- 7.6.7 On completion of the ballot period the APLAC Secretariat shall enter the issue date in the footer of the document, convert the document to a PDF file and post it on the web site. The APLAC Secretariat shall also send an email to all APLAC Members, committee Chairs and lead evaluators advising that the document has been published on the web site.
- 7.6.8 This procedure will be adapted appropriately if the draft document is reviewed or approved for issue during an APLAC General Assembly meeting.
- 7.6.9 The APLAC Secretary shall have the same responsibilities as a committee Chair under clauses 7.6.1 and 7.6.5 above for documents issued by the Secretariat (“SEC” documents).

7.7 Revisions to Existing APLAC Documents

- 7.7.1 The Chair of the Committee or the convenor of the Working Group responsible for revising the document shall provide the draft revision as a “track change” version of the current issue of the document.
- 7.7.2 The processes detailed in 7.6.2 – 7.6.9 above shall then be followed.

8. Management Review

8.1 The APLAC Board of Management shall undertake a review of APLAC's system, and consider opportunities for improvement of that system at each of its mid-year meetings. The agenda for the meeting shall include an agenda item, Management Review.

NOTE: Reviews may also be undertaken, as necessary, at the Board meeting associated with the APLAC General Assembly.

8.2 Matters to be considered as part of the management review shall include, but not be restricted to, the following:

- APLAC's continued adherence to the objectives of APLAC as set out in section 2 of the APLAC Constitution
- results of internal audits, and associated corrective actions
- outcome of ILAC evaluation of APLAC (when applicable)
- complaints
- reports from the Chairs of the APLAC Committees
- report from the Chair of the MRA Council, including feedback on evaluator performance
- progress on implementing the "actions" and "resolutions" from the last APLAC General Assembly
- APLAC's response to meeting the objectives of the ILAC strategic and business plan
- the need to revise the APLAC Quality Manual, APLAC Constitution and APLAC SEC documents.

8.3 The outcome of the management review, including actions arising, shall be recorded as part of the Minutes of the Board meeting.

8.4 Each APLAC Committee and the APLAC MRA Council shall, at each of its meetings, undertake a review of its activities and consider the need to revise any APLAC documents for which it is responsible. The outcome of these reviews, including actions arising, shall be recorded as part of the Minutes of the Committee or MRA Council meetings.

8.5 The agenda papers for the mid-year BoM meeting at which the management review is undertaken shall include the excerpt from the BoM Minutes that record the outcome (including resolutions and actions) from the previous management review.

9. Internal Audits

9.1 An internal audit shall be scheduled by the APLAC Board of Management every 18-24 months unless there is an identified need to do an earlier audit. At each of its meetings associated with an APLAC General Assembly, the APLAC Board of Management shall consider the need to draw up an audit schedule for the following year and appoint an auditor for the audit of the APLAC Secretariat.

NOTE: The APLAC Secretariat includes the management of the APLAC MRA Council activities.

9.2 The auditor appointed shall normally be an APLAC evaluator who has participated in an APLAC (or other) evaluator training course.

9.3 The audit shall check compliance with the relevant clauses of the following documents:

- ILAC/IAF A1 – ILAC/IAF Multi-Lateral Mutual Recognition Arrangements (Arrangements): Requirements for Evaluation of a Regional Group
- ILAC/IAF A2 – ILAC/IAF Multi-Lateral Mutual Recognition Arrangements (Arrangements): Requirements for Evaluation of a Single Accreditation Body
- ILAC P1 – ILAC Mutual Recognition Arrangement: Requirements for Evaluation of Accreditation Bodies by ILAC-recognised Regional Cooperations
- ILAC P2 – ILAC Mutual Recognition Arrangement: Procedures for the Evaluation of Regional Cooperation Bodies for the Purpose of Recognition
- APLAC MR 001 – APLAC Procedures for Establishing and Maintaining the APLAC Mutual Recognition Arrangement Amongst Accreditation Bodies.

as well as compliance with APLAC's Quality Manual and other APLAC relevant procedures.

9.4 The auditor may draw up checklists to assist with the conduct of the audit.

9.5 Findings of the audit shall be classified as either:

- nonconformity
- concern
- comment

NOTE: Definitions of these terms can be found in annex 5, section C of ILAC/IAF A1.

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- 9.6** The findings of the audit shall be reported to the APLAC Board of Management in the format given in form Q9.1. The audit identification shall be by year and month, e.g. 2006/06.
- 9.7** For each non-conformity or concern raised a corrective action request (CAR) (see form Q11.1) shall be raised.
- 9.8** The APLAC Board of Management shall review the audit report and CARs raised and assign the CARs to the appropriate person for resolution.
- 9.9** The implementation of the corrective action shall be reviewed by the APLAC Board of Management at its next meeting.

10. Complaints and Appeals

Introduction

This procedure covers the handling of all types of complaints against APLAC members and MRA signatories, including in relation to breaches of the APLAC Code of Ethics, and against APLAC procedures and practices. It also covers conflicts between APLAC members. Sources of complaints may include a complaint received initially by ILAC and referred to APLAC by ILAC because the complaint is against an APLAC member, including APLAC MRA signatory: see ILAC S5, clause 5.2 b

It also covers the handling of appeals, except those relating to APLAC MRA signatory status. An applicant body may appeal against an APLAC General Assembly decision to deny it membership of APLAC. A Member body may appeal against an APLAC General Assembly decision to suspend or withdraw membership, or to take action against it for a breach of the APLAC Code of Ethics.

An appeal by an APLAC MRA signatory or applicant for MRA signatory status against a decision by the APLAC MRA Council in relation to signatory status, any conditions pertaining thereto, scope of signatory recognition or date of next re-evaluation shall be handled by the appeals procedure in APLAC MR 008, section 2.7.

An appeal or complaint must be submitted in writing with relevant supporting information

10.1 Complaints

10.1.1 Responsibility

The APLAC secretariat is responsible for recording the complaint in the complaints and appeals register, for acknowledging receipt of the complaint, and for referring it to the APLAC Board of Management. Receipt of a complaint referred to APLAC by ILAC is acknowledged to both the ILAC secretariat and the complainant. The APLAC secretariat is also responsible for advising the organisation, that is the subject of the complaint, that a complaint has been received and of the nature of the complaint, as well as seeking any information from it in relation to the complaint.

The APLAC Board of Management is responsible for assigning resolution of the complaint. Normally a minimum of three impartial members of the Board shall be appointed as an ad hoc group to investigate the complaint, with support from the APLAC secretariat. If deemed appropriate, experts external to the Board may be included in the group to assist with resolution of the complaint.

10.1.2 Processing a Complaint

A complaint shall be sent in writing to the APLAC secretariat. Any complaints, whether originating from within APLAC or externally, shall be registered by the secretariat in the complaints register (form Q10.1).

- NOTE:**
1. If the complaint is by an accredited organisation against its accreditor, the organisation shall be asked if it has been through the accreditation body's complaints/appeals procedure. If it has not, it shall be advised it should pursue that course of action first.
 2. If the complaint is against the complainant's domestic accreditation body, the complainant also shall be asked if it has been through the accreditation body's complaints/appeals procedure, and shall be advised to follow that process initially.

The secretariat shall then send the complaint to the APLAC Board of Management that shall discuss it and decide if the complaint covers a matter that is within APLAC's area of responsibility. If it is found to be within APLAC's area of responsibility, the Board shall set up the ad hoc group to carry out the investigation.

Within 30 days the APLAC secretariat shall acknowledge receipt of the complaint and advise the complainant that the ad hoc group has been convened to investigate the complaint, and shall seek the complainant's confirmation that it accepts that its name will be revealed to the subject of the complaint as part of the investigation. If the complainant declines to have its name revealed the Board shall decide if it is feasible to continue or not with an investigation. If the Board is of the opinion that all or part of the complaint is outside of APLAC's area of responsibility, the complainant shall be advised of this, with reasons for the Board's decision. The secretariat shall also advise the subject of the complaint of receipt of the complaint and of the nature of the complaint.

If it is expected it will take some time to resolve the complaint, the complainant shall be advised of this and shall be given status update reports throughout the process, as appropriate.

The parties to the complaint shall be given the opportunity to participate in the investigation of the complaint in order to clarify issues and to establish the relevant facts. In general, investigation of the complaint shall be by email correspondence, although the Board may decide to finalise the investigation by a face-to-face meeting with the interested parties within the margins of an APLAC meeting.

Upon completion of the investigation of the complaint the ad hoc group shall present a written report to the Board, including any recommendations and corrective actions. The Board shall consider the report and take the necessary action to resolve the complaint. The APLAC secretariat shall promptly advise the parties to the complaint in writing of the outcome of the Board's deliberations.

If resolution of the complaint leads to a change in an APLAC policy or procedure or to clarification of a policy or procedure, the final decision on the new or revised policy or procedure shall be concluded in accordance with the APLAC Constitution and/or APLAC MR 001, *Procedures for Establishing and Maintaining the APLAC Mutual Recognition Arrangement Among Accreditation Bodies*.

10.1.3 Complaint Against an APLAC MRA Signatory

A complaint concerning the activities of an APLAC MRA signatory, that impinges on its signatory status, shall be referred to the Chair of the APLAC MRA Council, who is a member of the Board. The MRA Council Chair shall convene the ad hoc group, in consultation with the other Board members. When the complaint involves the body represented by the MRA Council Chair, the complaint shall be referred to the APLAC Chair.

When relevant, the team leader for the next evaluation of the APLAC MRA signatory shall be briefed about the complaint and the outcome, and may be asked to follow-up on the satisfactory resolution of the issue as part of the evaluation.

10.1.4 Complaint Against an APLAC Member or APLAC Committee

The APLAC Board of Management shall discuss the complaint and decide how to proceed with a complaint against an APLAC member or APLAC committee that may include a claim of breach of the APLAC Constitution or APLAC Code of Ethics. It may also be against the activities or decisions of the APLAC General Assembly or of an APLAC committee.

10.1.5 Conflict Between APLAC Members

In dealing with a conflict between APLAC members, the Board shall ask the parties involved to settle the conflict between themselves.

If the parties fail to come to an agreement or if confirmation is needed as to whether the agreement is in line with APLAC policies and procedures, the issue shall be referred to the APLAC secretariat for further processing by the Board.

10.1.6 Complaint Against APLAC from an External Source

It is difficult to have prescriptive rules for the handling of this type of complaint, that could be received initially by anybody within the APLAC community, and that could be made against a number of activities, e.g. the work of a committee, an APLAC document. The general rule is that the ad hoc group set up by the Board shall ask the responsible person within APLAC to clarify the issue.

10.1.7 Records

As a minimum the following records in relation to a complaint shall be maintained by the APLAC secretariat in the appropriate APLAC file, e.g. the APLAC member's file:

- (i) copy of complaint and supporting documents, as well as any additional information provided by any party during the investigation
- (ii) names of the members of the ad hoc group
- (iii) copy of ad hoc group's report
- (iv) copy of Board decision
- (v) copy of final response to complainant
- (vi) any other relevant correspondence or documents

10.2 Appeals

10.2.1 Responsibility

The APLAC secretariat is responsible for recording the appeal in the complaints and appeals register (form Q10.1), for acknowledging receipt of the appeal, and for referring it to the APLAC Board of Management or, in the case of appeals against decisions of the APLAC MRA Council, Chair of the APLAC MRA Council (see APLAC MR 008, section 2.7).

The APLAC Board of Management is responsible for assigning resolution of the appeal, except for those against MRA Council decisions (see APLAC MR 008, section 2.7). Normally a minimum of three members of the Board shall be appointed as an ad hoc group to consider the appeal, with support from the APLAC secretariat. If considered appropriate, experts external to the Board may be consulted by the group to assist with resolution of the appeal.

10.2.2 Processing an Appeal

The appeal shall be sent in writing to the APLAC Secretary within 30 days of the notification of the decision against which the appeal is being lodged. The appeal shall include:

- (i) the decision of the APLAC General Assembly or any other decision by APLAC being appealed;
- (ii) details of the basis of the appellant's appeal;
- (iii) the remedy sought, including actions requested of the APLAC General Assembly and requested time frames in which such actions should be done;
- (iv) the name and title of the executive or official who will represent the organisation and any other person(s) who will accompany the executive or official at the appeals process.

The secretariat shall send the appeal to the APLAC Board of Management (BoM) that shall review the written appeal to establish its validity in accordance with the above, and whether the requested actions and timeframes are practical and achievable. The Secretary may, on behalf of and under the direction of the APLAC BoM, negotiate with the appellant to define a mutually satisfactory process to consider the remedy sought.

The APLAC BoM shall generally appoint an ad hoc group from among its membership to consider the appeal and report back to the BoM with a recommendation or decision to be sent to the APLAC General Assembly for its consideration. This may be done by email correspondence and ballot or by other means other than a face-to-face meeting.

The secretariat shall acknowledge receipt of the appeal within 30 days and advise the appellant that the ad hoc group has been convened to consider the appeal.

Upon receiving the report and recommendation from the ad hoc group, the BoM shall, via the secretariat, provide these to the APLAC General Assembly with a resolution on which the General Assembly shall vote in accordance with clause 5.4 of the APLAC Constitution (SEC 052). Such votes shall be confined to the topic, and any conditions pertaining thereto (e.g. membership criteria in the APLAC Constitution, clauses 3.4.2 and 3.4.3), of the original decision against which the appeal was lodged.

The APLAC secretariat shall promptly advise the appellant in writing of the outcome of the APLAC General Assembly resolution. This decision shall be accepted as binding.

10.2.3 Records

As a minimum the following records in relation to the appeal shall be maintained by the APLAC secretariat in the appropriate file, e.g. the APLAC member's file:

- (i) copy of the appeal and any supporting documents
- (ii) names of the members of the ad hoc group

- (iii) copy of the ad hoc group's report and recommendation
- (iv) copy of the General Assembly resolution and of the ballot papers
- (v) copy of the final response to the appellant
- (vi) any other relevant correspondence or documents.

11. Corrective Action

11.1 Corrective action requests can result from internal audits, management reviews, complaints, other system failures. The raising of corrective action requests (CARs) resulting from internal audits are covered in section 9 above.

11.2 All requests for corrective action shall be recorded on the corrective action request form, Q11.1. The form shall be sent initially to the Secretariat that shall assign a unique identification number (year plus a sequential number, e.g. 2006/01). The Secretariat shall forward the CAR form to the APLAC Board of Management for its review.

The Board of Management shall assign the CAR to the most appropriate person to investigate the issue and take initial action, and shall set the date by which the action shall be completed.

The person to whom the CAR is assigned shall carry out the investigation and take action as necessary, including identifying underlying issues, when applicable. This person shall complete section 2a of the form and sign and date the entry, and return the form to the Board of Management that shall determine if the action taken is satisfactory.

If necessary the Board of Management shall assign the CAR to the appropriate person to undertake correction action on the underlying issue.

The Board of Management shall review the effectiveness of the corrective action and sign off of the report.

12. Ownership, Maintenance, Retention, Archiving and Disposal of APLAC Documents, Records, Reports, Correspondence and Files

12.1 Introduction

This procedure describes the structure of the APLAC filing system, and defines the procedures and responsibilities for the maintenance and retention of all documents, records, reports, correspondence and files, and for their archiving, including transfer of files if the provider of the APLAC Secretariat changes.

12.2 Ownership

APLAC is the owner of all documents, records, reports, correspondence and related documentary information arising from its activities. The APLAC Secretariat maintains the official archive of such information.

12.3 Structure of the APLAC Filing System

The broad structure of the APLAC filing system is given in Appendix 2 of this Quality Manual. It should be noted that provision has been made for the future creation of new files and so not all files listed may currently be in existence. A more detailed list of the filing system is maintained by the secretariat as an internal working document.

The files are A4 size Datafiles and the end of each file is labelled with the file number and a brief description.

12.4 Maintenance of Files

On receipt all correspondence and documents, including emails, shall be labelled with the appropriate file number by a member of the APLAC Secretariat. The correspondence and documents shall then be filed as soon as possible after receipt. Multi-page documents and formal documents such as applications and evaluation reports should be filed in a plastic envelope.

Critical documents and correspondence shall be registered (see form Q12.1) on receipt or at time of sending, and stamped with the APLAC Secretariat correspondence register stamp.

The following critical documents and correspondence at least are to be registered:

- applications for membership
- applications for APLAC MRA signatory status
- pre-evaluation and evaluation reports, including responses and evaluation team recommendations
- complaints
- official correspondence relating to APLAC formation and structure
- contracts and related documents

- budget submissions
- audited financial statements
- audit reports

NOTE: Receipt of evaluation reports and supporting information shall also be recorded in a log (see form Q12.2) in the front of the relevant file.

12.5 Archiving APLAC Files

A member of the APLAC Secretariat shall regularly review files for the need to close and archive. Closed files shall be archived by the Secretariat.

The new file shall be labelled “file 2”, “file 3”, etc.

NOTE: Files archived prior to June 1999 are held in NATA’s Sydney office. Files archived since that date are held in NATA’s Melbourne office.

When the provider of the APLAC Secretariat changes, the APLAC Board of Management shall decide the most appropriate place for the holding of archived material. Current files shall be sent promptly to the new Secretariat office by a secure courier service.

Retention Period

The retention period for all documents, records, reports, correspondence, etc shall be as listed below. When available as both soft (electronic) and hard copy, both versions shall be retained, except for emails that shall be retained as hard copy, unless otherwise specified. Hard copies shall be retained on the relevant APLAC file (see the APLAC Secretariat files list).

<i>Document, etc</i>	<i>Reference</i>	<i>Retention Period</i>
List of APLAC controlled documents	SEC 009	Current
APLAC documents (as listed in SEC 009)	Various	Permanent
Applications for membership	SEC 017	Permanent on Member’s file
Application to join APLAC MRA	MR 003	Permanent on Member’s file
Evaluation reports and supporting information		Permanent (soft copy) 10 years (hard copy)

<i>Document, etc</i>	<i>Reference</i>	<i>Retention Period</i>
Membership list (GA and MRA Council)	SEC 020; 038	Permanent
APLAC MRA Signatories list	SEC 039	Permanent
Committee Membership lists	Various SEC	10 years
Mail register	Mail register	Permanent
Complaints register	Complaints register	5 years after resolution of complaint
Records related to complaints	Relevant AB file	Permanent
Internal audits	Audit records	10 years
Management review	BoM Minutes	10 years
Evaluation schedule	Schedule spreadsheet	Permanent
Evaluation competencies	Competencies spreadsheet	Permanent
Evaluator biographies	Biographies	While Evaluator is current
Evaluator performance log	MR 004	While Evaluator is current
Evaluation feedback form	MR 004	Permanent
GA Agenda papers		Permanent
GA Minutes		Permanent
BoM Agenda papers		Permanent
BoM Minutes		Permanent
MRA Council Agenda papers		Permanent
MRA Council Minutes		Permanent
Committee Minutes		Permanent
APLAC PT program reports	Various	Permanent
Notification of changes to documents	Various	Permanent

<i>Document, etc</i>	<i>Reference</i>	<i>Retention Period</i>
BoM correspondence, general	Various	5 years
GA correspondence, general	Various	5 years
MRA Council correspondence, general	Various	5 years
Committee correspondence	Various	5 years
Documents related to establishment	Various	Permanent (file 1.0)
Documents related to incorporation	Various	Permanent (file 1.0)
APLAC budget and accounts	File 0.3.1	10 years
Contracts, eg PTB	Various	10 years
General correspondence with members	Various	5 years
Other correspondence (EA, ILAC, etc)	Various	5 years
Evaluation of APLAC		Permanent

Back-Up and Retrieval of Electronic Documents, Records, et.

All electronic documents, records, reports, etc., shall be backed up regularly. Periodically the Secretariat shall check that backed-up documents are retrievable. Whenever the computer operating system is changed or upgraded, archived documents shall be backed-up to the new operating system.

Disposal of Records

APLAC records, etc., shall be disposed of in a secure manner either by shredding or by using a secure document disposal service. A record shall be kept of the disposal of APLAC documents, reports and records: see form Q12.3.

APLAC Quality Manual

13. Annual Membership Fees

13.1 This procedure describes the process used by the Secretariat to issue invoices for APLAC annual membership fees.

13.2 The APLAC Secretariat shall prepare an APLAC member survey form (Q13.1) in August. This form shall be emailed to Full members no later than 31 August. The email shall require reply by the recipient to acknowledge receipt. Members shall acknowledge receipt. Members shall complete the form and return to the Secretariat (by email or fax) no later than 30 September.

The APLAC Board of Management reserves the right to impose a surcharge on members who do not return the survey form prior to the due date for invoicing. The amount of the surcharge shall be set by the Board of Management on a case-by-case basis.

NOTE: The annual fee for Associate members is a flat rate of USD 500. A survey form is not sent to Associate members.

Member economies are divided into 3 economy bands: A, B, C. Annual fees are calculated as below:

$$[\text{band factor}^1 + (10 \times \text{no. of accredited facilities}^{2,3})] \times 2.5 \text{ as USD}$$

1. A = 1500; B=1,000; C=750 (see 13.3 below)
2. testing and calibration laboratories; inspection bodies; RMPs
3. to a maximum of 500 facilities

The details of the number of accredited facilities (as at 30 June) shall be entered into the APLAC fees spreadsheet by the Secretariat.

The Secretariat shall use the information provided to prepare the invoices for annual fees that shall be dated 1 January of the year for which the fees apply. The fees shall be payable in USD. Invoices shall be sent by mail no later than 20 December.

Members shall pay annual fees by the due date, i.e. 31 March. Members are liable for any bank charges associated with the remittance of the fees: the cost of these charges shall not be deducted from the payment to APLAC. Payments shall be made directly into APLAC's US dollar bank account.

Bank: Commonwealth Bank of Australia
 Address: Level 3, 120 Pitt Street
 Sydney NSW 2000
 Australia
 Tel: +61 2 9312 4751

Account Name: Asia Pacific Laboratory Accreditation Cooperation
 Swift Code: CTBA AU 2S
 Account No: 100-635658-USD-1156-01

NOTE: Non-financial members are not permitted to vote at APLAC General Assembly meetings, nor in postal ballots (APLAC Constitution, clause 5.4.1).

Following payment of the fees into the APLAC US dollar bank account, the Secretariat shall issue a receipt to each member.

13.3 The band A, B, C economies are as listed below:

Band A: Australia, Brunei Darussalam; Canada; Hong Kong China; Japan; Republic of Korea; New Zealand; Singapore; Chinese Taipei; United States of America

Band B: Chile; People's Republic of China; India; Indonesia; Malaysia; Mexico; Mongolia; Pakistan; Peru; Philippines; Russia; Sri Lanka; Thailand

Band C: Bangladesh; Papua New Guinea; Vietnam

14. Processing Notification of Changes Within an APLAC MRA Signatory Organisation

14.1 Introduction

APLAC MR 001, clause 13.1 requires signatories to the APLAC MRA to advise the APLAC secretariat and the Chair of the APLAC MRA Council as soon as possible of any significant changes in status and/or operational practices. Such changes include:

- change in name, legal or corporate status
- details of new arrangements negotiated, and of the revision, suspension or termination of any existing arrangements
- significant changes in key senior staff and/or the organisational structure
- significant changes in the mode of operation, particularly in relation to the mechanisms used to assess organisations.
- details of the use of sub-contracted organisation(s) to do assessments, either routinely or from time-to-time.

Any such changes need to be reviewed to assess their impact on the accreditation body's signatory status within the APLAC MRA.

The accreditation body shall also advise APLAC of the maximum period, after change of name and/or merger, that the old accreditation mark will be permitted to be used by its accredited bodies.

14.2 Notification of Changes

On receipt of notification from the accreditation body, the APLAC secretariat shall advise the Chair of the APLAC MRA Council. APLAC MR 001, clause 13.1 details the minimum information that shall be supplied by the accreditation body at the time of notification of the changes.

When the change includes a change of name and/or a merger of two or more existing accreditation bodies, the APLAC secretariat shall immediately process the name change, etc. in APLAC's records, including membership lists and lists of APLAC MRA signatories (APLAC SEC 020, SEC 038, SEC 039, PR 008, and all relevant APLAC Committee membership lists). For a change in name and/or merger the listing in APLAC SEC 039 and APLAC PR 008 shall state the previous name and the date on which the name changed.

The APLAC secretariat shall also advise all APLAC members of the change of name, etc.

NOTE: *It is the responsibility of the accreditation body itself to notify ILAC if it is also a member of ILAC.*

14.3 Impact on APLAC MRA Signatory Status

Until the information supplied by the accreditation body has been reviewed, under the direction of the Chair of the APLAC MRA Council, the accreditation body's signatory status, including scope of recognition, shall remain as status quo for both the APLAC MRA and the ILAC Arrangement.

On completion of the review, a recommendation shall be made to the APLAC MRA Council as to the change, if any, to the accreditation body's MRA signatory status and/or scope of recognition. Any subsequent changes shall be made to APLAC's records, including membership lists, by the APLAC secretariat.

The accreditation body's new name or merger shall be noted in parentheses in the signatories list in APLAC MR 002 against its name at the time of signing the APLAC MRA.

14.4 Notification to ILAC Secretariat

The APLAC secretariat shall promptly notify the ILAC secretariat of any changes to the accreditation body's APLAC MRA signatory status and/or scope of recognition. The ILAC secretariat will then alter ILAC's records accordingly.

15. Requests for APLAC Funding

Each year APLAC's budget includes line items to provide some financial support for various APLAC projects. The budget also includes a line item for APLAC representational travel.

The Chairs of each APLAC Committee and of the APLAC MRA Council are required to submit requests for funding (see form Q15.1) for the committee's (or Council's) activities as part of their report to the APLAC General Assembly. If a full breakdown of the costs is not available at that time, an indicative cost for the activity as a whole shall be submitted, with a detailed costing being provided subsequently to the APLAC Board of Management for endorsement.

15.1 Any request for APLAC funding support for a committee or Council activity must be submitted on form Q15.1 and must include at least the following information (where applicable)

- brief outline of the activity
- benefits to APLAC
- outcome of the activity (e.g. PT report; discussion paper; course notes; draft of APLAC document) and estimated date of its being made available to APLAC
- proposed dates and venue
- number of presenters/facilitators (for a workshop or training course)
- estimated number of attendees, and criteria for selection of attendees
- estimated cost of venue hire, meals, photocopying of notes, etc.
- estimated cost of travel (discounted economy class airfares) and accommodation for each presenter/facilitator
- any other relevant supporting information.

In general APLAC funding is not available for workshop/course attendees. The exception to this is that some partial funding support may be made available for attendees at evaluator training courses.

15.2 The APLAC Board of Management from time to time delegates the APLAC Chair and other APLAC office holders to represent APLAC at various meetings, e.g. APEC SCSC, other ILAC regional bodies, other Specialist Regional Bodies (SRBs). APLAC will pay the costs of economy class air travel, accommodation (room and associated taxes only) for $x + 1$ nights (where x is the length of days of the activity) and a per diem allowance for $x + 1$ days (to the maximum allowed by the Australian Taxation Office for the economy in which the activity is held, details of which can be obtained from the Secretariat).

For economy class air travel that would be in excess of nine hours if the travel were continuous, the costs of a mid-point stopover of 24 hours will also be covered by APLAC, i.e. the cost of one night's accommodation and an extra day's per diem expenses.

Payment will be made on submission of the following to the Secretariat:

- an invoice that includes full details of the bank account into which the payment is to be made
- airline ticket and boarding passes
- copy of invoice from travel agent/airline for the cost of the ticket
- copy of hotel account
- any other information specified by the Board of Management

NOTE: *While APLAC will pay the cost of an economy airfare, it expects the APLAC delegate to purchase the most reasonable fare to meet travel needs. In general APLAC will not pay for a “full economy fare” that is often as expensive as a discounted business class fare. If, for any reason, the APLAC delegate has to cancel attendance at the meeting and is not able to obtain a refund of the airfare, APLAC will still pay the cost of the airfare.*

Other requests for “representational travel” funding shall be supported by a brief summary of the benefits to APLAC.

Persons granted funding for representational travel shall seek input from APLAC (via the Secretary and/or Chair, and the relevant Committee Chair) on the matters to be discussed at the meeting and shall represent APLAC interests, not the interests of his/her own organisation.

When required, the APLAC Secretariat shall provide an APLAC report to be presented at the meeting.

After the meeting the delegate shall provide a brief report to APLAC (via the Secretariat) of the meeting and of any matters relevant to APLAC that arose from the meeting.

- 15.3** After funding has been approved it is the responsibility of the workshop or course convenor to ensure that the activity does not exceed the budget approved.

The convenor shall appoint at least one rapporteur who will be responsible for producing a written record of the meeting to be sent to APLAC (via the Secretariat). The record of the meeting shall be provided no later than four months after the activity.

The convenor shall be responsible for obtaining suitable information, hotel booking forms, etc. for the activity. The APLAC secretariat shall be responsible for preparing any APLAC registration forms and for sending out the invitations to the course presenters, APLAC members and other interested parties (e.g. ILAC, other regions).

APLAC will reimburse the convenor for the costs of the venue hire, etc. on presentation of the following:

- an invoice that includes full details of the bank account into which the payment is to be made
- copies of invoices, etc. for the costs incurred.

Alternatively, the APLAC Secretariat will arrange for APLAC to be invoiced directly for the venue hire and meal costs.

APLAC will reimburse the cost for presenters/facilitators on presentation of the following:

- an invoice that includes full details of the bank account into which the payment is to be made
- airline ticket and boarding passes
- copy of invoice from travel agent/airline for the cost of the ticket
- copy of hotel account
- any other information specified by the Board of Management or General Assembly

- 15.4** A request for funding support for APLAC proficiency testing programs shall be accompanied by the relevant APLAC PT Committee forms and the program shall first be approved technically by the PT Committee. The request shall be reviewed by the APLAC Board of Management that will approve (or otherwise) the request.

APLAC will provide 50% of the funding at the start of the program and will pay the balance of the funding once the program is completed.

Once the funding is approved, the applicant shall send APLAC an invoice for 50% of the amount approved, and full details of the bank account into which the payment is to be made.

On completion of the program the applicant shall send one copy of the program report to the secretariat, and shall provide an invoice for the balance of the funding together with full details of the bank account into which the payment is to be made.

- 15.5** Any request for funding support to attend an activity that had not been included in the relevant committee's budget request shall include:
- estimate of costs, broken down into airfare, accommodation and per diems;
 - the benefits to APLAC of the person's attendance;
 - the consequences to APLAC of not being represented at the activity.

This information shall be presented to the APLAC Board of Management via the Secretariat for its consideration.

16. **APLAC Committees and Working Groups**

16.1 APLAC may establish committees, sub-committees and working groups. These APLAC committees and working groups are set up to carry out the objectives, aims and tasks of APLAC in an appropriate way.

APLAC committees are set up either to deal with specific tasks or are of a permanent nature.

APLAC committees seek to reach decisions by a process of consensus but in the event that a vote is necessary, a simple majority of committee members attending the meeting is required, with the exception of votes by the MRA Council on signatories to the APLAC MRA. The quorum for meetings of committees will be decided upon by each APLAC committee, subject to endorsement by the Board of Management.

16.2 Committee Operations

All APLAC committees shall have defined terms of reference that shall be endorsed by the APLAC General Assembly. A copy of the terms of reference shall be provided to the Secretariat for APLAC's records.

Participation in meetings is generally restricted to committee members but observers may attend at the discretion of the committee chair.

Each APLAC committee shall have a Chair elected by a ballot by the General Assembly.

The term of office of a committee Chair is two years. A committee Chair may be re-elected.

The APLAC committee members shall be nominated by their respective APLAC Member representative, unless otherwise determined in the terms of reference of the committee in question. The nomination shall be endorsed by the APLAC Board of Management.

Members of APLAC committees are appointed for terms not exceeding three years but may be reappointed by their Member representative.

APLAC committees shall report to the General Assembly at least annually. APLAC committees shall keep the APLAC Secretary informed about their activities by providing the Secretary with agenda and records of meetings, including summaries of conclusions of meetings conducted using electronic media.

The Chair of each committee shall use the checklist given below (see section 16.4) to assist with the conduct of committee activities.

16.3 Working Groups

The APLAC Board of Management and the APLAC committees may set up working groups whose terms of reference are substantial. The terms of reference shall be endorsed by the General Assembly. Working groups are set up to deal with specific questions that are within the competence of the committees.

The convenors of the working groups shall be appointed by the Chair of the relevant committee and the appointment shall be reported to the Board of Management in the next report by the Committee Chair to the Board. The term of office of convenors of working groups is two years. Convenors may be re-appointed.

The committees to which the working groups report decide how members of these working groups shall be appointed.

The committee Chairs and the convenors of APLAC working groups may invite other experts to participate in the work of the body in question.

Members of working groups are appointed for the duration of the specific project under consideration.

16.4 Checklist for APLAC Committee Chairs

When requested, before each APLAC General Assembly

- provide a written Committee report and current workplan for inclusion in the agenda papers at least 6 weeks prior to GA
- provide an itemised request for funding for the next year to be included in the draft APLAC budget
- provide an electronic copy of the agenda papers for the Committee meeting to the APLAC secretariat as well as to Committee members

Before and during committee meetings

- give permission or otherwise to any requests for people to be observers at the meeting
- review section 15 of APLAC Quality Manual on funding requests, and clause 8.4 of the APLAC Quality Manual on management reviews by committees
- appoint a Minutes secretary for the meeting
- circulate an attendance list: minimum information to collect is name, affiliation (i.e. name of AB, etc.), member/observer status
- review terms of membership of committee members and maintain a record of date appointed/re-appointed; a term for each member should not exceed 3 years
- carry out a management review of activities and documents for which committee is responsible and record the outcome in Minutes of meeting

- review the Terms of Reference of committee, revise if necessary and present to General Assembly for endorsement
- review the committee's work plan and amend as necessary

After committee meetings

- prepare a short summary report, including any proposed revision to Terms of Reference and work plan, to be presented to the General Assembly
- ensure the Minutes are completed in a timely fashion and circulated to members; append attendance list to Minutes
- send an electronic copy of the draft Minutes to APLAC Secretariat
- send an electronic copy of the revised Terms of Reference to APLAC secretariat

During the year

- send any nominations of new committee members to APLAC Secretariat so that they can be added to the committee's membership list

NOTE: *the APLAC Secretariat keeps the official membership lists for committees and will update the list as necessary and send to the relevant committee Chair*

- ensure the work program is met
- provide a brief report, including a list of any Working Groups and the names of their convenors, and a current membership list, for inclusion in the agenda papers for the mid-year Board of Management papers, when requested, at least four weeks prior to BoM meeting
- ensure that any APLAC documents that have been prepared or revised and sent to the APLAC secretariat for circulation, for comment, or ballot are in the correct format, and that they have been carefully proofread (see section 7 of APLAC Quality Manual).

17. **Nominations Process**

17.1 **Nominations Committee Membership**

The General Assembly may establish a committee charged with the task of processing nominations and facilitating elections for the positions of APLAC Chair, members of the Board of Management and the Chairs of other committees and related tasks as directed by the Board of Management.

The Committee shall consist of the Immediate Past Chair of APLAC as the Chair, and one representative from each of three Full members appointed by the General Assembly on the recommendation of the Board of Management. When there is no Immediate Past Chair (eg when a person is serving a second term as APLAC Chair), the Board of Management shall appoint a Board member, not up for re-election, to oversee the ballot process.

Members of the Committee shall be appointed for a two-year term, and casual vacancies shall be filled by the approval of APLAC Full Members after nomination by the Board of Management for the balance of the original term.

Bearers of other APLAC positions of office and candidates for election to those positions of office shall not be eligible to participate in the Nominations Committee.

17.2 **The Nomination Process**

Unless otherwise specified, office bearers shall be elected at the annual meetings of the APLAC General Assembly.

Not less than two months prior to any meeting of the General Assembly at which elections are to be held, the APLAC Secretary on behalf of the Chair of the Nominations Committee shall advise the official General Assembly delegate of each Full Member that elections are to be held and invite the nomination of suitable candidates for the relevant positions. The invitation shall include advice on any special conditions which may apply to particular positions, such as the limitation of one elected Member only from any one economy on the Board of Management.

Nominations can only be made by the official General Assembly delegate of an APLAC Full Member. Self-nominations are not accepted.

Nominees for the APLAC Board of Management, and for the positions of APLAC Chair and MRA Council Chair must be the official General Assembly delegate of an APLAC Full Member.

Any member wishing to nominate candidates shall obtain the agreement of those candidates for such nomination prior to submitting a completed nomination form (form Q17.1) to the Chair of the Nominations Committee, with a copy to the APLAC secretariat.

To facilitate the submission of a nomination form, an email accepting the nomination and accompanying the completed nomination form will be accepted as equivalent to a signed form.

Nominations, that shall be subject to the formal agreement of the nominee, shall be accepted no later than 24 hours prior to the commencement of the General Assembly meeting.

Where more than one nomination is received for any position, the Nominations Committee shall arrange for a secret ballot to be conducted at the start of the meeting of the General Assembly. To be elected, a candidate must achieve an absolute majority (greater than 50 percent of all valid votes cast) of formal votes cast using the preferential voting system described below.

A ballot paper shall be prepared by the Nominations Committee listing all candidates in an order that shall be decided by selecting the names at random.

Members entitled to vote, shall indicate their preferences by placing the numbers 1, 2, 3... in order of preference against the candidates of their choice up to at least the number of positions to be filled.

Note: Only the official General Assembly authorised representative delegate as listed in the General Assembly list for each Member or an alternate, nominated in writing, is entitled to vote: proxy votes by another Member delegate on behalf of the absent delegate is not permitted.

For example, for a Board of Management election where three positions are to be filled by, say, five candidates, the vote must indicate all three for whom the Member wishes to vote, and give the order of preference. A Member may indicate a preference against all five candidates.

Initially, votes shall be distributed on the basis of the first preference and the candidates with the least number of first preference votes shall be eliminated from the ballot. The second preferences from eliminated candidates shall then be redistributed to the remaining candidates.

This process shall be continued until one candidate obtains an absolute majority. In the example given above for an election to the Board of Management, the process continues until there are three candidates remaining for the three positions to be filled.

Full details of the process for counting a preferential ballot are given in section 17.3 below.

Where it is necessary to determine which candidate(s) of two or more candidates having the same least number of votes is/are to be elected, the General Assembly shall make the decision.

For the election of each office bearer, each economy shall be entitled to one vote unless the General Assembly decides that each Member is entitled to vote.

The Nominations Committee shall be responsible for the conduct of all ballots associated with the election of office bearers, and for certifying and declaring the results of the elections.

In cases where no nomination has been received for a position by the beginning of the week of the APLAC meetings, the Chair of the Nominations Committee shall inform the APLAC Members (normally by a message at the registration desk for the meetings) that the Nominations Committee is seeking a suitable candidate to nominate for the position.

17.3 Counting Preferential Votes

Elected candidates are determined one at a time. One candidate per round of counting is elected.

Round 1

1. Distribute **all** votes on the basis of the first preference – one labelled pile for each candidate.

If any one candidate has a majority (50% or more) of the total votes, (s)he is duly elected. Collect up **all** votes and go to the next round (Step 4). If no one candidate has a majority of the votes, go to step 2.

2. For the candidate with the least number of votes (or candidates with the equal least number of votes), redistribute their votes amongst the other candidates on the basis of the second preference. The candidate(s) with the least number of votes are now eliminated from **this** round of voting.

If any one candidate has a majority (50% or more) of the total votes, (s)he is duly elected. Collect up **all** votes and go to next round (Step 4). If no one candidate has a majority of the votes, go to Step 3.

3. Repeat Step 2 for the remaining non-eliminated candidates until any one candidate has a majority (50% or more) of the total votes, and is duly elected.

Collect up **all** votes and go to next round (Step 4).

Rounds 2, 3, 4

4. Redistribute **all** votes on the basis of the first preference (as in Step 1). For elected candidates from previous rounds, redistribute the votes for all the elected candidates amongst the other (non-elected) candidates on the basis of the second preference (or third, or fourth etc preference if preferred candidates are already elected).

If any one candidate has a majority (50% or more) of the total votes, (s)he is duly elected. Collect up **all** votes and go to the next round (repeat Step 4). If no one candidate has a majority of the votes, go to Step 5.

5. For the remaining (non-elected) candidates, go to Step 2.
6. Repeat Steps 4 and 5 until the required number of candidates have been elected.

18. Confidentiality

Certain information available to APLAC Members, APLAC committees, APLAC MRA Council and APLAC evaluation teams is privileged information and shall be treated as confidential.

APLAC evaluation teams shall sign the confidentiality statement given in appendix E of APLAC MR 001.

Attendees at meetings of the APLAC MRA Council shall sign the confidentiality statement given in form Q18.1.

For all other instances when confidentiality is required an appropriate confidentiality statement shall be prepared by the Secretariat and signed by the relevant APLAC members, committee members or others present at the meeting or event.

19. Conflict of Interest

From time to time an APLAC General Assembly, Board of Management, Committee or other meeting may be asked to consider and decide on a matter with which a member of the meeting may have a conflict of interest.

The person affected shall declare his/her conflict of interest and this shall be recorded in the Minutes of the meeting. The person affected may be asked by the meeting Chair to leave the meeting room while the particular topic is being discussed.

A request that Board of Management members state any conflict of interest with a particular agenda item shall be a standing agenda item for all Board meetings.

20. APLAC Web Site

APLAC's website is found at www.aplac.org

It consists of a public area and a "members only" area. Access to the "members only" area is available to all APLAC members (Full and Associate) and to other interested parties, e.g. ILAC, other regions, APEC SRBs, as identified from time-to-time by APLAC.

The designated representative of each organisation is given her/his own log-on and password. Each APLAC committee is provided, via the committee Chair, with a generic committee log-on and password. It is the responsibility of the committee Chairs to manage the use and confidentiality of that information. There is an additional level generic password to access the pages for the APLAC General Assembly, APLAC Board of Management, APLAC MRA Council. These passwords are provided only to, respectively, the designated GA representative for each Member, the BoM members, the designated delegate of each Full Member to the APLAC MRA Council.

The APLAC Secretariat administers the APLAC web site and is responsible for assigning log-on and passwords. APLAC signs a Deed of Agreement for provision of and maintenance of the web site with a provider selected on the basis of a tender process. This Deed of Agreement is currently held by NATA.

The APLAC Board of Management, on behalf of the APLAC General Assembly and via the Secretariat, is the arbiter of the content of the APLAC web site, both coverage and text. It is also responsible for authorising additions to the web site content. Proposals for changes in content, coverage and text may come from any APLAC Member and/or committee.

APPENDIX 1 – APLAC FORMS REGISTER

Q7.1	APLAC document format template
Q7.2	APLAC documents comments table
Q9.1	APLAC internal audits report
Q10.1	APLAC complaints register
Q11.1	APLAC corrective action request form
Q12.1	APLAC correspondence register
Q12.2	APLAC evaluation report log
Q12.3	APLAC record of disposal of documents, etc.
Q13.1	APLAC member survey form
Q15.1	APLAC request for funding form
Q17.1	APLAC office bearer nomination form
Q18.1	APLAC MRA Council confidentiality form

Other Forms

G1	APLAC General Assembly attendance form
G2	APLAC nomination of alternate form

APLAC Form 7.1 – APLAC Document Template

(Header)

APLAC XX 00Y



APLAC NAME OF DOCUMENT

(Footer)

Issue No.

Issue Date: mm/yy

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APLAC Quality Manual

PURPOSE

This document

AUTHORSHIP

This document was produced by the APLAC XXX Committee.

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FURTHER INFORMATION

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Document Format

- *A4 paper size*

<i>margins</i>	<i>left</i>	<i>30 mm</i>
	<i>right</i>	<i>30 mm</i>
	<i>top</i>	<i>15 mm</i>
	<i>bottom</i>	<i>15 mm</i>
- *single column text*
- *Arial 11 font*
- *main headings – bold, capital, underlined*
- *sub-headings – bold, body text*

APLAC Form Q9.1

INTERNAL AUDIT REPORT

Audit Identification:

Activities audited:

Summary of findings:

Other comments:

Identification of CARs raised:

.....
.....
.....
.....

Signature:

Name: **Date**

APLAC Form Q11.1

CORRECTIVE ACTION REQUEST NO:	
<div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;"> <input style="width: 80px; height: 25px; border: 1px solid black;" type="text"/> Audit </div> <div style="text-align: center;"> <input style="width: 80px; height: 25px; border: 1px solid black;" type="text"/> Complaint </div> <div style="text-align: center;"> <input style="width: 80px; height: 25px; border: 1px solid black;" type="text"/> Other </div> </div>	Internal Audit No:
1. Description of non-conformance	Reported by: _____ Date: _____
<i>Send to APLAC Board of Management when completed to this point</i>	
2 a) Investigation and correction of non-conformity	Assigned {by APLAC BoM} to: _____ For completion by: _____
2 b) Verification	
3 a) Corrective action on underlying issue	Assigned {by APLAC BoM} to: _____ For completion by: _____
3 b) Verification	
APLAC Chair	Date CAR closed:

APLAC Form Q12.2



APLAC MRA EVALUATIONS – SECRETARIAT FILE CHECKLIST

The following information for each evaluation and follow-up visit must be sent by the team leader to the APLAC secretariat in electronic format for filing.

1. final report (using the report template MR 009), including original of signing sheet
2. a letter detailing the evaluation team’s recommendation to the APLAC MRA Council
3. the accreditation body’s corrective action and response report (corrective actions to non-conformities, responses to concerns), including any supporting information provided.
4. a list of the names of the CABs where assessments were witnessed as part of the evaluation.

NOTE: some reports may incorporate the accreditation body’s responses in the body of the evaluation team’s final report or as an appendix to the final report.

Helen Liddy
APLAC Secretary

Accreditation Body:					
Team Leader	Eval Date	Final Report *	Letter of Rec.*	AB Response *	List of CABs

* note date received

APLAC Form Q13.1



APLAC MEMBER SURVEY

ACCREDITED LABORATORIES (AS AT 30 JUNE 201X)

APLAC Member Name: _____

Economy: _____

No. of accredited facilities: Testing: _____
 Calibration: _____
 Inspection: _____
 RMP: _____

Information prepared by: _____ (Name)
 _____ Date

Please return to APLAC secretariat (aplac@nata.com.au; fax: +613 9326 5148) **BY 30 SEPTEMBER 201X**. Thank you.

APLAC Form Q15.1

**REQUESTS FOR APLAC FUNDING SUPPORT –
APLAC COMMITTEES AND APLAC MRA COUNCIL**

Committee/Council Name:
Brief Description of Activity:
Brief Description of Benefits to APLAC
Outcome of Activity (e.g. report, course notes, publicity material)
Proposed Dates (if applicable): Proposed Venue (if applicable):
Number of Presenters (for course or workshop):
Estimated Number of Attendees (for course or workshop): Criteria for Selection of Attendees:

APLAC Form Q17.1



APLAC NOMINATION FORM

I, _____ , APLAC General Assembly Delegate
for _____
nominate _____ of _____
for the position of APLAC _____

Signed: _____

Date _____

I, _____ of _____
accept the abovementioned nomination.

Signed: _____

Date _____

APLAC Form Q18.1



APLAC MRA COUNCIL ATTENDANCE LIST – Month 200X

We the undersigned state we will not reveal confidential information gained during the participation in the APLAC MRA Council on A-B Month 200X

Name (please print)	Organisation	Economy	Representative/Observer	Signature

APLAC Form G2



NOMINATION OF ALTERNATE REPRESENTATIVE

I _____ the designated representative for _____
to the APLAC General Assembly, hereby appoint _____
as the authorised alternate representative for our organisation to vote:

* at the APLAC 200X General Assembly

OR

* at the APLAC General Assembly meetings and on postal
ballots until **31 December 200X**

OR

* for the postal ballot on

* Please select the applicable box (place a "X" in the box).

Signed: _____

Date: _____

APPENDIX 2 – STRUCTURE OF APLAC FILING SYSTEM

- 0 ADMINISTRATION**

- 1 APLAC FORMATION**

- 2 ORGANISATIONAL STRUCTURE**

- 3 APLAC MRA**

- 4 APLAC PROJECTS**

- 5 DOCUMENTS & PUBLICATIONS**

- 6 REGIONAL COOPERATION**

- 7 INTERNATIONAL LIAISON**

- 8**

- 9 MISCELLANEOUS**

APPENDIX 3 – CROSS REFERENCE TO ILAC/IAF A1 and ILAC P2

ILAC/IAF A1 Clause	APLAC Document or Other Reference
2.1.1	Constitution, 3.1
2.1.2	MR 001, 3.1
2.1.3	
2.1.3.1	MR 001, 8; MR 008; Constitution, 5 & 6
2.1.3.2	MR 001, 10 & 13; MR 008
2.1.3.3	Quality Manual (QM), 10; MR 001, 12; Constitution, 14
2.2.1	Constitution; Quality Manual as a whole;
2.2.2	
2.2.2.1	Constitution, 2; QM 1 & 2
2.2.2.2	QM, 1 & 3
2.2.2.3	MR 001
2.2.2.4	QM, 8 & 9
2.2.2.5	QM, 7
2.2.2.6	MR 004
2.2.2.7	MR 001, 9 & 10; APLAC filing system, section 3
2.2.2.8	QM, 18; QM, form Q18.1; MR 009, appendix VII
2.2.2.9	MR 001, 12; Constitution, 14; QM, 10
2.3.1	
2.3.1.1	MR 001
2.3.1.2	SEC 042
2.3.1.3	QM, 10; Constitution, 14
2.3.1.4	MR 002 (MRA text); SEC 039; PR 008
2.3.2	QM, 7; SEC 009
2.4.1	MR 001; 5; MR 008
2.4.2	MR 001; 5; MR 009, annex VII; QM, 18; form QM18.1; APLAC MRA Council attendance list
2.4.3	QM, 18; form QM 18.1
2.5.1	MR 004; MR 008
2.5.2	MR 004, appendix 1
2.5.3	MR 004, appendix 1
2.6.1	To be done when assigned
2.6.2	APLAC MRA Effectiveness Working Group; PR 008; PR 011
2.6.3	APLAC Training, Technical and PT Committees organise workshops, etc.
2.6.4	One evaluator training course held each year; Evaluator Training Working Group
2.6.5	All APLAC lead evaluators and evaluators are available for use by ILAC provided that APLAC's ability to do evaluations is not adversely affected
2.6.6	MR 001, 3.1

2.6.7 APLAC PT programs and measurement audits; participation by other regions always invited

ILAC P2 Clause	APLAC Document or Other Reference
4.2.1	Constitution, 3.1
4.2.2	MR 001, 3.1
4.2.3.1	Constitution, 5. & 6; MR 001, 8; MR 008
4.2.3.2	MR 008; MR 001, 10 & 13
4.2.3.3	Constitution, 14; QM, 10; MR 001, 12
4.3.1	Constitution; Quality Manual as a whole
4.3.2	
4.3.2.1	Constitution, 2; QM 1 & 2
4.3.2.2	QM 1 & 3
4.3.2.3	QM 8 & 9
4.3.2.4	QM 7
4.3.2.5	MR 004
4.3.2.6	MR 001, 9 & 10; APLAC filing system, section 3
4.3.2.7	QM, 18; QM form Q18.1; MR 009, appendix VII
4.3.2.8	MR 001, 12; Constitution, 14; QM, 10
4.3.2.9	Constitution, 10
4.4.1	
4.4.1.1	MR 001
4.4.1.2	SEC 042
4.4.1.3	QM, 10; Constitution, 14
4.4.1.4	MR 002 (MRA text); SEC 039; PR 008
4.4.2	QM 7; SEC 009
4.5.1	MR 004; MR 008
4.5.2	
4.5.2.1	MR 004
4.5.2.2	MR 004, appendix 1
4.6	
4.6 (i)	Constitution
4.6 (ii)	Constitution; QM, 1 & 2
4.6 (iii)	Inaugural signing of APLAC MRA in 1997 with 7 signatories
4.6 (iv)	MR 001, 3.2.3; measurement audits run by APLAC PT Committee
4.6 (v)	MR 001, 3.1.1
4.6 (vi)	APLAC Training, Technical and PT Committees
4.6 (vii)	APLAC reports currently to ILAC AMC, and to each meeting of the ILAC Executive, ARC, AIC, MCC, PTCG
4.7.1	APLAC PT Committee
4.7.2	MR 001, 8.3; MR 009, 4.8
4.7.3	MR 001, 3.3; MR 009, 4.8