IECEE OPERATIONAL DOCUMENT

IEC System of Conformity Assessment Schemes for Electrotechnical Equipment and Components (IECEE System)

Procedure for the collection, documentation and resolution of IECEE Operational Issues
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1 Purpose

Continued success of the IECEE System in the marketplace is based on the premise that IECEE deliverables (e.g. CB Test Certificates, Conformity Assessment Certificates, Statement of Test Results) are mutually recognized by IECEE member NCBs.

To ensure continued acceptance of the IECEE System and its associated deliverables in the marketplace, the IECEE seeks feedback from interested parties and stakeholders to identify opportunities for improvement as part of a continuous improvement process through the collection, tracking and resolution of identified issues.

2 Scope

This procedure details the specific process that is to be followed for collection, documentation and resolution of issues related to the efficient operation of the IECEE System. This will provide a forum for the collection of information from all stakeholders relative to the continuous improvement of the IECEE System.

3 Definitions

The following publication contain provisions which, through reference in this text, constitute provisions of these Rules of Procedure.


IECEE 02-1: Third edition 2015-06 IEC System of Conformity Assessment Schemes for Electrotechnical Equipment and Components (IECEE) – Structure, Constitution & Organization

4 IECEE Operational Issues (OI) Collection, Documentation and Resolution Process

The following Process enables the IECEE to formalize input from interested parties for the purpose of continuous improvement of System mechanisms.
5 Collection

The following Process enables the IECEE to formalize input from interested parties for the purpose of continuous improvement of System mechanisms.

5.1 Submission

Interested parties may make a submission of input intended to drive continuous improvement within the IECEE. Such input is provided through a prominent email link found on the IECEE.org website. Submissions are intended to be for the purpose of proposing an improvement, making a comment about the acceptance of IECEE System Deliverables or to indicate a problem with the timely acceptance of IECEE System Deliverables.

At the request of the submitter, contact information may be held in confidence by the IECEE Secretariat and not shared further within the IECEE System.

5.2 Logging

Upon completing an overview of identified issues and/or opportunities submitted, Sections A-B in Annex A will be completed by the IECEE Secretariat and logged for further review & assignment by CMC WG 8.

6 Documentation

6.1 Review & Assignment

Once logged, the identified operational issue and/or opportunity will periodically be reviewed by CMC WG 8 for assessment and recommended action. Assignments may be made to appropriate IECEE Committees, Working Groups or IECEE Officers for resolution.

6.2 Handling

The IECEE Secretariat holds responsibility for ongoing monitoring and periodic updates of records. Monitoring responsibilities include managing the progress of assignments to completion, resolution of assigned actions in accordance with defined target dates and recording of updates (including date carried out, by whom, the results and a new target date for completion).

7 Resolution

7.1 Trend Analysis

CMC WG 8 is responsible for the periodic review of OI records. CMC WG 8 will seek to identify trends related to issues entering and leaving the overall process with the intent of uncovering opportunities for systemic improvement.

These trends are intended to warrant higher level consideration due to the nature of the identified opportunity. Any identified systemic matters will be included, with related observations, in periodic reporting to the IECEE CMC in an effort to drive IECEE continuous improvement.
### Annex A – Operational Issues Data Collection Form

#### Operational Issues Data Collection Form

**A. Contact Information:**
- Submitter has agreed that Contact Information (throughout all materials) be held in confidence by the IECee Secretariat.
  - Organization: [Click here and type]
  - Name: [Click here and type]
  - Submitter’s Email: [Click here and type]
  - Address: [Click here and type]

**B. Details of Issue:** (Append additional pages or attachments if appropriate)
[Click here and type]

**C. Operational Issues (OI) Code (CMC WG 8 Only):**
- Select only one which best fits the complaint
  - Operational Document
  - Procedural
  - Other
  - Assigned to (WG/Committee): [Click here and type]
  - Responsible Person Assigned to: [Click here and type]
  - Reference Number: [Click here and type]
  - Date Submitted: [Click here and type]
  - Date Acknowledged: [Click here and type]

**D. Action Taken to Address Issue 8 (CMC WG 8 Only):**
- CI Recipient: [Click here and type]
- CI Received Date: [Click here and type]
- CI Referred To: [Click here and type]
- Data of Reference: [Click here and type]
- Issue Resolved with Submitter and No Further Action is Required. (Provide details below)
- Issue Resolved with Recipient/WG/Committee and No Further Action is Required. (Provide details below)
- Issue not justified and No Action was Taken. (Provide details below)
- Issue Analysis:
  - [Click here and type]
  - Action taken and Final Resolution in detail: (Append additional pages or attachments if appropriate)
  - Responsible Recipient Approval: [Click here and type]
  - Acceptance of Action Taken: [Click here and type]
  - Effectiveness Evaluated: [Click here and type]
  - Effectiveness: [Click here and type]
  - Date: [Click here and type]