



IECEE OD-2056

Comment [STM1]: Proposed changes to be effective immediately as they do not have operational impact.

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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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FOREWORD

Document Owner

CMC WG 08 "IECEE System Deliverables"

History of changes

<u>Revision Date</u>	<u>Brief summary of changes</u>
<u>2018-02-16</u>	<u>Maintenance review: Added FOREWORD page, updated sections 2, 5, and 6 to reflect current practice, and removed Annex A.</u>

<u>Effective date</u>	<u>Next mMaintenance due date</u>
<u>2018-02-16-05</u>	<u>2021-02-16-05</u>

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~~References

The ~~current versions of the~~ following publications ~~s~~ contain provisions which, through reference in this text, constitute provisions of these Rules of Procedure.

IECEE 02: ~~Fifteenth Edition 2015-06~~ *IECEE System of Conformity Assessment Schemes for Electrotechnical Equipment and Components 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.



Disclaimer: This document is controlled and has been released electronically. Only the version on the IECEE Website is the current document version

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~~ [web based feedback form \(www.iecee.org/feedback\)](http://www.iecee.org/feedback) found on the IECEE.org website [on the Contact Us and FAQ pages](#). 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~~ [CMC WG 8](#) 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~~ [Received feedback is logged in the IECEE CMC WG 8 collaboration tools.](#)

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~~ [CMC WG 8](#) 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: <input checked="" type="checkbox"/> Submitter has asked that Contact Information (throughout all materials) be held in confidence by the IEC EE Secretariat	
Organization Name: [Click here and type]	Submitter's E-mail Address: [Click here and type]
Submitter's Name: [Click here and type]	
B. DETAILS OF ISSUE: (append additional pages or attachments if appropriate) [Click here and type]	
C. Operational Issue (OI) Code (CMC WG 8 Only): (select only one which best fits the complaint)	
<input checked="" type="checkbox"/> Operational Document	<input type="checkbox"/> Procedural
<input type="checkbox"/> Other [Click here and type]	
Assigned to (WG/Committee): [Click here and type]	Reference Number: [Click here and type]
Responsible Person Assigned to: [Click here and type]	Date Submitted: [Click here and type]
	Date Acknowledged: [Click here and type]
D. ACTION TAKEN TO ADDRESS ISSUE (CMC WG 8 Only):	
OI Recipient: [Click here and type]	
OI Received Date: [Click here and type]	
OI Referred To: [Click here and type]	
Date of Referral: [Click here and type]	
<input checked="" type="checkbox"/> Issue Resolved with Submitter and No Further Action is Required. (Provide details below)	
<input type="checkbox"/> Issue Resolved with Recipient/WG/Committee and No Further Action is Required. (Provide details below)	
<input type="checkbox"/> 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) [Click here and type]	
Responsible Recipient Approval: [Click here and type]	Date: [Click here and type]
Acceptance of Action Taken: [Click here and type]	Date: [Click here and type]
Effectiveness Evaluated/Closed: [Click here and type]	Date: [Click here and type]
Effectiveness: [Click here and type]	

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