



IECEE OD-2056

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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"~~[IECEE Secretariat](#)

**History of changes**

<b>Revision Date</b>	<b>Brief summary of changes</b>
2018-02-16	Maintenance review: Added FOREWORD page, updated sections 2, 5, and 6 to reflect current practice, and removed Annex A.
<a href="#">2019-07-24</a>	<a href="#">Only editorial update modifying document ownership from WG 8 to IECEE Secretariat</a>

<b>Effective date</b>	<b>Next maintenance due date</b>
2019 <del>8</del> -06-05	2021-06-05

## 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 References

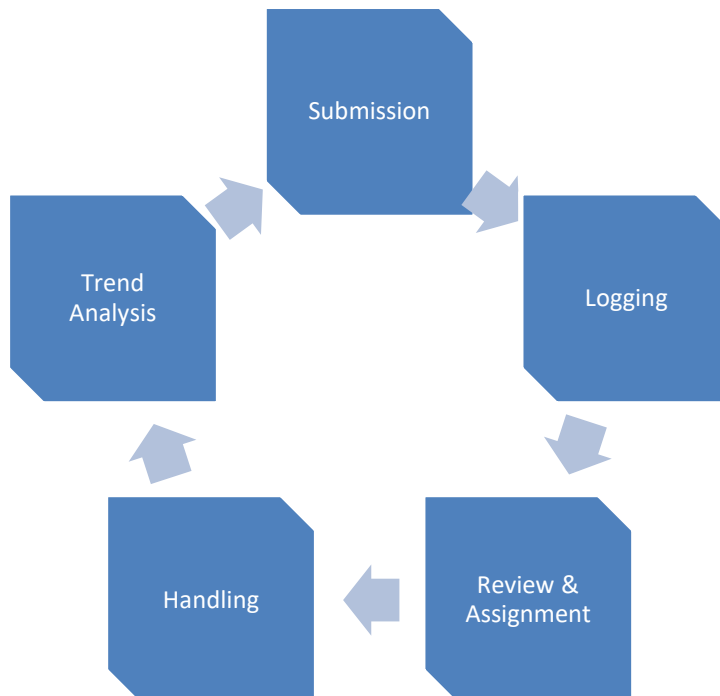
The current versions of the following publications contain provisions which, through reference in this text, constitute provisions of these Rules of Procedure.

IECEE 02: *IECEE System of Conformity Assessment Schemes for Electrotechnical Equipment and Components Rules of Procedure.*

IECEE 02-1: *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 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 CMC WG 8 and not shared further within the IECEE System.

### **5.2 Logging**

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**

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.

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