



IECEE OD-2056

Edition 2.1 2019-06-05

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**



THIS PUBLICATION IS COPYRIGHT PROTECTED

Copyright © 2019 IEC, Geneva, Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either IEC or IEC's member National Committee in the country of the requester.

If you have any questions about IEC copyright or have an enquiry about obtaining additional rights to this publication, please contact the address below or your local IEC member National Committee for further information.

IEC Central Office
3, rue de Varembe
CH-1211 Geneva 20
Switzerland

Tel.: +41 22 919 02 11
Fax: +41 22 919 03 00
info@iec.ch
www.iec.ch

About the IEC

The International Electrotechnical Commission (IEC) is the leading global organization that prepares and publishes International Standards for all electrical, electronic and related technologies.

About IEC publications

The technical content of IEC publications is kept under constant review by the IEC. Please make sure that you have the latest edition, a corrigenda or an amendment might have been published.

Useful links:

IEC publications search - www.iec.ch/searchpub

The advanced search enables you to find IEC publications by a variety of criteria (reference number, text, technical committee,...).

It also gives information on projects, replaced and withdrawn publications.

IEC Just Published - webstore.iec.ch/justpublished

Stay up to date on all new IEC publications. Just Published details all new publications released. Available on-line and also once a month by email.

Electropedia - www.electropedia.org

The world's leading online dictionary of electronic and electrical terms containing more than 30 000 terms and definitions in English and French, with equivalent terms in additional languages. Also known as the International Electrotechnical Vocabulary (IEV) on-line.

Customer Service Centre - webstore.iec.ch/csc

If you wish to give us your feedback on this publication or need further assistance, please contact the Customer Service Centre: csc@iec.ch.

CONTENTS

CONTENTS.....	2
FOREWORD	3
1 Purpose	4
2 Scope	4
3 References	4
4 IECEE Operational Issues (OI) Collection, Documentation and Resolution Process	4
5 Collection.....	5
5.1 Submission	5
5.2 Logging	5
6 Documentation.....	5
6.1 Review & Assignment.....	5
6.2 Handling.....	5
7 Resolution	5
7.1 Trend Analysis	5

FOREWORD**Document Owner**

IECEE Secretariat

History of changes

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

Effective date	Next maintenance due date
2019-06-05	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

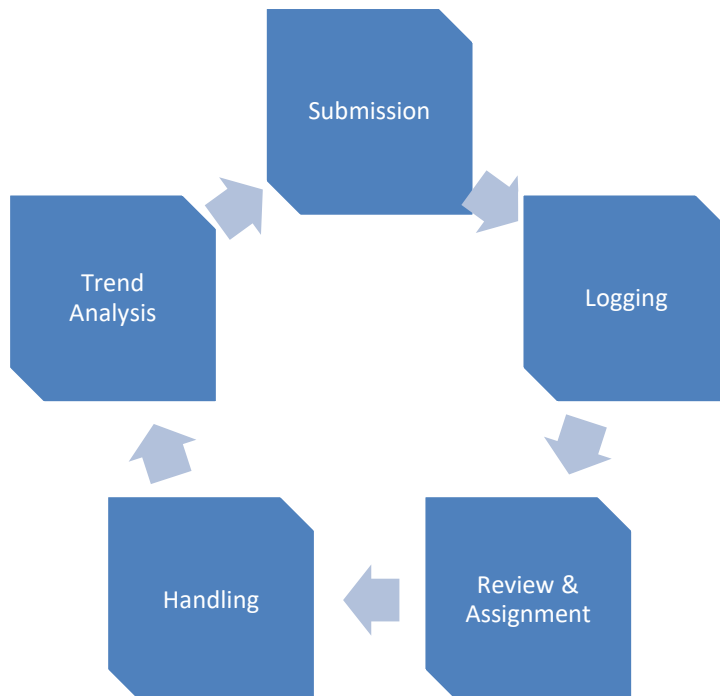
The current versions of the following publications contain provisions which, through reference in this text, constitute provisions of these Rules of Procedure.

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) 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.

**INTERNATIONAL
ELECTROTECHNICAL
COMMISSION**

3, rue de Varembé
PO Box 131
CH-1211 Geneva 20
Switzerland

Tel: + 41 22 919 02 11
info@iec.ch
www.iec.ch

**IEC SYSTEM OF CONFORMITY ASSESSMENT
SCHEMES FOR ELECTROTECHNICAL
EQUIPMENT AND COMPONENTS (IECEE)**

IECEE Secretariat c/o IEC
3, rue de Varembé
PO Box 131
CH-1211 Geneva 20
Switzerland

Tel: + 41 22 919 02 11
secretariat@iecee.org
www.iecee.org