

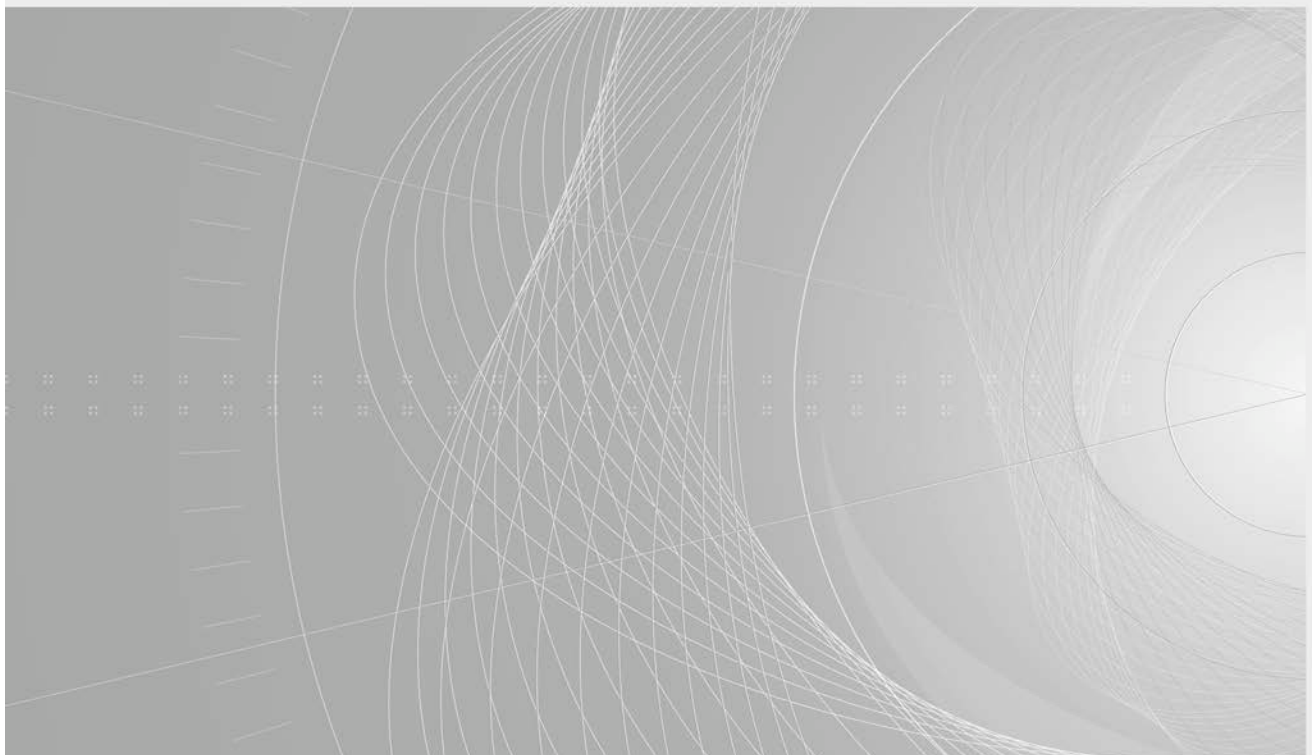
# IECEE OPERATIONAL DOCUMENT

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

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**Committee of Testing Laboratories (CTL)**

**Proficiency Testing Programs**





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## FOREWORD

## Document Owner

CTL WG 02 "PTP"

## History of changes

Date	Brief summary of changes
2017-02-24	Added disclaimer Added foreword Updated content Updated clauses 9. 12. 14 and 15 based on CMC Decision 18/2016
2017-03-13	Update to clause 6 as per CTL decision 73/2010 & CMC decision 19/2016 adding that "the starting time period to start the three years period for PTPs starts with issuing the final PTP report"
2018-04-24	Updated clause 9 Program Management based on CTL decision 26:54/17 and CMC decision 25/2017 Added clause 10 PTP on demand based on CTL decision 07:54/17 and CMC decision 25/2017
<u>2019-03xx-31xx</u>	<u>Updated document based on CTL decision 08:55/18</u> <u>Additional adjustments made where necessary</u>

Effective date	<u>Next maintenance due date</u> <del>Target revision date</del>
<del>2017-06-30</del> <u>2019-06-30</u> <del>30306</del>	<del>2020-03-31</del> <u>2022-03-31</u> <del>243104</del>

## Background

The CTL decided in 2014 to convert the CTL Operational Procedure (OP) into the IECEE Operational Document (OD) structure. The content of the former OP's has not been changed. Editorial adjustments have been made where necessary. The forms have been separated into independent documents for better handling.

A transfer table which CTL/OP has been transferred into which OD is given in OD 5000.

## 1 Purpose

The purpose of this document is to describe the rules of Operation-operation of the CTL Proficiency Testing Programs within the IECEE CB Scheme PTP's.

One primary goal of the Committee of Testing Laboratories (CTL) is to increase the mutual confidence among the CB Testing Laboratories operating within the IECEE System. IECEE CB Scheme and to provide a platform against which laboratories' individual results are compared to statistical majority of testing results.

In order to achieve this, the CTL operates Proficiency Testing Programs, designed to improve the consistency and reproducibility of test results.

## 2 Scope

This Operational Document specifies general requirements for the operation of Proficiency Testing Programs within the IECEE CB Scheme.

In order to achieve this, the CTL operates Proficiency Testing Programs (PTPs), designed to improve the consistency and reproducibility of test results.

This Operational Document This OD is applicable to all Testing Laboratories operating within the IECEE CB Scheme: CB Testing Laboratories (CBTLs), Specialized Testing Laboratories (SPTLs), and Customer Testing Facilities (CTFs), operating within the IECEE CB Scheme.

## 3 Normative References

The following publication contain provisions which, through reference in this text, constitute modification or additions of this Operational Document:

ISO/IEC 17025	General requirements for the competence of testing and calibration laboratories
ISO/IEC 17043	Conformity assessment - General requirements for proficiency testing

## 4 Definitions

For the purpose of this publication, the definitions of *IECEE Definitions* apply with the following additions.

Definitions unique to this publication:

### 4.1 Testing Laboratory:

A laboratory accepted to operate within the IECEE CB Scheme: CB Testing Laboratory (CBTL), Specialized Testing Laboratory (SPTL) or Customer Testing Facility (CTF).

#### 4.2 Final PTP Report

The operational and participation summary information with PTP results and program status report with consolidated anonymous results, provided to all participants at the conclusion of the PTP.

#### 4.3 Individual Summary PTP Report

The summary information provided to the individual participating Testing Laboratory depicting their submitted results and the assessments awarded based on interpretation of statistically acceptable range.

#### 4.4 Outlier Result

Any test result or other information (e.g. equipment audit responses) delivered by a Testing Laboratory within PTP that are assessed to be out of statistically acceptable range or otherwise assessed due to technical, typographical or other errors as unacceptable.

#### 4.5 Technical Advisor

Expert in a particular field of testing with detailed knowledge of PTP topic, appointed by the CTL WG 2 Convenor to advise PTP Provider at development of relevant PTP program and interpretation of PTP results.

GTL	IECEE Committee of Testing Laboratories
GTL/ETF	GTL Expert Task Force
GTL/WG	GTL Working Group
NCB	National Certification Body
MB	Member Body

## 5 Abbreviations Acronyms

For the purpose of this Operational Document, the acronyms of IECEE Definitions apply with the following additions:

PTP	Proficiency Testing Program
GNCR	General Non-Conformity Report
None	

## 6 Participation

All Testing Laboratories, ~~except CTFs Stage 1 and Stage 2 where participation is recommended, accepted by the CB Scheme~~ are generally required to participate in all CTL Proficiency Testing Programs PTPs within their scope of recognition ~~within the IECEE System~~, but not more than three per year, with the priority being given to new topics. ~~The date of the confirmed registration of the PTP will determine in which year the PTP will be assigned for the counting. The starting time period to start the three years year period for PTPs starts with issuing the final PTP report.~~

~~Exception:~~ A Testing Laboratory may be required to participate in more than ~~three~~ 3 programs per year if required to repeat a test as a result of ~~Q~~ "outlier Results" in previous programs.

~~In addition to the mandatory (basic) PTP supplied by the appointed CTL provider, laboratories should endeavor to cover their scope of operations within an assessment cycle. This additional coverage may be provided by ISO/IEC 17043 accredited providers that are independent of a testing house and have the relevant technical credentials.~~

~~Testing~~ Laboratories participating in a program with satisfactory results will not be required to repeat participation in that particular program topic for ~~3~~-three years. This three year period starts with issuing the Final PTP Report.

Each PTP will identify the relevant ~~IEC~~-standards within the scope of the ~~IECEE-IECEE System CB Scheme~~ to which it applies.

All NCBs shall ensure that each ~~Testing~~ Laboratory, for which the NCB is responsible, participates in the applicable PTPs that fall within the testing scope of the laboratory. The participation of a ~~Testing~~ Laboratory shall be monitored by the responsible NCB. An NCB responsible for several ~~Testing~~ Laboratories may choose to co-ordinate the PTP arrangements for its corporate family of laboratories.

The number of PTPs~~roficiency Testing Programs~~ to take place each year shall be decided by the CTL and ~~ratified~~-approved by the CMC. The maximum number of new programs, e.g. new topics, initiated each year shall be limited to three. Repeated programs also require CTL approval and CMC ~~ratification~~approval.

## 7 Topics

Suggestions for program topics may be made by a ~~CTL WG 2, CTL Expert Task Force (ETF), IECEE System Member Body (MB), National Certification Body (NCB), or a recognized CB Testing Laboratory (CBTL)~~ –through ~~their~~its responsible NCB.

Based on ~~such~~ suggestions, CTL ~~Working Group~~WG 2-(~~Proficiency Testing Programs~~) makes recommendations for new Proficiency Testing Programs ~~to the CTL and subsequent~~ for approval by the CMC ~~on a recommendation by the CTL.~~

## 8 PTP Provider

The programs are coordinated and processed by a PTP Provider independent of the participating testing ~~organisations~~-organizations and working in coordination with CTL-WG 2.

~~The~~ PTP Providers shall be selected by the CTL Chairman in consultation with the IECEE ~~Executive~~Executive Secretary, endorsed at the CTL Plenary session and formally appointed by the CMC.

~~The~~ PTP Providers shall have a proven capability in the design and management of programs related to electrical safety testing either directly or with the help of the relevant CTL Expert Group.

~~The~~ PTP Providers shall be formally ~~recognised~~recognized according to ISO/IEC 17043 by a reputable Accreditation Body.;

## 9 Program Management

The topics decided by the CTL are developed into programs by the PTP provider in cooperation with CTL-WG 2 and the Technical ~~a~~Advisors-(TAs).

Two or more Technical Advisers-(TAs), typically from among the CTL-WG and CTL ETF members, should be appointed for each ~~Proficiency Testing Program~~PTP by the CTL-WG-2 Convenor, based on a call for volunteers throughout the proposers, the CTL- ~~P~~plenary meeting, and via CTL-WG 2 to all CTL ETFs and CTL -WGs, taking adequate care to avoid a potential conflict of interest.

~~Proficiency Testing Programs~~PTPs may include equipment-audits that may be requested ~~upfront of the~~as part of the ~~Proficiency Testing~~ program. Purpose of equipment-audits is to analyse

potential significant sources of variability between Testing Laboratories and suggest improvements of testing methods.

Equipment-audits are also intended to check test apparatus and procedures used for the ~~Proficiency Testing Programs~~ PTPs against the requirements in the relevant standard. These audits are completed by the participating Testing Laboratories. The responses to the audit questions are reviewed by the PTP Provider as part of the PTP analysis. In case where equipment-audits are required upfront and when a deficiency is revealed the Testing Laboratory is notified and given the opportunity within one month period to take corrective actions prior to performing the proficiency testing.-

~~Nevertheless this will be shown in the PTP report and all reported actions shall be recorded in a follow-up register by the PTP Provider.~~

The PTP Provider prepares the test samples and first subjects them to a round of homogeneity tests at a competent testing laboratory, preferably a CBTL. The homogeneity testing laboratory is chosen by the PTP Provider, if necessary in consultation with CTL-WG\_2. The Technical Advisers (TAs) are involved in evaluation of the homogeneity test results and assist in the development of the test instructions.

The PTP Provider announces PTPs' enrollment after the groups of programs are ready.

~~The~~ When the PTP Provider opens enrolments to the relevant rounds, they send out the details for each program to the NCBs and Testing Laboratories in advance. The PTP Provider provides sufficient time with a minimum of six weeks for Testing Laboratories to study the instructions, determine the applicability of the PTP within the scope, handle internal approval processes, communicate with their NCBs for agreement and enroll the PTP. The NCBs shall inform the PTP Provider which of their Testing Laboratories are in scope and shall update any contact details as necessary.

Each Testing Laboratory shall acknowledge its willingness to participate in individual PTPs to the PTP Provider. This acknowledgement shall be made directly to the PTP Provider in writing prior to the sample shipping date provided with the program details.

The PTP Provider shall supply on any request of supplies to the IECEE Secretariat the list of Testing Laboratories that have registered for each program to enable a check, ~~if that~~ all Testing Laboratories in scope of the relevant PTP have registered.

-The PTP provider shall send an automatic alert to the registered Testing Laboratories and corresponding NCBs when the program status is changed, revised or modified.

The IECEE Secretariat should follow up with the NCBs and their Testing Laboratories that are required to participate but have not registered.

The PTP Provider sends out the detailed instructions and samples, then collects and analyses the results.

At the completion of a program, the PTP Provider circulates a draft report to the Technical Advisers (TAs) and CTL-WG\_2 for comment. Although this is not a ballot, however, failure to provide a lack of comments will be considered ans approval.

For each program, CTL-WG 2 and the Technical Advisers ~~(TAs)~~ in cooperation with the PTP Provider shall analyse the statistical presentation of the results of the Proficiency proficiency Testing-testing and determine the outlier criteria ~~data that are considered outliers. The outlier criteria and any suggested improvements shall be accommodated as best as possible in the report.~~

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Based on ~~this~~ these criteria, the PTP ~~provider~~ Provider completes the report, including comments from Technical Advisers (TAs) and/or CTL\_WG\_2 where appropriate, and issues the report to the participating Testing Laboratories and their NCBs.

Responsibilities in cases where corrective actions ~~are is~~ required ~~are is are~~ described in Section 132 of this document.

~~The PTP provider will be responsible for following up on the clearance of technical related GNCRs that are issued due to non-compliances with this OD.~~

## 10 PTP on demand

The PTP ~~p~~Provider may offer PTP on demand when Testing Laboratories may need to engage in certain PTP topics at times other than the timeframes of the planned PTP rounds.

PTPs on demand are operated using samples from previous programs. The statistically acceptable range of the relevant prior PTPs will apply to the assessment of the laboratory engaging in the on-demand PTP.

Participation by the Testing Laboratory in a PTP on-demand is normally voluntary and does not replace the mandatory participation as required in Section 6 of this document. Any resulting follow up activities arising from voluntary participation in an on-demand PTP are not recorded by the PTP provider nor reported to any organization outside the laboratory.

In some cases the Testing Laboratory may demand a PTP out of the regular timeframes, for example after relocation of Testing Laboratory, in preparation for a scope extension or if a PTP was not offered for a longer period. ~~In these cases, especially if the PTP results were positive, the laboratory shall not be forced to repeat the PTP shorter than three years period. In such cases the NCB which is responsible for the participating Testing Laboratory informs the PTP provider of the official nature of the on-demand PTP in advance. Subsequently, the PTP Provider makes the PTP results available as described in Section 11.~~

~~The IECEE Secretariat exercises discretion regarding GNCRs that may be issued as a result of failure to follow up outliers from a PTP on demand.~~

## 11 PTP ~~Results~~results

~~The confidentiality of results from individual laboratories is important to the operation of the PTPs.~~

~~NCBs shall be responsible. Because of their responsibility for their associated Testing L laboratories within the IECEE System, NCBs and shall facilitate confidential shall make appropriate arrangements with their testing laboratories (CBTLs and ACTLs) concerning access to laboratory results, results and the maintenance of confidentiality. Except as mentioned in clause c) below, the PTP Pprovider shall maintain confidentiality regarding the individual and consolidated testing laboratory results shall be maintained confidential by the PTP Provider.~~

The PTP Pprovider will make PTP results ~~are made~~ available as follows:

- a) ~~individual~~ Individual sSummary PTP ~~Reports~~results – to the relevant Testing Laboratory ~~and~~ its responsible NCB and on any request to the IECEE Secretariat.
- b) ~~complete~~ Final PTP Report (of Complete consolidated (anonymous) results) – to the participating Testing Laboratories, the CTL Chairman and the IECEE Secretariat, and also presented at the CTL Plenary meeting.
- c) ~~All individual and C~~complete consolidated PTP results – ~~provided~~ to the IECEE Secretariat.

## 12 PTP ~~Reports~~reports

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The PTP ~~Reports-reports~~ shall be prepared and distributed by the PTP Provider and shall include the contents detailed in ISO/IEC 17043:2010 as relevant to the program topic.

### 13 PTP ~~Outliers~~outliers

In parallel to the issuance of the report, the PTP provider shall compile a complete list of individual participants that have ~~either—produced “eOutlier Rresults”, and/or other deficienciesnon-compliances (e.g. equipment auditrelated).~~ This list is provided to the IECEE ~~S~~secretariat.

Individual ~~Testing L~~laboratories are notified regarding PTP ~~“eOutlier Rresults”~~, when applicable.

If ~~participant~~Testing Laboratory(~~s~~) fail to resolve ~~“eOutliers Rresults”~~ of the PTP within the given time frame:

- A technical related GNCR~~s~~ will be issued by the IECEE Secretariat, of which the PTP ~~P~~provider will follow up on corrective actions related to the ~~O~~“outlier ~~R~~Results”. The PTP provider is entitled to invoice the ~~CBTL—Testing Laboratory~~ for this additional activity. See section ~~165~~.
- A quality-system-related GNCR will be issued by the IECEE Secretariat to the responsible NCB for not ensuring that ~~the~~PTP ~~“eOutlier Rresults”~~ are resolved in the time provided by this ~~Operational Document~~OD. This GNCR is to be resolved by a special administrative assessment carried out by an assessment team appointed by the ~~IECEEExecutive~~ Secretariat~~y~~ when the GNCR is issued. The assessment team is entitled to invoice the NCB for the time spent. See section ~~165~~.

The PTP Provider is responsible for following up the technical GNCRs.

### 14 Appeal by the laboratory

A ~~T~~esting ~~L~~laboratory whose test results are ~~sorted—determined to includeas~~ ~~“eOutlier rResults”~~ has the right to appeal.

When a Testing Laboratory has disagreement on assessments conducted by the PTP Provider, the Testing Laboratory may dispute assessment results with the PTP Provider. Further clarification and correspondences may resolve disagreement.

If not, the Testing Laboratory has the right to file an appeal to the IECEE Secretariat. Appeals shall be made in writing to ~~the the Executive-IECEE Secretariaty of the IECEE~~, with a copy to the PTP Provider, within two ~~month~~months from the report issue date, and shall clearly indicate the reasons for appealing. These two months for appeal do not extend the three—month period allowed for completion of corrective actions.

For appeals that require technical input CTL-WG\_2 and/or the Technical Advisors (~~TAs~~) may be consulted, however the identity of the ~~T~~esting ~~L~~laboratory shall be kept undisclosed at all times. CTL-WG\_2 and/or the Technical Advisors (~~TAs~~) shall respond within 15 working days upon receipt of the request.

### 15 Completion of corrective actions

All ~~“eOutlier rResults” and non-compliances, whether due to technical, typographical or other errors,~~ shall be subject to an appropriate root cause investigation, followed by remedial corrective and preventive actions prepared by the Testing Laboratory.

For each corrective action, the PTP Provider records receipt of corrective action reports and the laboratory's stated root cause. All reported root cause and actions shall be recorded in a—the follow-up register by the PTP Provider.

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~~Prior to requiring corrective actions to be completed, the PTP Provider may request clarification of information provided by participants to assist in determining whether the participant's submission constitutes a non-compliance, the root cause and actions are suitable, whether a non-compliance exists. Such clarifications shall also be recorded in the using the follow-up register by the PTP Provider.~~

~~Participants Testing Laboratories~~ carrying out corrective actions shall follow the procedures outlined in ISO/IEC 17025:2005; 4.11 and 4.12.

~~Not completed~~ corrective action reports ~~in allowed period~~ shall be sent to the IECEE Secretariat with a copy to by the PTP Provider, who will record the status of actions in the follow-up register.

Copies of completed corrective action forms shall be held by the Testing Laboratory and being available for review during the next on-site IECEE peer assessment.

The IECEE Secretariat takes responsibility for monitoring the corrective action status, ~~(via the information reported by the PTP provider)~~, but is not responsible for the technical validity of the actions undertaken. However, any actions deemed to be inappropriate will be forwarded to the CTL WG 2 relevant technical panel for review. Feedback shall be provided to the participants when available.

Testing Laboratories requiring more time shall make a request in writing to the IECEE Secretariat with a copy to the PTP Provider, who will log this information in ~~the~~ the follow-up register. The request for a maximum of 2 weeks extension to the deadline for submission of corrective actions shall include a detailed rationale for the request, including a time line, showing the Testing Laboratory's progress to date towards resolution of the issue. ~~The secretariat shall notify the CTL chairman of the extension request, keeping him/her up to date with the progress of the case. It should be noted that without appropriate technical and quality system rationale, the IECEE Secretariat is under no obligation to grant requests for deadline extensions.~~

The PTP Provider will notify the IECEE Secretariat by means of referrals, of Laboratories failing to overcome the outlier with effective proposed corrective action within three months. The IECEE will be notified by the IECEE Secretariat will review the cases and with a issue formal General Non-Conformity Reports GNCRs to the affected organizations NCB and/or CBTL deemed to not have met the requirements. The GNCR should be issued within one week after the IECEE Secretariat is informed by the PTP provider of the failure to complete corrective action within the set time frame provided with the GNCR PTP referral.

However, if root cause or corrective actions are not accepted by the PTP Provider, the participant Testing Laboratory may appeal any time up to the corrective actions due date. Such appeals and resolution dates will be handled accepted by the IECEE Secretariat who will de-identify the provided material. The IECEE Secretariat will handle appeals directly with the participant in conjunction with the CTL Chairman and the WG 2 convener. These parties may call on technical experts to review the information.

The PTP Provider will subsequently follow-up on corrective actions for the technical related GNCRs in accordance with this Operational Document OD, and report the status to the IECEE Secretariat. If corrective actions provided are considered to be acceptable and complete, the PTP Provider will issue a recommendation of acceptance to the IECEE Secretariat to resolve the issued GNCR. ~~The IECEE The~~ Secretariat will inform the infringing organization and the PTP Provider when the GNCR is cleared.

## 16 Financial matters

An estimate of the cost of a new program including a monitoring service, which is limited to three ~~month~~ months after issue of the report, shall be provided in advance to the CTL Chairman and the IECEE Secretariat.

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Programs are posted on the website of the PTP Provider ~~advertised~~ well in advance ~~with~~ advertised the details of a proposed date and ~~the~~ costs for participation ~~posted on the website of the PTP Provider~~.

~~After enrolment to a specific PTP more details are sent by the PTP Provider to the NCBs and individual participants for their final confirmation, with an invoice and instructions for payment that is to be made directly to the PTP Provider. Acceptable payment options are described on the PTP Provider's website.~~

Testing Laboratories can pay individually or via their NCB, depending on arrangements made with the PTP Provider.

Cost related to follow up on corrective actions for technical related GNCRs issued by ~~the IECEE~~ the Secretariat due to failure to clear outliers in due time is detailed in the Operational Document OD-2026 in the section ~~for~~ CTL Proficiency Testing Programs.

For costs related to follow up on corrective actions for quality-system-related GNCRs issued by ~~the IECEE~~ the Secretariat due to failure to clear outliers in due time, the appointed assessment team is entitled to invoice the NCB for the time spent, based on the daily assessment fee for Assessors detailed in the Operational Document OD-2026. The minimum chargeable fee is half of the daily rate.

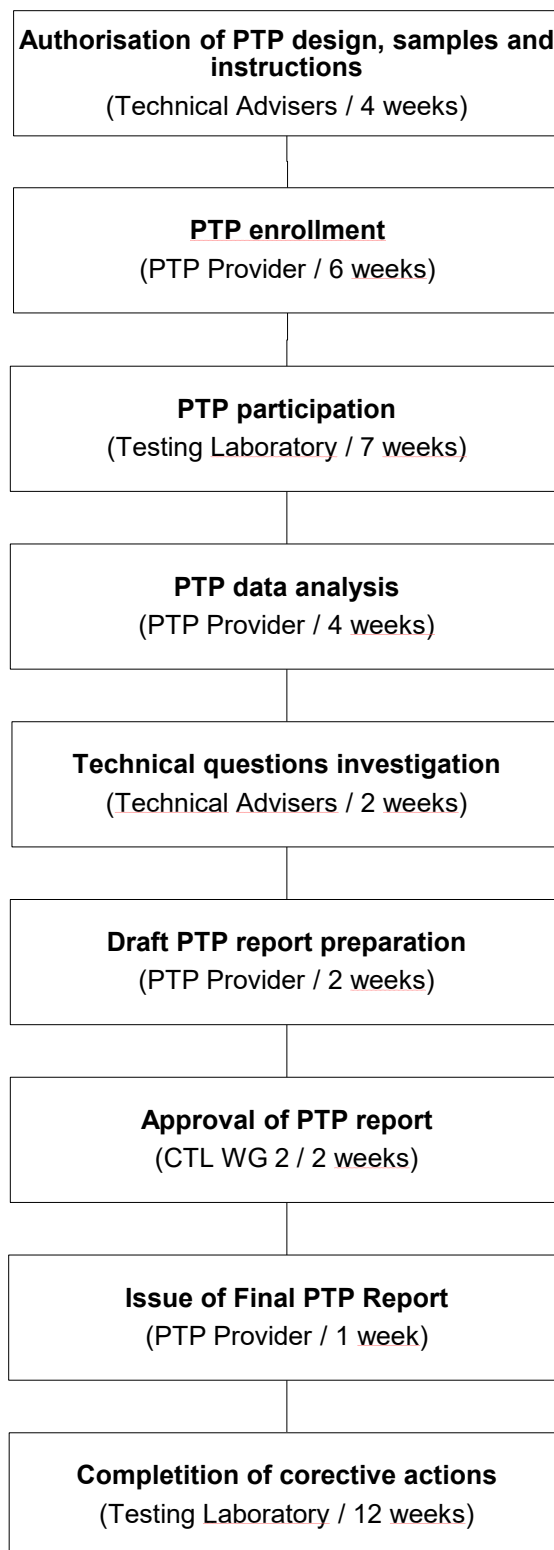
Payment is required prior to the Testing Laboratory being accepted to participate in a particular program. ~~Unpaid invoices will result in deletion of participation records for the subject PTP services being withheld until such time as payment is made, and subsequent~~ The PTP Provider reports instances of non-payment of fees, reporting to the IECEE Secretariat, who that will undertake due actions in accordance with the IECEE Rules.

Payment for follow up on corrective actions for both the technical and quality-system related GNCRs is required prior to clearance of the issued GNCRs.

## 17 Workshop

Based on CTL membership interest, the CTL will hold workshops on conducted PTPs.

**Annex A: Timeframe of PTP Program (informative)**



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