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The NZ mark of competence
Tohu Matatau Aotearoa

September Update



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Kia ora koutou,

Team IANZ is pleased to have joined the rest of the country at Level 2 after our brief spell locked down in Auckland.

Our dedicated team of assessors powered through a large number of assessments in August and are still going strong, whether working remotely or visiting our clients across the country. Once again, we'd like to thank our client partners for your cooperation and support during these COVID-19 challenges.

With so many of our team embracing the concept of working from home since the first lockdown, IANZ decided to adopt it as a permanent practice, with all employees now having the option to base themselves at their home offices two days a week. To help us know where everyone is on any given day, we've also adopted some pretty cool technology that enables our front-of-house staff to see who is in the office and who isn't. This new system is working well thanks to our awesome IT team of Glenn, Tejinder and Paras, who ensured a smooth roll out.

In this month's update, you can check out a case study we put together earlier this year with Labtests, who provide pathology services in the Auckland area. Our team had a great morning filming at their laboratory, which processes an impressive 50,000 tests every day.

We'd like to take this opportunity to thank all the medical labs around the country who continue to deliver COVID-19 testing services. We know how busy you have been, particularly in Auckland and the Waikato, and we just want to say – keep up the great work!

Kia kaha, kia maia, kia manawanui. Be strong, be brave, be steadfast.

Team IANZ



Watch IANZ in action: Labtests

Spanning 50 collection points, 50,000 tests a day, 600 lab staff and a purpose-built, high-tech laboratory, Labtests can only be described as an inspiring hub of efficiency and commitment to ensuring Kiwis get accurate, timely medical test results.

Accredited for NZS/ISO 15189 “Medical Laboratories – Particular requirements for quality and competence”, the team at Labtests recognise the importance of qualified staff, advanced technology and automation to meet the scale and needs of GPs and patients.

From checking the competence of the phlebotomist drawing blood, right through to the testing processes and procedures, IANZ is right behind Labtests every step of the way in making sure Kiwis can feel reassured and in good hands.



Meet the team: Geoff Hallam

Technical Development and Regulatory Affairs Manager

Like many people in Team IANZ, he has been with us a while, joining IANZ in 1995 or as Geoff puts it - “last century”, which makes him an oracle and part of the fabric of

IANZ, regularly called on to answer tricky enquiries and mentor assessors, particularly in the inspection body team.

Geoff's role spans two key areas. First there's the regulatory side of things, which has him liaising with key stakeholders, such as regulators and professional bodies, supporting business development by meeting potential clients and evaluating new areas for accreditation. Geoff is also an experienced trainer, delivering accreditation related courses both here and overseas.

Technical development is the other part of Geoff's role. This has him developing criteria documents and international guidance documents, interpreting international standard ISO/IEC 17020 in New Zealand and overseas. Geoff is also qualified to evaluate other accreditation bodies around the world, on behalf of APAC, ILAC and AFRAC, to ensure that they are meeting the standard. This work has taken him to Australia, Bangladesh, Brazil, Canada, China, Costa Rica, Germany, Guatemala, India, Italy, Japan, Kenya, Malaysia, Mexico, Netherlands, Singapore, Sweden, Switzerland, Thailand, United Kingdom, USA and Vietnam, some of them many times.

Geoff first joined IANZ as a 17025 laboratory assessor in mechanical, electrical, applied physics and metrology before becoming the first Programme Manager Inspection and then moving into his current role. Prior to that, he was a Geologist, based in the United Kingdom - which explains the collection of rocks in his office, one of which is not what it seems!

Starting the inspection body programme and seeing it flourish is one of many things Geoff is proud of. He enjoys what he calls 'light bulb moments' when someone he is engaging with really understands what accreditation is all about.

So it's not surprising that Geoff wants all New Zealanders to know who IANZ is and why our work matters to them. Or that he's passionate about informing regulators on what accreditation offers for risk management, confidence and trade. Like most of

team IANZ, he also sees our clients as partners, working together with IANZ to serve New Zealand.

So what's kept Geoff here? "The constant learning opportunities, challenges and great colleagues."

Calling all ISO/IEC 17025 laboratories

On the 30th November 2020, the period for laboratories for laboratories using ISO/IEC 17025: 2005 to transition to the current version of this standard, ISO/IEC 17025: 2017 (NBS ISO/IEC 17025: 2018) is over.

All laboratories will need to have completed the transition to the updated version by the end of November. If this process is not completed the accreditation of the laboratory will be suspended until such time as the transition is completed.

If you are not sure whether your laboratory has updated their system and hence the conformance standard stated on your laboratory's Schedule to the Certificate of Accreditation (scope) you can either check in the directory on the IANZ website <https://www.ianz.govt.nz/directory> or contact IANZ directly (a team member from our Coordination Services team will be able to help).

If you are checking on your scope to see which version of ISO/IEC 17025 your laboratory is compliant with then this what you need to look as shown in the highlighted section below:



ABC Laboratory Ltd Auckland		Client Number XXX
Telephone XXXXXXX		
Authorised Representative Mr Joe Smith Quality Manager		
Programme Chemical Testing Laboratory		
Accreditation Number XXX	Initial Accreditation Date 15 April 1988	
Conformance Standard ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories		

If your scope is still showing the conformance standard date as 2005 then you have until the end of November to have it updated.

Please don't leave this until the last moment, as you may find you are not the only one and could risk being the last one at the end of the line and therefore may miss the deadline. Approximately 80% of the laboratories have completed the transition process and our thanks to those who have worked through this in timely manner.



Reference Material Producer's (RMP) is now part of the ILAC MRA

Anne Hofstra, Senior Operations Manager, 17025 Sector Programmes, provides an update on IANZ's signatory status.

In July 2020 IANZ extended the scope of its signatory status to the ILAC MRA to include RMP. This is a milestone for IANZ, as we are now a 'full scope' signatory to the ILAC MRA joining a minority of ILAC members having such status.

It's also a conversation stopper when you bring this statement out at a BBQ which results in blank stares from many. To fully understand the importance of being an ILAC signatory and what this means to both RMPs and laboratories, please read on.



The International Laboratory Accreditation Body (ILAC) is the international organisation for accreditation bodies such as IANZ, whose primary purpose is to establish an international arrangement between member bodies based on peer review and mutual acceptance, and developing criteria to assist in harmonisation of accreditation which supports the mutual acceptance of laboratory's data by other countries. The ILAC Mutual Recognition Arrangements (MRAs) link the existing MRAs of Recognised Regional Cooperation Bodies, one of which is APAC. In 2020 ILAC extended the MRA arrangements to include RMP and IANZ was one of the first to sign up.

APAC The Asia Pacific Accreditation Cooperation (APAC) is the Regional Cooperation Body to which IANZ is a signatory. APAC's primary role is to manage and expand the MRA among accreditation bodies in the Asia Pacific region. In order to become a signatory for a specified area of accreditation such as Reference Material Producers (RMPs), IANZ had to undergo a peer evaluation by a team of evaluators from other accreditation bodies within the region. This is basically the same process familiar to all of IANZ's clients, an assessment of our procedures and then witnessing our assessment team conducting an assessment of our RMPs. IANZ completed this part of the process in 2015 and became a signatory for RMP to the APAC MRA. At this time there was not yet an ILAC MRA in place – that was still to come. Thanks here to the RMPs who were assessed during our evaluation. As a result of the successful evaluation, IANZ is a signatory for RMP under APAC, and ILAC.

What does this mean for RMPs and what do they do?

RMPs are assessed against the requirements of ISO 17034:2016 *General requirements for the competence of reference material producers*. The requirements set out in this standard includes such areas as production of the reference material, characterisation (establishing the quality/quantity of its properties), establishing

metrological traceability and measurement uncertainty. RMPs produce both or either of Certified Reference Materials (CRMs) or Reference Materials (RMs). CRMs are metrologically traceable which means traceable to Standards Internationale (SI) and are the higher order of materials. However, both CRMs and RMs are important to testing laboratories in establishing traceability of their test results.

CRMs will come with a certificate which includes information and data on the properties characterised, their values and measurement uncertainty, and the all-important statement of metrological traceability (how the material is traceable to SI such as the kilogram and the metre). RMs will come with paperwork, often called a Product Information Sheet, detailing the properties characterised, and information on the stability and homogeneity of the reference material.

In New Zealand we have three organisations accredited as RMPs; BOC Limited who produce CRM gases, MilkTest NZ who produce RM milk solutions used for the calibration of milk testing instruments, and Global Proficiency who produce both CRM and RMs for a range of materials such as milk powder and cheese, and environmental materials such as soil.



As IANZ is an ILAC signatory, the accredited RMPs are now permitted to use the ILAC mark on their Certificates and Product Information sheets which provides assurances to their clients to know they are using CRMs and RM which come from an accredited RMP, assessed by an Accreditation Body (IANZ) who are a signatory to the ILAC MRA, which is as good as it can get.

Also see the IANZ Technical Policy on the requirements for establishing measurement traceability:

https://assets.website-files.com/5e447d8550a99c8326ee5ae6/5f028a3d190d45280ca136aa_AS%20TP1%20Measurement%20Traceability%20Policy.pdf



NEW ZEALAND QUALITY COLLEGE

NZQC updates

As New Zealanders continue to follow the L2 guidelines to ensure we can all get back to a new normal soon, we're pleased to share this update on NZQC's course offerings.

So what impact does the Level 2.5 lockdown have on us at NZQC?

We cannot run 'face to face' courses in Auckland, until we are down to L1.

Some of our tutors are from Australia and can't travel until Trans-Tasman flights resume.

Some of us are still working from home and others from the office, or a combination of both.

So how does this affect you?

All courses running, up to mid-October are now virtual.

The PCR and Microbiological Laboratory Quality Assurance courses have been transferred to the 13th October (virtual) for the former and 8-9 December for the latter ('face to face')

Courses are filling up quickly and some, you will note, are fully subscribed, so make sure you get in your registrations promptly to ensure you get a spot and are charged the Early Bird fee.

We have had great feedback from the numerous public virtual courses we have run over the last few months. Also don't forget you can run an in-house virtual course giving you savings on any travel costs. We have had excellent feedback on these.

You may register as usual for the courses above from our website. Please contact us by email at info@nzqc.co.nz or call 0800 900 099 if you wish to further discuss your training requirements with us or inquire on our virtual courses.

Stay safe,

NZQC management