



**SRI LANKA ACCREDITATION BOARD
for CONFORMITY ASSESSMENT**

**RULES & PROCEDURES
for ACCREDITATION OF
CERTIFICATION BODIES**



ACCREDITATION SCHEME FOR CERTIFICATION BODIES

RULES AND PROCEDURES FOR ACCREDITATION OF CERTIFICATION BODIES

INTRODUCTION

The Sri Lanka Accreditation Board for Conformity Assessment (SLAB) is the National Accreditation Authority of Sri Lanka established under Act No. 32 of 2005. The SLAB offers accreditation services to bodies that provide Conformity Assessment Services such as Certification Bodies, Inspection Bodies, Testing and Calibration Laboratories, Bodies Certifying Persons, GHG Validation/Verification Bodies etc.

The work procedures of the SLAB for Certification Bodies are based on ISO/IEC 17011 – General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies. Preference will be given to Subject Specific Documents published by International Accreditation Forum (IAF), wherever applicable. The Governing Council of SLAB or relevant advisory committees if required, will advise SLAB management in the areas for which there are no IAF or other acceptable explanatory documents available.

1. GENERAL

1.1 Scope

This document outlines the rules and procedures to be adopted when Certification Bodies seek accreditation for their certification activities from SLAB. Certification activities for accreditation by SLAB cover Product Certification, Systems Certification and Certification of Persons. Accreditation will be granted against the applicable International Standards or widely accepted standards or guidelines that are auditable or verifiable.

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2. ACCREDITATION REQUIREMENTS

2.1 Accreditation Criteria

The applicable international documents, used by the SLAB for accreditation, are presented in the table below.

ACTIVITY	APPLICABLE STANDARD/GUIDE
Quality Management System Certification	ISO/IEC 17021-1:2015 ISO/IEC TS 17021-3: 2013 ISO/IEC TS 17021-3: 2017
Environmental Management System Certification	ISO/IEC 17021-1:2015 ISO/IEC TS 17021-2: 2012
Energy Management System Certification	ISO/IEC 17021-1:2015 ISO 50003: 2014
Food Safety Management System (ISO 22000)/HACCP	ISO/IEC 17021-1:2015 ISO/TS 22003: 2013
Occupational Health and Safety	ISO/IEC 17021-1:2015
Product certification	ISO/IEC 17065: 2012
Certification of Persons	ISO/IEC 17024:2012

As relevant to the Accreditation Schemes, the following mandatory documents and resolutions published time to time by International and Regional Accreditation Organizations as applicable as Accreditation Criteria. Depending on each accreditation scheme / scope (s) Specific criteria have been laid down and the above standards shall be read in conjunction with the relevant specific criteria documents.

IAF Mandatory Documents;

1. IAF MD 1:2007 Certification of Multiple Sites Based on Sampling
2. IAF MD 2:2007 Transfer of Accredited Certification of Management Systems
3. IAF MD 3:2008 Advanced Surveillance and Recertification Procedures (ASRP)
4. IAF MD 4:2008 Use of Computer Assisted Auditing Techniques ("CAAT") for Accredited Certification of Management Systems
5. IAF MD 5:2015 Determination of Audit Time of Quality and Environmental Management Systems
6. IAF MD 7:2010 Harmonisation of Sanctions
7. AF MD 10:2013 IAF Mandatory Document for Assessment of Certification Body Management of Competence in Accordance with ISO/IEC 17021: 2011
8. IAF MD 11:2013 IAF Mandatory Document for Application of ISO/IEC 17021 for Audits of Integrated Management Systems (IMS)
9. IAF MD 12:2016 Accreditation Assessment of Conformity Assessment Bodies with Activities in Multiple Countries
10. IAF MD15:2014 IAF Mandatory Document for the Collection of Data to Provide Indicators of Management System Certification Bodies' Performance
11. IAF MD16:2015 Application of ISO/IEC 17011 for the Accreditation of Food Safety Management Systems (FSMS) Certification Bodies.
12. IAF MD 17:2015 Witnessing Activities for the Accreditation of Management Systems Certification Bodies Implementation from 07 January 2018

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IAF/ILAC Documents;

1. IAF/ILAC A5 - Application of ISO/IEC 17011:2004

IAF Resolutions;

1. IAF Resolution 2003-18: Conformity Assessment Services
2. JGA Resolution 2007-7: ABs to suspend CABs issuing certifications to accreditation standards
3. JGA Resolution 2007-07: Certification to accreditation standards
4. IAF Resolution 2010-09: Translate and promote the expected outcomes
5. IAF Resolution 2005-12: Application of GD3 to all fields of accredited certification
6. IAF Resolution 2010-10: IAF/ISO Joint Communiqué on Certification to ISO 26000
7. IAF Resolution 2015-14 Non-Accredited Certification Where the MS CB is accredited for the Same Scope

If any document mentioned above is revised, the SLAB will automatically adopt those amendments/modifications in its criteria and parties concerned are given sufficient time as prescribed in publications of International/Regional Accreditation Organizations or as deemed suitable by SLAB for transition.

2.2 Eligibility

The applicant Certification Body must comply with all criteria of APPLICABLE STANDARD. In addition to this the applicant Certification Body must comply with the relevant specific criteria (if any) of SLAB for the scopes covered in their certification scheme.

Certification Bodies that perform Systems Certification activities (Quality Management System, Environmental Management System, and Food Safety Management System etc.), Product Certification or any other certification that has international or local recognition and acceptance can be accredited by SLAB.

SLAB does not accredit Certification Bodies that provide accreditation services or Certification Bodies that issue declarations of conformity using accreditation standards or standards similar to the accreditation standards.

The applicant Certification Body must ensure that their auditors are qualified and involved in continual professional development activities gaining skills and competencies as well as updating themselves to meet the demands and expectations of the clients/ stakeholders.

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3. PREPARATION FOR ACCREDITATION

Preparing for Accreditation of Certification Bodies

The management of Certification Bodies should first decide to obtain accreditation for their certification activities from SLAB. It is important for a Certification Body to make a definite plan of action for obtaining accreditation and nominate a responsible person to co-ordinate all activities related to the accreditation process. The person nominated should be familiar with the Certification Body's existing quality system.

A request can be made to SLAB in person, by post, by telephone or by E-mail for relevant information on Accreditation. Information regarding SLAB Accreditation process, relevant documents and application form (CB-FM (P)-01) will be made available to prospective clients (Ref. SLAB website; www.slab.lk). The Certification Body should be acquainted with the SLAB assessment procedure & methodology before submitting the application in the prescribed format.

A quality manual shall be prepared in accordance with the requirements specified in the APPLICABLE STANDARD and this should be supplemented by a set of other documents such as procedures, work instructions etc. in alignment with the particular quality system requirements. The Certification Body must ensure that the procedures described in the Quality Manual and other documents are being implemented. Preferably the applicant Certification Body must have conducted at least one Internal Audit and one Management Review before the submission of application.

Certification Body needs to establish the status of its existing quality system and technical competence with regard to requirements of SLAB for accreditation.

Scope of Accreditation

The scope of the accreditation, often referred to as the 'scope', is defined as those activities for which the SLAB has determined that the Certification Body complies with the requirements. The scope also specifies the locations/branches where the Certification Body carries out its activities. Based on the scope of accreditation, when an application is registered it is ensured that the policies, processes and procedures as necessary are in place. Therefore each application is subjected to contract review, adequacy assessment and planning & conducting of pre-assessment, initial assessment, witnessing and review of assessment findings.

During the preliminary assessment process, the scope of the accreditation is discussed with the Certification Body in detail, and the nature and extent of the assessment will be based on that.

In the Initial Assessment, in addition to visiting the main or head office, based on the Scope of accreditation, visits will be made to all critical locations from which one or more following key activities are performed. Whenever a new critical location has applied, that critical location will also be witnessed.

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Key activities- Management system Certification

- Policy formulation;
- Process and/or procedure development;
- Initial approval of auditing personnel, or control of their training;
- On-going monitoring of auditing personnel;
- Application review;
- Assignment of auditing personnel;
- Control of surveillance or recertification audits;
- Final report review or certification decision or approval.

Key activities- Product Certification

- policy formulation and approval;
- process and/or procedure development and approval;
- initial assessment of competence, and approval of technical personnel and subcontractors;
- control of the monitoring process of competence of personnel and subcontractors and its outcomes;
- contract review including technical review of applications and determining the technical requirements for certification activity in new technical areas or areas of limited sporadic activity;
- decision on certification including technical review of evaluation tasks

Key activities- Bodies certifying persons

- Policy formulation and approval;
- Development and approval of processes and procedures necessary for the operation of the certification of persons systems, including requirements for selection and appointment of examiners;
- Review of applications and of contractual arrangements associated with the assessment and certification of persons;
- Development, evaluation and maintenance of the examination(s) and of re-certification;
- Decision on certification of persons, including signing or authorization of certificates;
- Development and approval of policies, processes and procedures for the resolution of appeals and complaints received from applicants, candidates, certified persons and their employers and other parties about the certification process and criteria;
- Final decision on appeals and complaints.

The details of scopes with regard to all other management systems are given in Appendix I.

Assessment of non-key activities:

The certification bodies shall identify non-key activities carried out at the head office and critical locations (eg. Audit planning, marketing, promotion, financing etc.). Depending on the non-key activities SLAB will decide whether to assess from the head office or visits may be arranged to relevant locations accordingly. The information provided by the certification body will be verified during assessments by the assessment team.

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4. ACCREDITATION PROCESS

The accreditation process consists of registration followed by an adequacy assessment, preliminary assessment and an initial assessment (Final assessment for the grant of Accreditation). The process is completed with the decision on accreditation. After the accreditation is granted, the post accreditation phase begins.

4.1. Pre Assessment Process

4.1.1 Application and Registration for Accreditation

The application form and the necessary details are available on the SLAB web site- www.slab.lk. The Certification Body shall return the completed application form and Self-Assessment Questionnaire (CB-FM (P)-02) along with a copy of the quality manual of the Certification Body and other relevant documents to SLAB. The application shall be accompanied with the prescribed application fee. Certification Body has to take special care in filling the scope of accreditation for which the Certification Body wishes to apply. In case, the Certification Body finds any clause of the Standard (in part or full) not applicable to the Certification Body, it shall furnish justifiable reasons. The accreditation cycle is for three years. The Certification Body is notified well in advance before the expiry of this period. During this period, the Certification Body will be notified if there are any change in procedures and requirements.

4.1.2 Special Cases

- **Additional Accreditation**

If a Certification Body that is already accredited wishes a second or further accreditation against another internationally accepted standard or for that matter any recognized and accepted standard, the procedure is the same as for a new registration. However, in such case, the assessment effort by the SLAB may be limited to cover the areas not covered by the existing accredited system and certain specific areas as decided by SLAB.

- **Already Accredited Certification Activity**

In case an applicant Certification Body is already accredited for the applied scope by another Accreditation Body with IAF membership, incompliance with the SLAB Cross Frontier Accreditation Policy explained in AC-RG(P)-07, SLAB will communicate with the particular Accreditation Body to collect necessary information and will seek possibilities to act in collaboration with the said Accreditation Body when processing the Accreditation Application. In such circumstances the SLAB may grant accreditation after an abbreviated assessment; however any such decision will be taken at the sole discretion of SLAB.

- **A Certification Body operating in a foreign country**

In case if an applicant certification body operating in a foreign country of which accreditation body has been a IAF MLA partner is seeking accreditation, SLAB will initially communicate with that accreditation body inquiring its obligations or objections with regard to processing of such application and based on the response will proceed with the application following the SLAB Cross Frontier Policy explained in AC-RG(P)-07.

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- **Non Routine Cases**

In case a Certification Body requests accreditation for a Certification Activity where an established Standard is not available, SLAB, in consultation with the technical advisory committee will decide on the suitable accreditation criteria to be followed by the Certification Body.

The applicant Certification Body has to submit necessary supportive documents as evidence to substantiate their claim when they seek accreditation under Special Cases.

4.1.3 Acknowledgement and Registration of Application

SLAB on receipt of application, the quality manual, other relevant documents and the fees, will issue an acknowledgement to the Certification Body. After scrutiny of application for its completeness in all respects, a unique customer reference number will be allocated to the particular application, which will be used for correspondence with the Certification Body thereafter. SLAB may request for additional information / clarification(s), if necessary from the applicant Certification Body.

If, on the basis of documents and information provided by the Certification Body, SLAB is of the opinion that an assessment cannot result in accreditation, the applicant Certification Body shall be informed in writing giving reasons. An Authorized Officer under the supervision of Technical Manager of the accreditation scheme, will be appointed on behalf of SLAB to deal with the application and the case file being maintained thereafter. All information of the Certification Body will be kept strictly confidential.

4.2 Assessment process

4.2.1 Adequacy of Quality Manual

Based on the application and other documents submitted, a Lead Assessor will conduct the document and Record Review. The aim of the adequacy assessment is to determine whether the Certification Body is sufficiently prepared for a preliminary assessment and having a reasonable chance of getting Accreditation and to ascertain the compliance of the documents with the criteria specified in the APPLICABLE STANDARD. The adequacy assessment is also meant to obtain a clear idea of the intended scope of the accreditation.

The Lead Assessor, will inform SLAB regarding the adequacy of the quality manual with a report (CS/CP/BP-FM-05), indicating inadequacies (if any) in the quality manual which in turn should be communicated to the Client Certification Body. Based on this feedback the Certification Body shall amend the manual and also implement the quality system accordingly.

If the Certification Body satisfies the relevant requirements at the adequacy Assessment stage or after the Certification Body has taken necessary corrective action based on the adequacy assessment, the assessment process will move into the next phase.

If, on the basis of documents and information provided by the Certification Body, SLAB is of the opinion that an assessment cannot result in accreditation, the applicant Certification Body will be informed in writing and the documents concerned will be returned to the Certification Body for necessary improvement. All information of the Certification Body will be kept strictly confidential.

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4.2.2 Appointment of Assessment Team

Towards the task of on-site assessment, the Lead Assessor will be assisted by a team of technical assessors/ technical experts who will be appointed by SLAB as appropriate with the scope of accreditation and in accordance with the criteria adopted for the selection of Assessment teams. The SLAB will propose the composition of assessment team. The Certification Body may lodge a complaint against specific team members. Such a complaint should be motivated by clear reasons. If no replacement is available, it is possible that the visit will be postponed, or that a part of the scope will not be assessed until a suitable replacement is found.

SLAB may also nominate trainee assessors to participate in the assessment as observers during on-site assessments, whenever possible.

4.2.3 Onsite Assessment Plan

The SLAB contacts the Certification Body to agree on the date(s) and schedule for the assessment. Based on this SLAB prepares the Assessment plan (CB-PL-01) and the composition of the team and send it across to the Certification Body well in advance.

4.2.4 Onsite Assessment

The Onsite Assessment will be carried out in two stages namely Pre-assessment and Initial Assessment (The Final Assessment for the grant of Accreditation). During both these stages witness assessment at the site of the applicant Certification Body's Client will be carried out.

Although there are no strict demarcations for these two assessments, the objectives of these Assessments may be expressed in the following manner.

- **Pre-assessment**

- a. Assess the completeness of the documentation structure of the implemented system
- b. Assess the degree of preparedness of the Certification Body for the assessment
- c. Study the scope of accreditation so that the time frame, number of Assessors required in various disciplines and visits to sites, if applicable, for the assessment can be determined more accurately

- **Initial Assessment**

- a. Assess the effectiveness of the implementation of the documented system
- b. Certification Body's Competence in Performing Conformity Assessment.
- c. Take a decision on the Recommendation for the Grant of Accreditation

At the end of each assessment the Lead Assessor will submit Assessment Reports as appropriate to the objective of the assessment.

4.2.5 Conducting the Assessment

The assessment team shall commence an on-site assessment with an opening meeting at which the purpose of the assessment and criteria are clearly defined and the assessment schedule and the scope for the assessment are confirmed. During the assessment, the Assessment team will assess the documentation and implementation of the management system as well as the competence of the Certification Body in accordance with the APPLICABLE STANDARD and specific criteria (if any) of SLAB. The CB shall provide with the assessment team a list of certified companies, scopes certified, certification files, list of auditors and experts, audit programme of each certified company and use of certification & accreditations symbols.

In doing so, the assessment team will take a representative sample in the areas within the scope of the accreditation. This process shall be extended to witness assessment activities also. The Certification Body shall demonstrate that it is competent in all the activities at all sites for which accreditation has been requested. With regard to the management system of the Certification Body, the assessment team should be able to assess at least one complete cycle of the Internal Audit and Management Review.

If nonconformities are found, the team member involved fills in a ‘nonconformity form (CB-FM-20)’ for each non-conformity. The team grades the nonconformities based on the severity of the situation, as major or minor.

Under normal circumstances the onsite assessment will be terminated with the closing meeting. In the closing meeting the team discusses the results of the assessment with the Certification Body. The nonconformity reports are handed over to the Management of the Certification Body, so it can immediately proceed with the implementation of corrective action plan. The Assessment should not proceed into next stage unless all non - conformities are satisfactorily addressed and closed.

4.2.6 Assessment Techniques

The SLAB Assessors use one or more combination of the following assessment techniques when conducting the assessment.

- **Document review:** assessing quality manuals, procedures etc. for compliance with the criteria; a document review can also involve records at the Certification Body’s Location, such as personnel files, quality control charts, audit reports, management review reports, audit files etc.;
- **Office assessment:** an assessment at the premises of the Certification Body in order to assess the implementation of the system;
- **Interviews:** evaluating the expertise of the Certification Body’s personnel via targeted interviews.

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- **Witnessing:** observing audits and examinations carried out by the Certification Body will be requested to submit to SLAB.
In case of FSMS the following conditions shall apply;
In FSMS, accreditation will not be granted to a given category in Appendix I without at least one witness assessment performed in a cluster. The number of witness assessments in a cluster may be decided considering the specific nature of individual case files. In case of an extension, a witnessing will be required for a category in a new cluster. For extensions inside a cluster may not be necessary.
In case of surveillance and re-assessments at least one audit in Cluster 2 and once audit in each other cluster will be covered in each accreditation cycle.
For the initial assessment and for the re-assessment in one or more Categories, a witness of an initial certification audit, including stage I will be conducted. At least one of the witness audits per accreditation cycle will include a stage I audit. For details Please refer IAF- MD-16.

On other cases, witness assessment plan will include 40% scopes for Pre and Initial assessments and the rest for the surveillance assessments. For re-assessments 25% of the scopes will be covered and the remaining will be covered during surveillances.

The audits conducted at foreign clients of the certification body will also be selected for witnessing based on the scope of accreditation.

witness assessments shall also be arranged for product certification as well.
- **Testing and Inspection :** Determination of product and process characteristics including sampling in case of Product Certification

4.2.7 Corrective Actions & Follow-up of Assessment

Certification Body shall take necessary corrective action on the remaining non-conformance(s) to SLAB within a maximum period of six months.

If it deems necessary, SLAB should communicate with the Certification Body and shall ensure that all outstanding nonconformities are available with and are well understood by the Certification Body. SLAB should monitor the progress and coordinate the activities with regard to the closure of non-conformities. The decision with regard to closure of non-conformities shall be taken by the Assessment Team.

When there are significant non-conformities identified during the on-site assessment, the progress is monitored closely and in this regard the SLAB may arrange for a verification visit for the closure of the non-conformities.

Whatever it may be the case all non-conformities raised during the assessment shall be closed before consideration for the Grant of Accreditation.

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4.2.8 Assessment Report

The assessment report (CS/CP/BP-FM-17) prepared by the Lead Assessor in the formats prescribed will be handed over to SLAB once the particular assessment phase is complete. The assessment report shall contain the evaluation of compliance to APPLICABLE STANDARD and relevant specific criteria (if any) and the non-conformances, if any. In case of initial assessment, the assessment report will also provide a recommendation towards grant of accreditation or otherwise.

4.3 Accreditation decision

After satisfactory closure of all nonconformities, the SLAB prepares a report (CB-FM-46) considering all relevant information gathered during the processing of the application, the assessment report prepared by the assessment team, additional information received from the Certification Body and the Consequent verification activities. The summary report is placed before the Accreditation Committee which is appointed by the Governing Council. The Accreditation Committee for Certification Bodies studies the final report and the recommendation given by the team and then approves the grant of Accreditation. The approval will also be submitted to the Council through Director/CEO, SLAB for covering approval.

The SLAB informs the Certification Body in writing of the decision taken. If a positive decision is taken, the SLAB will draft the accreditation documents. In case of a negative decision, the SLAB will inform the Certification Body in writing.

All decisions taken by SLAB regarding grant of accreditation will be open to appeal by the Certification Body consistent with the appeal procedures (GN-PR(P)-09).

4.3.1 Issue of Accreditation Certificate

As soon as a decision is taken to grant Accreditation SLAB will prepare the following Documents.

- Accreditation certificate with a unique number for identification duly signed by the Director / CEO, SLAB. This certificate specifies the date on which the accreditation was granted, the standards based on which the accreditation was granted and the period of validity of the certificate.
- A Schedule Referring to the Scope of Accreditation.
- Accreditation Agreement -Terms and condition for maintaining accreditation (CS/CP/BP-RG(P)-03). This contains the rights and obligations of parties; the party providing the accreditation and the party being accredited and signed by both parties.

The applicant Certification Body must fulfil all the financial obligations due to SLAB, before receiving the certificate(s).

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5. POST ACCREDITATION PROCESS

5.1 Post Accreditation Assessments

The SLAB accreditation certificate will be valid for a period of 3 years. During the validity of accreditation, the Certification Body must continuously comply with the requirements of APPLICABLE STANDARD and “Terms and condition for maintaining accreditation” (CS/CP/BP-RG(P)-03). In this regard SLAB will periodically review the validity of Accreditation. To this end, the SLAB carries out surveillance assessment annually and a re-assessment within three years. During the accreditation period, the scope of the accreditation may be changed.

5.1.1 Surveillance

SLAB shall conduct annual surveillance of all accredited Certification Bodies. Surveillance is aimed at examining whether the accredited Certification Body is maintaining all the requirements of APPLICABLE STANDARD and SLAB specific criteria (if any). SLAB will inform the accredited Certification Body at least three months before the due date of accreditation for conducting the surveillance visit and the Certification Body shall confirm its readiness within 30 days.

The Certification Body during the validity of accreditation may request to enhance the scope of accreditation for which they should preferably apply two months before the conduct of assessment/ surveillance. Surveillance visits will cover only selected areas. The non-conformities, if any, shall be closed within two months of conduct of surveillance. The summary of the surveillance report along with other relevant information will be submitted to the Director / CEO, SLAB to make a decision on the continuation of accreditation or otherwise. SLAB will inform the Certification Body, in writing, about the decision.

5.1.2 Reassessment and Renewal of Accreditation

The SLAB will intimate the Certification Body in writing on the expiry of Accreditation approximately four months in advance and the Certification Body has to respond at least two months before the expiry. The Certification Body shall apply for renewal of accreditation by submitting a new application in the prescribed Application form (CB-FM(P)-01). Along with this a copy of the current Quality Manual of the Certification Body which describes the existing quality system in accordance with APPLICABLE STANDARD should be made available. The request shall be accompanied with the prescribed re-assessment fee.

The Certification Body may request for extension of scope of accreditation, which should be explicitly mentioned in the application form. The procedure for processing of renewal of application is similar to that of first application except that no Preliminary Assessment is conducted and likewise the procedure for the on-site reassessment visit is similar to that of initial assessment. If the results of reassessment visit are positive and all non-conformances are closed before the expiry of the certificate, then the validity of the certificate is extended by a further period of three years without any discontinuity. In case of renewal a new certificate of accreditation is issued while the certificate number is retained.

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5.1.3 Supplementary/ Special Assessments

The SLAB may organize Supplementary/ Special Visits under the following circumstances:

- Repeatedly finds nonconformities of category Major or large numbers of nonconformities of Category Minor during the surveillance/ reassessment.
- Receiving complaints that are substantiated with facts or on instances where the Certification Body is found to be misusing the Certificate/ Accreditation symbol.
- Based on public complaints, publications or information from interested parties and the government.

The Director/CEO, SLAB may decide to carry out Special Assessments at any time during the period of validity of Accreditation. The execution of special assessments may take place with no prior notification or with very little time between notification and execution.

Special Assessment may also become necessary when changes occur in Accreditation Criteria, Organizational Structure and in Management/ Ownership. However in these cases the SLAB will give Certification Bodies sufficient time for preparation.

All costs associated with special assessments will be charged to the Certification Body.

5.2 Changes in the Accreditation / Specific Criteria

If there is a change in the APPLICABLE STANDARD or in the accreditation criteria of SLAB, SLAB shall inform the Certification Body of this in writing indicating the transition period, which shall be at least 6 months duration. Upon receiving such information, the Certification Body must confirm to SLAB, its willingness in writing to modify its quality system in accordance with the changes. Upon receiving confirmation from the Certification Body, SLAB may conduct a supplementary / special assessment to assess the implementation of same.

5.3 Changes Affecting the Certification Body Operations

In the event of the Certification Body informing SLAB about any changes affecting the Certification Body's activities and operations, SLAB may organize a supplementary/ special visit. The reportable changes are described in section 6.1.4. Certification Body shall communicate this with relevant documentary evidence along with the amended Quality manual. The final decision is communicated to the Certification Body along with an amended certificate. The costs associated with the issue of amended certificate will be charged to the Certification Body.

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5.4 Reduction of the Scope

During assessments by the SLAB, the accredited Certification Body shall demonstrate that it complies with all accreditation criteria regarding the entire scope and that it has complied with these criteria from the date on which accreditation was granted. If a Certification Body is of the opinion that parts of the scope no longer conforms to the accreditation criteria, it is expected that the Certification Body will withdraw the relevant part of the scope itself. If during an assessment it becomes clear that it is necessary to withdraw accreditation for parts of the scope, the SLAB will also review the validity of the remaining accredited scope.

In order to demonstrate that a Certification Body has complied with and is complying with the criteria for the complete scope of accreditation, the Certification Body shall be able to provide records of the activities carried out. During SLAB assessments, these records shall demonstrate that the procedures for carrying out specific activities (product certification and system certification decisions) have been applied correctly by qualified personnel in the past year.

The concerned part of the scope shall be withdrawn if records do not demonstrate this. If this means that the entire scope is withdrawn, then the entire accreditation is withdrawn. However the Certification Body concerned can again be granted accreditation for the APPLICABLE STANDARD and the scope involved, under the same registration number, if a new application is sent in to the SLAB within two years after the withdrawal.

5.5 Extension of Scope

At any given moment, the Certification Body can request an extension of the scope. To this end, a written application shall be sent to the SLAB. An assessment for extension of scope will not be initiated if nonconformities are currently open in related parts of the scope or in the general management system of the Certification Body.

The SLAB distinguishes between extension within and extension outside the scope already accredited. Extensions of the scope that fall within the framework of the same accreditation standard will be considered. Extension within the scope and if not it will be considered otherwise. Requests for accreditation involving a different accreditation standard shall be treated as a new application.

Depending on the size and nature of the extension requested, the extent of the assessment needed for the extension will be determined by SLAB on a case by case basis. All costs for extension of scope will be charged to the Certification Body.

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5.6 Transfer of Accreditation

If the ownership or name of an accredited Certification Body changes, the accreditation may be transferred to the new owner or to the new name if the Certification Body involved make such requests in writing. For such a transfer the following pre-conditions apply:

- The Certification Body remains operating within the legal and regulatory framework of the country in which it operates;
- The policy and management system remain unchanged;
- The management and key personnel remain unchanged;
- The former owner does not remain active in the same sphere of activity or a similar area under the old name or a related name;
- The general composition of the Certification Body's personnel remains the same;
- The basic infrastructure and other facilities are not compromised.

The Certification Body shall provide the SLAB with the necessary documents showing that the above conditions are met. The costs for reviewing the documents/ conducting onsite review will be charged to the Certification Body.

If all requirements are met, the new Certification Body retains the registration/accreditation number and receives the new accreditation documents. The surveillance and re-assessment schedule will remain unchanged.

6. OBLIGATIONS

6.1 Certification Body

6.1.1 General

A Certification Body shall always comply with the relevant regulations and accreditation criteria. This not only applies to accredited Certification Bodies but also to Certification Bodies whose accreditation has been suspended.

6.1.2 Co-operation

The Certification Body shall provide the SLAB assessment teams with all the necessary support in order to carry out their work efficiently, safely and honestly, whereby:

- It shall be possible to check the compliance of the Certification Body's management system within the criteria;
- It shall be possible to gain insight into the relationship between the documented system and the APPLICABLE STANDARD via an up-to-date review;
- It shall be possible to observe the activities at the Certification Body.
- The Certification Body shall provide the assessment team with the necessary safety instructions and safety equipment;
- If requested, the Certification Body shall provide access to all relevant locations, dossiers and documents;
- In case the assessment of SLAB requires the participation of clients or other related bodies of the Certification Body, the Certification Body shall take measures to assure this participation; in particular Certification Bodies shall have enforceable arrangements with its clients holding an accredited certificate, to ensure SLAB access to witness the certification bodies audit team performing an audit at the Certification Body's client's site.
- Assessors of SLAB shall not be put in a position where their independence and objectivity could be compromised.

6.1.3 Accreditation Symbols

Accredited Certification Bodies have the right to use the applicable accreditation symbol. As such, on grant of accreditation, the Certification Body may use SLAB symbol on letterheads, brochures and any other material issued to its clients including the certificates. However such usage shall be confined within the scope of Accreditation. The policy for using SLAB symbol is given in the document “Terms & Conditions for use of the Accreditation Symbol” (AC-RG(P)-01).

Misuse of the symbol by accredited Certification Bodies may lead to suspension or withdrawal of the accreditation. If non-accredited Certification Bodies use the symbol, the SLAB can resort to legal action.

6.1.4 Reporting Changes

The Certification Body shall inform the SLAB within one month of every change that can have considerable impact on the activities covered by the scope. Such changes may be of following nature:

- Changes in the legal, commercial or Certification Body’s organizational status;
- Changes in the sphere of activities or economic activities of the Certification Body
- Change in management and its structure;
- Policy changes;
- Changes in personnel that fill key positions, such as managers and decision-makers and personnel with specific and unique expertise for the Certification Body;
- Changes in location and other resources that can have a significant influence on the accredited activities carried out;
- Significant changes in working procedures.

If a Certification Body expects the changes to have a temporary negative effect on the accredited activities, then the Certification Body can request a voluntary suspension. In case of that the SLAB possesses the right to carry out extra assessments to ensure that the Certification Body again complies with the accreditation criteria before lifting the suspension. If during a periodical assessment of SLAB it is found that SLAB was not informed about changes may decide to extend the assessment to review the changes and their impacts.

6.1.5 Financial Obligations

The Certification Body will receive an invoice for all the assessment activities carried out by the SLAB. The amount invoiced will depend on the number of man-days worked; the applicable fee and other costs be found in CS/CP/BP-RG (P)-01. A Certification Body shall always pay the invoices before the final payment date specified on the invoice. If a Certification Body does not make payment on time, the SLAB sends a reminder. If payment still does not take place then, the suspension procedure will begin. If there are payments outstanding during the initial phase of the accreditation process, the SLAB has the right to halt the accreditation process until payment is done.

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6.2 SLAB

6.2.1 Behavior of Assessment Teams

The assessment team will limit its assessment activities to an investigation of whether the Certification Body complies with the applicable criteria. In doing so, Assessors will make use of the relevant criteria documents, scope-related documents (including standards, descriptions of methodology, diagrams etc.) and generally accepted interpretations. Assessors may not accept any gifts, presents etc. from Certification Bodies that may compromise their neutral role in assessments. Assessors shall follow the safety instructions of the Certification Body being assessed.

6.2.2 Confidentiality

The SLAB protects the confidential nature of the assessment findings unless Certification Body has given written consent or legally obligated to do so. If the Certification Body provides third parties with access to the assessment report, it shall provide access only to the complete assessment report. Assessors and all other persons who, work for the benefit of the accreditation by the SLAB, shall have access to the Certification Body's files only after they sign and handover confidentiality statement to the particular Certification Body.

6.2.3 Changes in Criteria and Interpretations

The SLAB informs the Certification Bodies about changes in the various accreditation criteria and their interpretations. The Certification Bodies are given sufficient time to adapt their system to the changes (also see section 5.4).

6.2.4 Limitations

The SLAB does not undertake any service which affects impartiality, such as consultancy or services that are to be performed by any Certification Body.

7. SUSPENSIONS AND WITHDRAWALS

Conditions for Suspensions and Withdrawals eg. failure to resolve nonconformities in accordance with an SLAB's procedures; Negative outcome of a complaint investigation, Misuse/misrepresentation of an accreditation symbol, Non-payment of fees as explained in IAF MD 7 are referred in CS/CP/BP-RG(P)-03. Above issues pertaining to suspension or withdrawal will be dealt with the Accreditation Committee according to the Procedure AC-PR-09 and accordingly accreditation granted will be suspended, withdrawn or reduced.

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7.1 Suspensions

7.1.1 General

During the suspension period, the Certification Body may not make use of the accreditation symbol or in any other way actively refer to the accredited status. Certification Bodies may not accept any new certification requests for issuing accredited certificates. Existing certification contracts shall be respected, which means that the Certification Body continues to carry out the necessary surveillance activities.

A suspension is lifted if an additional assessment shows that the reason for the suspension no longer exists. If the suspension period ends without this being the case, the SLAB implements the withdrawal procedure.

7.1.2 Voluntary

A Certification Body may request a voluntary suspension from the SLAB if it is temporarily unable to comply with the accreditation criteria. In such circumstances, the Certification Body is not permitted to make use of the logo or refer to the accredited status. It is not possible to submit a request for a voluntary suspension during the period that an SLAB assessment is being carried out.

7.1.3 Imposed by SLAB

If a Certification Body not demonstrably eliminate one or more nonconformities within the applicable period, or the Certification Body fails to fulfill its obligations related to the accreditation, the SLAB suspends the accreditation for a period of at most six months. The Certification Body is informed of this in writing. A suspension is put into effect by the Director/CEO, SLAB on the recommendations (AC-FM-14) made by the Accreditation Committee.

7.1.4 Publicity

SLAB will notify the interested parties and the public through its web site, newspapers etc.

7.2 WITHDRAWALS

7.2.1 General

The accredited Certification Body and the SLAB can withdraw an accreditation and thus cancel the accreditation agreement. From the moment of withdrawal, the Certification Body will have to refrain from using the accreditation symbol or otherwise referring to the accredited status. In such situations the certificates issued under SLAB-accreditation shall also have to be withdrawn.

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7.2.2 Voluntary

If Certification Body wishes, for whatever reason, to end its accreditation, it shall submit a request to the SLAB for voluntary withdrawal in writing. Withdrawal may apply to a part of the scope or the entire scope. The SLAB confirms the withdrawal in writing.

7.2.3 Imposed by SLAB

If SLAB determines that a suspension has not been removed within the applicable period or if evidences are found to substantiate that the Certification Body brings the Accreditation into grave disrepute, the SLAB will impose the withdrawal. SLAB informs the Certification Body of the withdrawal in writing. After a withdrawal, the SLAB will not accept an application for accreditation from the same Certification Body within a period of six months.

7.2.4 Publicity

SLAB will notify the interested parties and the public through its web site, newspapers etc.

8. DISPUTES, COMPLAINTS AND APPEALS

8.1 Disputes

The SLAB defines a dispute as difference of opinion between the accredited Certification Body or the Certification Body to be accredited and the SLAB with regard to:

- The interpretation of a requirement of a standard;
- The working procedure of the SLAB.

The Certification Body can report the existence of such dispute to the Director/CEO, SLAB in writing. The Director/CEO, SLAB will consult with the parties involved and with the Technical Advisory Committee and takes a decision. The decision will be communicated to the parties in writing.

8.2 Complaints

The SLAB distinguishes two types of complaints:

- Complaints about the SLAB and its Assessors.
- Complaints about registered or accredited Certification Bodies.

In both these cases Director/CEO, SLAB or the panel appointed by him/her will investigate the complaints.

Complaints shall be submitted in writing. The SLAB will confirm the receipt of the complaint. The complaints will be handled in accordance with the Complaint handling Procedure (GN-PR (P)-08). If a complaint is not submitted in writing, if it is not motivated or if the complainant and the party complained about are not clearly indicated, the SLAB will treat the complaint as it sees reasonable and proceed with the complaint handling accordingly.

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8.3 Appeals

Certification Bodies are free to make appeal against decisions taken by the SLAB such as appointment of assessors, grant of accreditation, reduction/ expansion of scopes, suspensions/ withdrawal etc. All such appeals will be dealt with in accordance with the SLAB Appeal procedure GN-PR (P)-09.

Cost associated with the processing and handling the appeals are charged to the Certification Body.

9. PUBLICITY

The details of scope of accreditation & accreditation status of the accredited Certification Bodies along with their contact addresses are published on SLAB website.

10. LIABILITY

SLAB shall not be responsible for any damages, which the Certification Body may suffer as a result of any action or negligence by those who are carrying out the tasks on behalf of SLAB and any failure to the grant of accreditation or abeyance / suspension / forced withdrawal of the accreditation, and neither shall SLAB be held responsible for any damage whatsoever, caused to any party by the acts of certification Body.

11. MEASUREMENT TRACEABILITY

It is the policy of SLAB that Certification Body shall comply with the measurement traceability policy explained in AC-RG(P)-04. In the process of granting certification to its clients certification body shall comply with the measurement traceability policy of SLAB and ensure that traceability of measurement to SI units is maintained as described in the prescribed Certification criteria.

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Appendix 1 SCOPES OF ACCREDITATION

1.1 Food Safety Management Systems

ISO/TS 22003: 2013

Sl. No.	Cluster	Category		Subcategory	
1.	Farming	A	Farming of Animals	AI	Farming of animals for Meat/Milk/Eggs/Honey
				AII	Farming of Fish and Seafood
		B	Farming of Plants	BI	Farming of Plants (other than grains and pulses)
				BII	Farming of Grains and Pulses
2.	Food and Feed processing	C	Food Manufacturing	CI	Processing of perishable animal products
				CII	Processing of perishable plant products
				CIII	Processing of perishable animal and plant products (mixed products)
				CIV	Processing of ambient stable products
		D	Animal Feed Production	DI	Production of Feed
				DII	Production of Per Food
3.	Catering	E	Catering		
4.	Retail, transport and storage	F	Distribution	FI	Retail/Wholesale
				FII	Food Broking/Trading
		G	Provision of Transport and Storage Services	GI	Provision of Transport and Storage Services for Perishable Food and Feed
				GII	Provision of Transport and Storage Services for Ambient Stable Food and Feed
5.	Auxiliary services	H	Services		
		I	Production of Food Packaging and Packaging Material		
		J	Equipment manufacturing		
6.	Bio chemical	K	Production of (Bio) Chemicals		

1.2 Other Management systems

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Section A – Agriculture, Forestry and Fishing

- | | |
|---|-------------|
| 1. Crop and animal production, hunting and related activities | Division 01 |
| 2. Forestry and logging | Division 02 |
| 3. Fishing and aquaculture | Division 03 |

Section B- Mining and Quarrying

- | | |
|--|-------------|
| 4. Mining of coal and ignite | Division 05 |
| 5. Extraction of crude petroleum and natural gas | Division 06 |
| 6. Mining of metal ores | Division 07 |
| 7. Other mining and quarrying | Division 08 |
| 8. Mining support service activities | Division 09 |

Section C - Manufacturing

- | | |
|---|-------------|
| 9. Manufacture of food products | Division 10 |
| 10. Manufacture of beverages | Division 11 |
| 11. Manufacture of tobacco products | Division 12 |
| 12. Manufacture of textiles | Division 13 |
| 13. Manufacture of wearing apparel | Division 14 |
| 14. Manufacture of leather and related products | Division 15 |
| 15. Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials | Division 16 |
| 16. Manufacture of paper and paper products | Division 17 |
| 17. Printing and reproduction of recorded media | Division 18 |
| 18. Manufacture of coke and refined petroleum products | Division 19 |
| 19. Manufacture of chemicals and chemical products | Division 20 |
| 20. Manufacture of basic pharmaceutical products and pharmaceutical preparations | Division 21 |
| 21. Manufacture of rubber and plastic products | Division 22 |
| 22. Manufacture of other non-metallic mineral products | Division 23 |
| 23. Manufacture of basic metals | Division 24 |
| 24. Manufacture of fabricated metal products, except machinery and equipment | Division 25 |
| 25. Manufacture of computer, electronic and optical products | Division 26 |
| 26. Manufacture of electrical equipment | Division 27 |
| 27. Manufacture of machinery and equipment n.e.c. | Division 28 |
| 28. Manufacture of motor vehicles, trailers and semi-trailers | Division 29 |
| 29. Manufacture of other transport equipment | Division 30 |
| 30. Manufacture of furniture | Division 31 |
| 31. Other manufacturing | Division 32 |
| 32. Repair and installation of machinery and equipment | Division 33 |

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33. Electricity, gas, steam and air conditioning supply	Division 35
Section E – Water supply; sewerage, waste management and remediation activities	
34. Water collection, treatment and supply	Division 36
35. Sewerage	Division 37
36. Waste collection, treatment and disposal activities; materials recovery	Division 38
37. Remediation activities and other waste management services	Division 39
Section F - Construction	
38. Construction of buildings	Division 41
39. Civil Engineering	Division 42
40. Specialized construction activities	Division 43
Section G - Wholesale and retail trade; repair of motor vehicles and motorcycles	
41. Wholesale and retail trade and repair of motor vehicles and Motorcycles	Division 45
42. Wholesale trade, except of motor vehicles and motorcycles	Division 46
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Section H - Transportation and storage	
44. Land transport and transport via pipelines	Division 49
45. Water transport	Division 50
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47. Warehousing and support activities for transportation	Division 52
48. Postal and courier activities	Division 53
Section I - Accommodation and food service activities	
49. Accommodation	Division 55
50. Food and beverage service activities	Division 56
Section J- Information and Communication	
51. Publishing activities	Division 58
52. Motion picture, video and television programme production, Sound recording and music publishing activities	Division 59
53. Programming and broadcasting activities	Division 60
54. Telecommunications	Division 61
55. Computer programming, consultancy and related activities	Division 62
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57. Financial service activities, except insurance and pension funding	Division 64
58. Insurance, reinsurance and pension funding, except compulsory Social security	Division 65
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61. Legal and accounting activities	Division 69
62. Activities of head offices; management consultancy activities	Division 70
63. Architectural and engineering activities; technical testing and analysis	Division 71
64. Scientific research and development	Division 72
65. Advertising and market research	Division 73
66. Other professional, scientific and technical activities	Division 74
67. Veterinary activities	Division 75
Section N - Administrative and support service activities	
68. Rental and leasing activities	Division 77
69. Employment activities	Division 78
70. Travel agency, tour operator reservation service and related activities	Division 79
71. Security and investigation activities	Division 80
72. Services to buildings and landscape activities	Division 81
73. Office administrative, office support and other business support Activities	Division 82
Section O - Public administration and defense; compulsory social security Education	
74. Public administration and defense; compulsory social security	Division 84
Section P – Education	
75. Education	Division 85
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76. Human health activities	Division 86
77. Residential care activities	Division 87
78. Social work activities without accommodation	Division 88
Section R - Arts, entertainment and recreation	
79. Creative, arts and entertainment activities	Division 90
80. Libraries, archives, museums and other cultural activities	Division 91
81. Gambling and betting activities	Division 92
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Section S - Other service activities	
83. Activities of membership organizations	Division 94
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86. Activities of households as employers of domestic personnel	Division 97
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88. Activities of extraterritorial organizations and bodies	Division 99

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