



## MP20 - 01

### APPROVING & MONITORING OF PERSONNEL

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### 1. Purpose

The purpose of this procedure is to outline the process for qualifying, evaluating and monitoring of assessors, technical experts and Accreditation Advisory Committee (AAC) members.

### 2. Scope

This procedure shall apply to all NiNAS accreditation schemes, assessors and committee members.

### 3. Definitions

Definitions related to this procedure are given in A01-01 Definitions and Abbreviations Used in NiNAS Documentation.

### 4. Reference Documents

- ISO/IEC 17011:2017 *Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies*
- QM 1.0 NiNAS Quality Manual
- MP 02 Personnel Requirements
- MP 02A Staff Training Requirements

### 5. General

NiNAS has established a system for the recruitment, training, evaluation and monitoring of personnel involved in accreditation process. These include NiNAS personnel, assessors, technical experts and committee members. The criteria for recruitment and training of personnel involved in accreditation process are outlined in MP 02 and MP 02A respectively.

NiNAS has also established and maintains a performance monitoring system to ensure the competence of assessors, personnel and committee members. NiNAS implements a 4-phase training programme for its prospective assessors.

#### 5.1 Approval of Assessors

Assessors and technical experts must have the appropriate technical and professional qualification. Individuals who complete the 4-phase training programme are approved to participate in assessments as NiNAS assessors. In this regard, they are issued an



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approval letter to demonstrate their competence in the accreditation schemes for which they are approved.

Assessors, who perform well in assessments for three (3) years may be appointed as team leaders. However, this requirement did not apply to team leaders appointed at the initial take-off of NiNAS. At take-off, team leaders were appointed after a successful competence evaluation conducted by experts from mature accreditation bodies.

### 5.2 Monitoring of Assessors and Technical Experts

NiNAS shall monitor Team Leaders, Assessors and Technical Experts every 3 years. This monitoring process also affects Trainee Team Leaders and Trainee Technical Assessors respectively.

### 5.3 Monitoring of Accreditation Advisory Committee Members

NiNAS shall monitor the competence/performance of Accreditation Advisory Committee (AAC) members every 3 years. The Director of Accreditation shall have the responsibility to monitor the performance of AAC members. Records of such monitoring activity shall be kept by the Quality Manager. In addition, additional monitoring shall be carried out in cases where there are complaints/objections against the decision of any of the AAC member.

In completing the monitoring form for an AAC member, the following issues are evaluated.

- Statements in the decisions taken
- Number of decisions made during the monitoring period
- The rate at which decision board members participate in decisions
- Proportion of appeals against decisions taken
- Relevance of different types of decisions
- Complaints about decisions
- Appeals against decisions
- Decision time
- Feedback from technical officers

### 5.4 Monitoring of NiNAS Personnel

The competence of NiNAS personnel shall be monitored every three (3) years. It shall be the responsibility of the individual responsible for human resources to evaluate the competence of NiNAS' personnel by completing form, F 0XT for each individual.

## 6. Forms



Table: 10.1 Forms in use with MP 20	
Form Number	Title



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### 7. Document History

Modification No/Date	Proposed by	Page No.	Summary of Modification
23/07/2024	Quality Manager		Initial release