IATF Oversight
Certification Body Communiqué

CB COMMUNIQUE # 2017-002

ISSUE DATE: June 2017

	YES	NO
CONFIDENTIAL	X	
MANDATORY CONTENT	X	

SUBJECT: Enhanced IATF Certification Body Performance Metrics System

The purpose of this communication is to advise all IATF-recognized certification bodies of an additional/enhanced set of performance indicators.

The IATF has observed that the constant monitoring of the current IATF Database KPIs (20-day metric, 120-day metric, 7 day and 20-day upload metric) resulted in significant improvements in the certifications body´s internal processes and consequently in major improvements for the IATF certification scheme as a whole. Meanwhile the vast majority of the IATF-recognized Certification Bodies are meeting the established targets for these IATF Database KPIs.

The IATF has now developed two new indicators to add focus to client audit results in addition to the current IATF-recognized Certification Body processes.

Based on the client audit results that are entered in the IATF Database, the IATF is not only able to derive important information for the IATF certification scheme but it is also able to monitor the audit results for e.g. non-witnessed vs. witnessed audits.

Based on a systematic analysis of the past year´s data and results, concerns were expressed by the IATF with regard to the significantly different audit results for non-witnessed vs. IATF-witnessed audits.

The enhanced two new IATF Certification Body Performance Metrics consist of two new ratios that highlight the significant difference between non-witnessed and IATF-witnessed audits.

As per the attached global data (see page 3) for e.g. 2016 calendar year, it is evident that certification bodies issue 2,51-times more nonconformities under witnessed conditions and the percentage of major nonconformities is 5,59-times higher than under non-witnessed

conditions. At the same time the number and percentage of audits resulting in zero nonconformities under witnessed conditions is also close to zero.

This set of additional performance indicators will continuously be measured from 2017 onwards. The data for the past 5 years has already been analyzed and the global result is visible for each year in the chart on page 3.

The current IATF database KPIs (20-day metric, 120-day metric, 7 day and 20-day upload metric) will continue to be monitored and followed-up on as necessary.

All IATF-recognized certification bodies are encouraged to download and analyze the nonconformity data in the same way to compare audit results under witnessed conditions vs. non-witnessed audits. CB's should analyze and investigate the data and it´s root causes for significant differences in non-witnessed and witnessed audits and implement actions to narrow the gap between them.

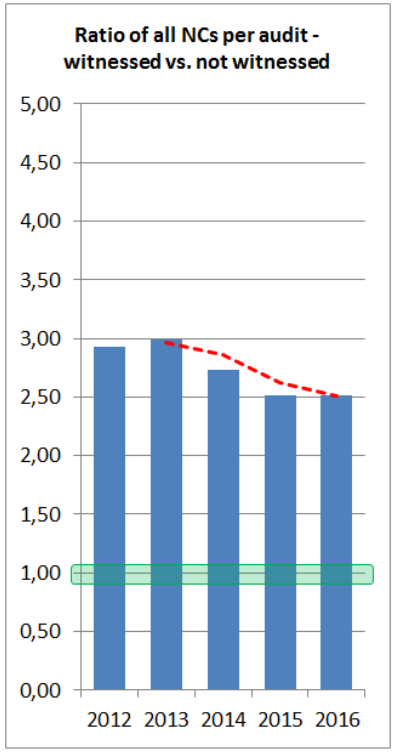
Please contact your respective IATF Oversight Office if you have any questions.

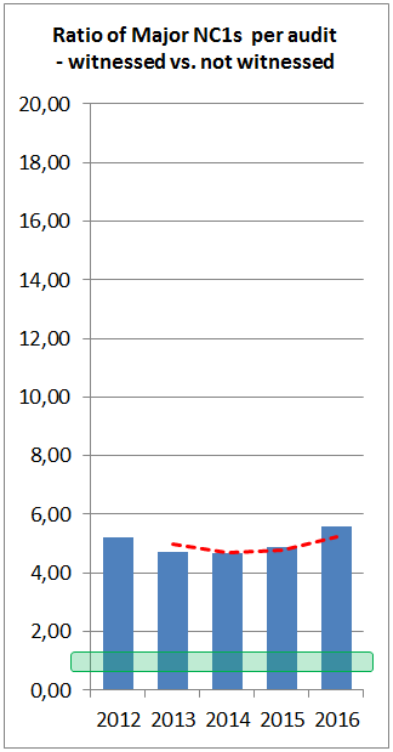
Enhanced IATF Certification Body Performance Metrics System

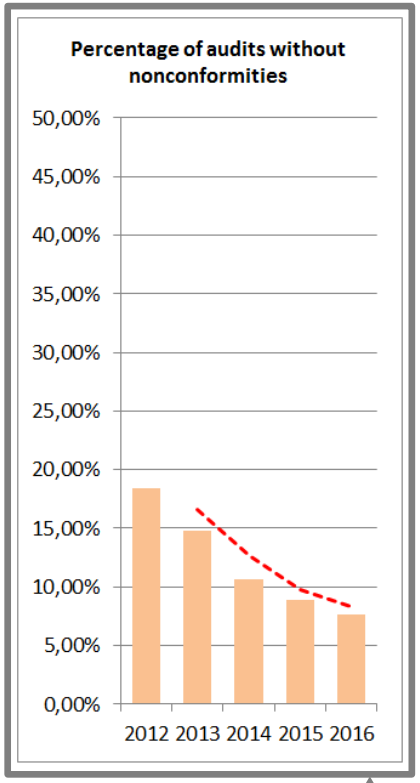
(global data 2012 through 2016 - as of end 2016)

Global data for all **non-witnessed audits** (for all CBs) per year

		2012	2013	2014	2015	2016
not witnessed	Audits 'not witnessed'	53198	57881	62090	66760	69980
	Audits with zero NCs	9802	8555	6611	5961	5378
	Audits with nc2 only	40421	45648	50527	55395	59065
	Number of NC1	5271	6144	9843	10670	10803
	Number of nc2	134493	154421	172321	190092	207336
	NC per Audit	2,63	2,77	2,93	3,01	3,12
	Percentage of NC1	3,77%	3,83%	5,40%	5,31%	4,95%
	Percentage of audits without nonconformities	18,43%	14,78%	10,65%	8,93%	7,69%
witnessed	Audits 'witnessed'	255	295	314	308	316
	Audits with zero NCs	3	1	5	1	2
	Audits with nc2 only	140	157	136	136	128
	Number of NC1	386	443	634	605	684
	Number of nc2	1573	2008	1884	1725	1788
	NC per Audit	7,68	8,31	8,02	7,56	7,82
	NC1 per NC	19,70%	18,07%	25,18%	25,97%	27,67%
	Percentage of audits without nonconformities	1,18%	0,34%	1,59%	0,32%	0,63%
RATIO	Ratio of all NCs per audit - witnessed vs. not witnessed	2,92	3,00	2,73	2,52	2,51
	Ratio of Major NC1s per audit - witnessed vs. not witnessed	5,22	4,72	4,66	4,89	5,59







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2 NEW ratios calculated as value for witnessed audits divided by non-witnessed audits

Global data for all **witnessed audits** (for all CBs) per year

Graph is showing global percentage of audits without nonconformities