



IATF Oversight Certification Body Communiqué

CB COMMUNIQUE # 2020-010

	YES	NO
CONFIDENTIAL	X	
MANDATORY CONTENT	X	

ISSUE DATE: August 2020

SUBJECT: Launch of the IATF Certification Body Problem-Solving Manual and associated Training Programme

The purpose of this Communiqué is to advise all IATF-recognized certification bodies that the IATF are publishing a Certification Body Problem-Solving Manual and rolling out a training programme to all IATF-recognised certification bodies (CBs).

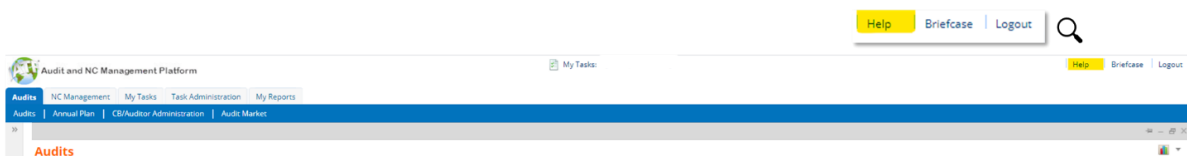
The problem-solving approach has been developed by an IATF Global Oversight subgroup for use by the IATF Oversight offices and their contracted CBs.

This problem-solving manual is based on input from IATF Global Oversight, IATF Witness Auditors and feedback from CBs to subject related surveys together with an analysis of previously completed CB responses to IATF witness audit nonconformities.

The IATF CB Problem-Solving Manual applies to all IATF-recognised CBs when responding to nonconformities identified from IATF Office Assessments and IATF Witness Audits. It also applies to special nonconformities issued to CBs due to performance related issues, complaints received from IATF member organisations or any violation of the Rules for Achieving and Maintaining IATF recognition.

The aim of the IATF CB Problem-Solving Manual is to standardise the problem-solving process, clearly communicate expectations and ultimately improve the effectiveness of CB responses to nonconformities.

The CB Problem-Solving Manual and associated training will be accessible from the 'Help' section of the IATF Audit Management Platform (AMP).



IATF will provide free of charge training for 2 representatives from each IATF-recognised CB during September and October 2020. These trained CB representatives will then be responsible for deploying the training throughout their CB using the training materials provided by the IATF.

Your Oversight Office will communicate the dates and times of the training which will be delivered remotely.

Implementation of the IATF CB Problem-Solving Manual is mandatory for any nonconformity responses submitted from 1-Jan-2021.

If you have any questions, please contact your respective Oversight Office.