



Mr Richard Harris
Department for Business, Innovation and Skills
Manufacturing and Services Directorate
1 Victoria Street
London
SW1H 0ET

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Email: alex.penfold@ukas.com
Date: 08 May 2014
Cust No. 5674
Accr No. 1871

Dear Mr Harris,

**ISO/IEC 17020: 2012 - Inspection Bodies
Electromagnetic Compatibility Directive
AUS-NZ MRA (EMC)**

A visit was carried out by a representative of UKAS on 29 January 2014

Hursley EMC Services Limited
Trafalgar House
Trafalgar Close
Chandlers Ford
SO53 4BW

As to its ability to carry out the duties of a notified/competent body under the terms of the above Regulations and has satisfied UKAS that it complies with the requirements of the relevant guidelines for appointment and has the organisation, skills and facilities to undertake the duties detailed in the regulations for the scope of work as detailed on the attached UKAS Recommendation Schedule

Issue Number

003

Date of Issue

23 October 2014

Copies of the Assessment and Improvement Action reports are attached. All actions have been satisfactorily cleared.

Please contact me if you have any questions.

Yours sincerely,

Alex Penfold
Assessment Manager Specialist Support - EPT

cc Rob St John-James, Hursley EMC Services Limited

Schedule of Accreditation

issued by

United Kingdom Accreditation Service

21 - 47 High Street, Feltham, Middlesex, TW13 4UN, UK

 <p>5674</p> <p>Type A Inspection Body</p> <p>Accredited to ISO/IEC 17020:1998</p>	<p>Hursley EMC Services Limited</p> <p>Issue No: 003 Issue date: 23 October 2013</p>	
	<p>Trafalgar House Trafalgar Close Chandlers Ford Eastleigh SO53 4BW</p>	<p>Contact: Mr R P St John-James Tel: +44 (0)23 8027 1111 Fax: +44 (0)23 8027 1144 E-Mail: rob@hursley-emc.co.uk Website: www.hursley-emc.co.uk</p>
<p>Inspection performed at/from the above address only</p>		

DETAIL OF ACCREDITATION

Accreditation for the purpose of Notified Body Activity taking into account EA2/17			
Directive / Regulation	Conformity Assessment procedure/ Module/article	Category of products or individual products	Essential requirements: Product specification / Properties/Standards
<p>Electromagnetic Compatibility Regulations 2006 (SI 2006/3418)</p> <p>Electromagnetic Compatibility Directive 2004/108/EC</p>	<p>Evaluation of technical documentation (Annex III)</p>	<p>Industrial Equipment Information Technology Equipment Alarm Systems AV Equipment Laboratory and Test Equipment Air Traffic Management Transmission Systems Domestic Appliances Military Equipment</p>	
<p>END</p>			

United Kingdom Accreditation Service

Commercial in confidence



ASSESSMENT REPORT

Name & Address of Organisation	Hursley EMC Services Limited Trafalgar House Trafalgar Close Chandlers Ford SO53 4BW	Type of Assessment	Accreditation - Surveillance
		UKAS Reference Number	5674 1871
		Date(s) of Assessment	28 to 30 January 2014
Assessment Location(s)	Trafalgar House Trafalgar Close Chandlers Ford SO53 4BW	Project references	206169-00-01
Assessment Standard / Criteria	ISO/IEC 17020: 2012 - Inspection	Schedule Issue No(s)	003
Name & Role of UKAS Assessment Team	Alex Penfold Phil Carter	Date(s) of Assessment Plan	16 January 2014
		No. of (M) Findings: Action Mandatory	2
Name of Organisation Representative(s)	Rob St. John James Julian Jones	No. of (M) Findings: Require Evidence to UKAS	2
Report Issued By	Alex Penfold	No. of (R) Findings: Action Recommended	0
Report Issued Date	30 January 2014	Method of Reviewing Evidence	Remote
Report Acknowledged By	Rob St. John James	Quote for Reviewing Evidence	See 17025 report
Report Acknowledged Date	30 January 2014	Agreed Action Completion Date	14 March 2014
Report Acknowledged Method	E-mail	Please return evidence to Quoting the UKAS Ref.No. in the subject field	

AREAS SAMPLED AT ASSESSMENT (marked as 'X')			
ORGANISATION		IMPARTIALITY & INTEGRITY	
Legal Status	X	Independence, Impartiality & Integrity	X
Liability Cover (CB / IB only)	X	Confidentiality	X
Management of Finances (CB/ IB only)		EVALUATION PROCESSES	
Resources	X	Design & Development of Methods / Schemes	
Organisation Structure	X	Enquiries, Tenders, Contracts	X
Responsibility & Authority	X	Planning & Resource Allocation	X
MANAGEMENT		Testing/ Calibration/ Inspection/ Audit *	X
Management System Including Documented Policies & Procedures	X	Reports & Certificates	X
Roles & Responsibilities for Quality	X	Decisions/ Opinions	X
Control of Documents and Records	X	Certification & Maintenance of Certification (CB only)	
Management of Sub Contractors and Purchases	X	TECHNICAL COMPETENCE	
Service to Clients (Test / Cal only)		Personnel	X
Handling of Complaints / Appeals / Disputes	X	Methods / Schemes	X
Control of Non Conforming Items Dealing with Corrective & Preventive Actions and Improvements	X	Facilities / Equipment (Test/Cal/IB only) / Environmental conditions (Test/Cal only)	X
Internal Audit and Management Review	X	Assurance of Quality of test / calibration Cooperation (IB only)	X
Supervision & Monitoring of Staff	X	Witnessed Activities	
Conditions for Granting & Maintaining Certification (CB only)	X	*OTHER (specify)	

* Delete as appropriate

Executive Summary and Recommendation

This is a long standing EMC Notified Body accredited to ISO/IEC 17020; the Notified Body activities form the complete scope of the accreditation. The work is described within a procedure which, together with the overall management system, provides a suitable structure for the work. The work is performed by an experienced and knowledgeable engineer and there is a separate “certification decision” implemented as part of the process. The activities are considered within the company audit programme and form part of the management review. It was noted that there has been improvement in the records resulting from the assessment. There was generally good compliance to the requirements of ISO/IEC 17020:2012 and so the transition should be possible once actions are cleared.

A recommendation for maintenance and transition of the ISO/IEC 17020 accreditation to the ISO/IEC 17020:2012 standard will be made subject to the clearance of the improvement actions. A recommendation for continued appointment as an EMC Notified Body and CAB under the AUS/NZ MRA will be made subject to the clearance of the identified improvement actions. The scope of appointment is unchanged.

Organisation and Management

Hursley EMC Services are a long standing EMC Notified Body who opted for ISO/IEC 17020 as the accreditation standard to support their Notified Body activities. They transitioned their Notified Body activities to accreditation early and as a result were accredited to ISO/IEC 17020:1998. This visit considered the changes to the management system implemented to address the requirements of ISO/IEC 17020:2012 with a view to transitioning to the updated standard. The EMC Notified Body activities enjoy only a modest volume of work with the core activity of the company the ISO/IEC 17025 accredited EMC laboratory testing work. The ISO/IEC 17025 accreditation and EMC Notified Body activities have been in place for many years and the underlying systems are mature. The ISO/IEC 17020 scope of accreditation relates solely to the Notified Body activities.

The management system is described in a single quality manual which covers both accreditation standards. There are many core systems, e.g. document control, that are common across both standards. The last section of the quality manual describes the Notified Body work and provides a suitable framework for the activities.

There is consideration of impartiality within the management system (including a pre job check on the EMC Notified Body checklist) but not to the extent required under the new version of ISO/IEC 17020:2012. A robust impartiality review should be performed and a mechanism implemented to review impartiality on an on-going basis.

There is current professional indemnity and public liability insurance. The professional indemnity insurance is by Zurich Insurance PLC, BIR0413014, and the public liability insurance is from NIG Insurance, policy number BRS/005877586/24042013/002. The professional indemnity policy has worldwide geographical coverage. The stated business for the PI insurance is Electrical Testing and Certification.

The activities form part of the internal audit programme and the most recent audit report was reviewed. The audit was appropriate for the volume of work performed and contained suitable detail. The ISO/IEC 17020 management system elements are reviewed together with the existing ISO/IEC 17025 programme plus some specific ISO/IEC 17020 elements.

The management review agenda contains items for the ISO/IEC 17020 additional considerations (over those already included under the ISO/IEC 17025 accreditation) and the EMC Notified Body activities. The minutes of the last meeting held on 19 March 2013 were available and did discuss these elements.

The organisation does not sub-contract Notified Body work however this is not stated in the management system. The system does allow for the contracting in of expertise if required but this is not considered sub-contracting,

There have been no complaints or appeals regarding the EMC Notified Body work. The management system has a suitable policy and procedure regarding the receipt and processing of complaints, common with the ISO/IEC 17025 elements of the system. The appeals process is based on the complaints process and is modified by the Notified body part of the management system. The detail of the appeals process is minimal and could usefully be reviewed as part of the audit programme but is adequate for the current usage.

The organisation does not have ISO 9000 so Option A was used for the assessment of the management system

Impartiality & Integrity

Hursley EMC Services Ltd is an independent company which performs EMC testing and provides EMC Notified Body services. The technical file section of the quality manual details the likely independence issues relevant to the organisation and specific to the Notified Body activities, specifically that the company may have been involved in the testing of the product.

The management system addresses confidentiality in a number of areas, the Notified Body and Conflicts of Interest sections; these are supported by the Business Conduct Guidelines document, BCG-01F.

The legal entity of the inspection body is detailed at Companies House as follows:

HURSLEY EMC SERVICES LIMITED
TRAFALGAR HOUSE TRAFALGAR CLOSE
CHANDLER'S FORD
EASTLEIGH
HAMPSHIRE
UNITED KINGDOM
SO53 4BW
Company No. 03301279

These details align with those on the UKAS system and those held on the NANDO database. Hursley's Notified Body number is 1890.

Technical Competence and Evaluation Processes

Hursley has seen a relatively busy year for the Notified Body with approximately forty technical file assessments, an increase over the nominal thirty a year seen previously. These are still performed by one member of staff but this remains an adequate level of resource for this volume of work.

The staff involved in the EMC NB activities is experienced and knowledgeable. Each member of staff has a training records folder which details their competence and the supporting records. The system specifies the requirements for a member of staff involved in the process. The monitoring of staff is achieved in conjunction with the review as part of the "certification decision". Given the size and scope of the Notified Body this is appropriate but should more staff become involved then this system would need to be enhanced.

There is a clear two stage approval process as required under EA2/17. The implementation of this process is ultimately illustrated through the two signatures on the Notified Body opinion.

There are no specific facilities and equipment required for the EMC Notified Body activities. The NB produced an opinion after the review of a Technical File of information on the product in question. Therefore a normal office environment with IT equipment is appropriate; these are available for this Body.

The Notified Body work is described in a section of the quality manual. The procedure addresses the key points involved in the assessment of a Technical File and the relevant requirements of the Statutory Instrument, e.g. required assessment timeframe. The quality manual (currently QMA-05E) is available, up to date and controlled in the management system.

There are no specific considerations for the handling of Technical Files. The documents are delivered electronically and stored in a structured manner on the company server. The organisation and storage was sampled and found to be appropriate.

Overall the records are a combination of paper and electronic documents. The Technical File is generally supplied electronically by the customer and is stored electronically in a structured manner by job number. The Technical Files are always retained and form part of the primary record of the data upon which an opinion is issued. The policy for retention is stated within the procedure as ten years.

For the sample of jobs reviewed the records were readily available and contained a copy of the TF and a copy of the Certificate issued. There has been an improvement in the detail of the records maintained as part of the NB assessment with a new checklist having been generated and controlled within the management system. The records maintained are still quite lean but do cover the key points of the assessment and is appropriate for the type of Technical File reviewed. Should more complex Notified Body work be encountered, i.e. other than a TF supported by testing to harmonised standards, then more detailed records must be maintained to support the decision. It is important to note that the overall consideration be that the records always demonstrate the basis upon which a decision is made and be adequate to support that decision if challenged.

The technical opinions produced follow the organisation’s template and meet the requirements of the Statutory Instrument for content. Hursley do not currently use the accreditation (inspection body) symbol on the opinions produced but are considering doing so; should the symbol be used then the requirements of URN 13/1224 must be followed.

Witnessed Activities

Inspection	Performed By	Comments
13R390 Machine Concepts Inc Auxiliary Press Equipment	Rob St.John James	The TF from the customer was available and stored electronically on the server. The Notified Body Technical Certificate was available and stored in paper. The certificate was signed by the engineer performing the work and the authorised by the Quality Manager as per the management system. The records from the assessment are primarily based around the checklist although communication with the customer, e.g. requesting more info, were also available on file.
13R355 R.A. Jones Legend L12OP Packaging Machine	Rob St.John James	The TF from the customer was available and stored electronically on the server. The Notified Body Technical Certificate was available and stored in paper. The certificate was signed by the engineer performing the work and the authorised by the Quality Manager as per the management system. The records from the assessment are primarily based around the checklist.

13R490 Stolle Machinery LLC VHSL-8 Lioner	Rob St.John James	The TF from the customer was available and stored electronically on the server. The Notified Body Technical Certificate was available and stored in paper. The certificate was signed by the engineer performing the work and the authorised by the Quality Manager as per the management system. The records from the assessment are primarily based around the checklist.
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Next Step

The next step of the assessment process is the evaluation of the evidence submitted to clear the findings identified at this visit. Where findings require **mandatory action and no evidence** is required by UKAS, it is expected that such actions will be undertaken by the laboratory as agreed. This should be within the same timescale, and completion should be confirmed as part of the submitted evidence. The recommendations provided by the Assessors are not mandatory, and are proposed for consideration.

Please submit this to UKAS as one package by the due date with a completed Corrective Action Summary Form (or equivalent) for each assessor. For evidence submitted by e-mail please send to **EPTCustomerService@ukas.com** and copy to Alex Penfold (alex.penfold@ukas.com).

Appendices

Improvement Action Report

References

UKAS Documents

URN 13/1224 - The National Accreditation Logo and Symbols (October 2013)

<http://www.ukas.com/library/Technical-Information/Pubs-Technical-Articles/Pubs-List/URN%2013-1224%20Oct%202013.pdf>

GEN 3 - Reporting UKAS Assessments (Edition 2, July 2010)

<http://www.ukas.com/library/Technical-Information/Pubs-Technical-Articles/Pubs-List/GEN%203%20Edition%202%20-%20July%202010.pdf>

E1 - General Principles for the Assessment of Inspection Bodies (Edition 3, August 2009)

<http://www.ukas.com/library/Technical-Information/Pubs-Technical-Articles/Pubs-List/E1%20Edition%203%20280809.pdf>

RG0 - Guidelines on the competence of personnel undertaking engineering inspections (Edition 2, July 2007), <http://www.ukas.com/library/Technical-Information/Pubs-Technical-Articles/Pubs-List/RG0%20Edition%202%20July%202007.pdf>

IAF Documents

IAF/ILAC-A4:2004 - Guidance on the Application of ISO/IEC 17020

http://www.ilac.org/documents/IAF-ILAC-A4_2004_guidance_on_the_application_of_ISO-IEC_17020.pdf

IAF guidance on cross frontier accreditation

http://www.compad.com.au/cms/iaf/workstation/upFiles/443945.IAF-GD3-2003_Cross_Frontier_Accredn_Issue1v3_Pub.pdf

Organisation name:		Hursley EMC Services Limited								
Customer number:		5674								
Legacy UKAS Ref(s):		1871								
Project number:		206169-00-01								
Assessment type:		Surveillance								
Date of issue:		30/Jan/2014								
Finding ref	Assessor name	Location	Date finding raised	Clause and description of finding	Accreditation standard	Additional accreditation standards	Agreed/Proposed improvement action	M or R	Evidence required (Y/N)	Evidence due date
206169-00-01-E00118-001	Alex Penfold [E00118]	HQ	29/Jan/2014	5674 ISO/IEC 17025 clause: 4.14.1 The audit plan for 2014 will be the same as for 2013 but it should be formally issued, however the audit programme does not start until April.	[HK000844] ISO17025(T)		Noted	R	N	14/Mar/2014
206169-00-01-E00118-002	Alex Penfold [E00118]	HQ	29/Jan/2014	5674 ISO/IEC 17025 clause: 4.13.2.1 The test records for job 13J321 and 13S380 does not have the performance criteria completed for the EUT	[HK000844] ISO17025(T)		The performance criteria will be completed in the records sheet for these jobs; staff will be reminded of the need to complete this part of the form.	M	N	14/Mar/2014
206169-00-01-E00118-003	Alex Penfold [E00118]	HQ	29/Jan/2014	5674 ISO/IEC 17025 clause: 5.8.1 The test records for job 13J321 and 13R302 do not contain a completed HF01 (beige form), recording the EUT movement in the lab.	[HK000844] ISO17025(T)		This issue will be discussed and a solution proposed and implemented.	M	Y	14/Mar/2014
206169-00-01-E00118-004	Alex Penfold [E00118]	HQ	29/Jan/2014	5674 ISO/IEC 17025 clause: 5.8.1 The customer equipment store is located at the back of the main corridor in the lab, however this does not provide adequate security and confidentiality.	[HK000844] ISO17025(T)		The customer equipment will be moved into the customer equipment store after the room has been tidied.	M	Y	14/Mar/2014
206169-00-01-E00210-001	Phil Carter [E00210]	HQ	28/Jan/2014	5674 ISO/IEC 17025 clause: 5.5.2 The 0.5 Ohm resistor used for the calibration of the level in DCS 02 is actually closer to 0.6 and therefore out of the 10% requirement.	[HK000844] ISO17025(T)		Change the resistor.	M	Y	14/Mar/2014
206169-00-01-E00210-002	Phil Carter [E00210]	HQ	28/Jan/2014	5674 ISO/IEC 17025 clause: 5.5.11 Last year the following was raised: The factors stored in the receivers or software is either left the same or updated depending on the comparison of calibration results with previous. It is not clear how this is processed or evidenced. Although the procedure was altered slightly it did not address how the decision to update or not was recorded.	[HK000844] ISO17025(T)		The updating of factors will again be considered and suitable evidence put in place to show whether the factors were updated or not.	M	Y	14/Mar/2014
206169-00-01-E00210-003	Phil Carter [E00210]	HQ	28/Jan/2014	5674 ISO/IEC 17025 clause: 5.4.2 In test report 13S272 CC the testing was performed according to Customer test plan and EN 55022 and EN 55024, no deviations were declared but it is not clear how the LAN ports were exercised to meet the requirements of EN 55022 for traffic and how the Compliance criteria declared by the Customer was monitored. The Compliance Criteria was declared as Video Audio and Data but only the Video was observed according to the records.	[HK000844] ISO17025(T)		More focus will be given to the Contract review and the requirements for EN 55022 and EN 55024 Annexes.	M	Y	14/Mar/2014

Organisation name:	Hursley EMC Services Limited									
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Assessment type:	Surveillance									
Date of issue:	30/Jan/2014									
Finding ref	Assessor name	Location	Date finding raised	Clause and description of finding	Accreditation standard	Additional accreditation standards	Agreed/Proposed improvement action	M or R	Evidence required (Y/N)	Evidence due date
206169-00-01-E00118-005	Alex Penfold [E00118]	HQ	30/Jan/2014	5674 ISO/IEC 17020 clause: 4.1.3 The organisation has not performed an impartiality risk assessment. The management system does not contain a mechanism to identify risks to its impartiality on an ongoing basis.	[HK002984] ISO17020		A impartiality assessment will be performed and a mechanism proposed for the on-going analysis.	M	Y	14/Mar/2014
206169-00-01-E00118-006	Alex Penfold [E00118]	HQ	30/Jan/2014	5674 ISO/IEC 17020 clause: 6.3.1 The organisation do not have a clearly state policy regarding the sub-contracting of Notified Body work to another Notified Body.	[HK002984] ISO17020		The management system will be updated to clearly state the policy for sub-contracting.	M	Y	14/Mar/2014