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A013


Accreditation of multi site organizations

Modifications: p.2

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This appendix only indicates the points differing from Accreditation Procedures *P001 – Processing applications to grant, extend, reduce, renew, suspend or withdraw accreditation* and *P002 – Performing assessments and definitions*.

1. Definition of a multi site organization

A multi site organization is an organization, which has an identified central office where activities are planned, controlled and managed as well as a network of sites (local offices or branches) where these same activities are partially or entirely carried out.

All the sites must have a legal or contractual link with the central office of the organization.

The activities carried out by the different sites must be clearly identified and stated. Their technical appendices contain all or part of the central office's technical appendix.

The organization's quality management system has to be managed centrally. It is defined, implemented and constantly monitored by the central office. If required, the central office must be able to implement corrective action at any site whatsoever. The management review is initiated by the central office. All the sites concerned (including the central office) must participate in internal assessment programs.

The central office must demonstrate its ability to collect and analyze data from all of the sites, as well as its authority and ability to initiate necessary organizational changes, particularly with regard to the following points:

- documentation and changes to the system,
- management review,
- complaints,
- evaluation of corrective action,
- internal assessment plan and evaluation of results.

2. Multi site accreditation

OLAS has to ensure, on review of the application, that the organization and the sites included within the scope of accreditation, fully comply with the definition and criteria indicated in this appendix.

OLAS must have all the necessary information to enable it to identify the organization's central office as well as all the sites covered by the application for accreditation.

If all the sites in an organization are not ready for accreditation at the same time, the organization has to inform OLAS of the sites it wants to include in the certificate.

If more than one team of assessors is required to assess the organization, OLAS appoints an lead assessor who is responsible for putting together the results of each team and summarizing them.

When discrepancies are found at one or more sites, OLAS checks that the central office has taken corrective action to re-establish the conformity of the whole quality management system.



If the Accreditation Committee issues an ~~unfavorable~~ negative opinion with regard to the accreditation of a site, OLAS removes the site concerned from the scope of accreditation until it complies.

OLAS issues a "central" certificate with the name and address of the organization's central office. The technical appendix to the certificate contains the list of all the sites accredited.

A sub-certificate for each site accredited (including the central office) is also issued by OLAS. A technical appendix associated with each of the sub-certificates specifies the scope of accreditation for the site concerned.

The organization is required to inform OLAS of any major change, such as the closure of a site. If the organization fails to do this, accreditation could be withdrawn.

The accreditation of an additional site is done by an assessment to extend accreditation at the new site and gives rise to the creation of a sub-certificate and an additional technical appendix.

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3. Sampling

Initial Assessment or Reassessment: All the organization's sites are assessed, including the central office.

Surveillance Assessment: All the sites are assessed at least once over the course of the accreditation cycle.

The central office is assessed at least every two years.

The selection of the sample depends, amongst other things, on:

- the result of previous assessments,
- the importance of different sites,
- the complexity of the scope of accreditation,
- the geographical location of the sites.

Before each assessment, OLAS provides the organization with the list of sites to be assessed.