

ATTACHMENT 1:

ILAC Secretariat –Duties and Performance Measures for budget year 2014~~3~~

1. RECORDS

1.1 Maintain all ILAC Records

1.1.1 Correspondence of Executive Committee and Arrangement Management Committee Members (it is the responsibility of Executive and AMC members to copy the secretariat on all committee related correspondence)

1.1.2 Maintain master lists of all ILAC members and liaisons as follows:

- *list of contact details for all ILAC members and liaison organisations (master list and website list)*
- *list of members by category and dates of joining*
- *list of ILAC liaison officers, contact details and area of liaison activity*
- *email distribution lists for all member categories, liaisons, executive committee and AMC includes ongoing follow up of failed email transmissions and associated issues.)*

1.1.3 Maintain master and website listings of Full Members (Signatories to the ILAC Arrangement) including dates of signing and scope of recognition

- *List of signatories including details of scope/dates of signing/name changes/mergers etc.*

1.1.4 Maintain lists of all committee members, working groups and their convenors and joint ILAC/IAF working groups on the ILAC website

- *including terms of reference, work plans and other relevant committee and working group information as appropriate*

1.1.5 Maintain a master list of all ILAC publications, including status, location and archives of withdrawn documents.

1.1.6 Coordinate the document comment and publication process

- *format all documents prior to publication*
- *review documents to ensure that editorial aspects have been addressed and ILAC's policies and procedures have been followed*
- *prepare all correspondence and documents for member comment periods including explanatory emails and comment templates*
- *collate member comments and return all information to the responsible committee*
- *maintain archive of all ILAC publications*

1.1.7 Maintain ballot records and report on results within **1 month** of closing

- *Ensure draft documents and comment tables received from committees are appropriately completed*
- *distribute documents (word track and clean versions), completed comment templates and voting forms to ILAC members for ballot*
- *send reminders, and record ballot results*
- *forward the feedback received to the committee at the close of ballot*

- advise the membership of the outcome
- liaise with the committee to publish the approved document in the ILAC format

1.1.8 Maintain ILAC Evaluators List and update annually

Maintain a list of evaluators from the regions currently involved in ILAC evaluations

2. ACTIVITIES

2.1 Produce agenda/agenda papers, minutes/records of meetings and lists of action items for the meetings detailed below:

This includes writing a number of discussion papers and other items as needed for the agenda papers, distribution of the papers and draft minutes by email and loading onto the website. Distribution of the Minutes for comment, review of the comments received (for inclusion or otherwise), advise those providing comments when comments are not included and update draft minutes ready for inclusion in next set of agenda papers and for formal approval by the members of the committee or the General Assembly at their next meeting.

2.1.1 Executive Committee (at least 2 meetings per annum)

Agenda	Draft Agenda – 4 weeks prior to meeting
Agenda papers	Agenda Papers – 2 weeks prior to meeting
Action Lists & Record of Meeting	4 weeks post meeting.

2.1.2 General Assembly (annual meeting)

Agenda	Draft Agenda to Chair & Vice Chair – 6 weeks (in line with Rules) prior to meeting
	Draft Agenda on Website – 4 weeks prior to meeting
Agenda Papers	Agenda Papers – 4 weeks prior to meeting
Resolutions	Post on website (public area) and distribute to the membership within 2 days of the conclusion of the General Assembly
Minutes+Resolutions	To all Members – 3 months post meeting for 60 day comment period.

2.1.3 Arrangement Management Committee (AMC) (2 per annum)

Agenda	Draft Agenda to AMC Chair – 4 weeks prior to meeting
Agenda Papers	Agenda Papers – 2 weeks prior to meeting
Minutes	Minutes + Action Lists – 4 weeks post meeting

2.1.4 Arrangement Council (annual meeting)

Agenda	Draft Agenda to AMC & Council Chairs – 4 weeks prior to meeting
Agenda Papers	Agenda Papers - 2 weeks prior to meeting
Minutes	Minutes – 4 weeks post meeting

2.1.5 Joint ILAC/IAF General Assembly (annual meeting)
(Alternate preparation and Minutes with IAF Secretary)

Agenda Draft Agenda to IAF Secretariat, ILAC & IAF Chairs – **6 weeks** prior to meeting
Agenda Papers Agenda Papers – **2 weeks** prior to meeting
Resolutions Resolutions posted onto the website (public area) and distributed to all members within **2 days** of the conclusion of the annual meetings
Minutes+Resolutions To all members **3 months** post meeting (after prior review by IAF Secretary) for a 4 week comment period.

2.1.6 Joint Meeting of the ILAC and IAF Executive Committees (JEC) (2 meetings per annum) (Alternate preparation and Minutes with IAF Secretary)

Agenda Draft Agenda to IAF Secretariat, ILAC & IAF Chairs – **4 weeks** prior to meeting
Agenda Papers Agenda Papers – **2 weeks** prior to meeting
Minutes +Actions Minutes + Action List – **6 weeks** post meeting

2.1.7 Joint Meeting of ILAC AMC & IAF MLA MC (JMC) (2 meetings per annum) (Alternate preparation and Minutes with IAF MLA MC Secretary)

Agenda Draft Agenda to AMC Chair & IAF MLA MC Chair & IAF MLA MC Secretary
4 weeks prior to meeting
Agenda Papers Agenda Papers – **2 weeks** prior to meeting.
Minutes + Actions Minutes + Action Lists – **4 weeks** post meeting after consultation with IAF MLA MC Secretary.

2.2 Actively participate in MCC work items, including participation in two MCC meetings per year where possible. Participation may be via teleconference for the mid cycle meeting.

2.3 Actively participate on the ILAC-IAF-IEC Steering Committee and associated task forces and activities.

2.4 Undertake all tasks associated with maintaining the website and ensure all information is current.

Updating membership details, preparing news item, loading committee documents, updating committee and working group membership details, reviewing requests and when appropriate and relevant upload promotional information for conferences and events, responding to feedback for improvement to the website.

Review, revise and update the information on the website.

Conduct an annual review of the whole website to confirm its functionality and take any necessary corrective actions.

Liaise with the ILAC MCC and the NATA IT Group on matters requiring programming and structural change to the website that cannot be carried out directly by the Secretariat.

Work with the ILAC MCC and the NATA IT Group to develop new areas of the website, to meet the changing needs of the members and those that rely on the activities of the accreditation community.

Work with the ILAC MCC Chair and selected service provider to facilitate the provision of a new ILAC website.

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2.5 Production of 2 electronic issues per annum of ILAC News

- seek stories for ILAC News
- write the 'Secretariat update' for each edition of ILAC News
- collate and review and edit all stories submitted for ILAC news
- organise photos and captions
- produce the electronic version of ILAC News using the agreed template
- maintain and provide the ILAC News electronic mailing list
- review the distribution list annually.

2.6 Enquiries – to be acknowledged/answered within **1 week** of receipt

Answer all enquiries from members and the general public on a broad range of topics e.g. seeking membership, looking for accredited laboratories, how to become accredited, accreditation vs certification, information on how to resolve conflicting results from laboratories, acceptance of test results between countries, regulatory requirements, calibration requirements, number of laboratories accredited in specific countries/industries/regions, where to source proficiency testing and reference materials, etc.

2.7 Routine correspondence and other communications – acknowledged/answered within **1 week** of receipt

Draft correspondence on behalf of the Executive on matters requiring an "ILAC response" and liaise with the Executive, or nominated members of the Executive, to reach consensus on the document to be sent.

Draft Communiqués on ILAC matters and in conjunction with IAF on joint issues.

Write reports on ILAC activities for all major liaison meetings and regional Executive and Annual meetings (eg - 2/year APLAC; 2/year EA; 2/year IAAC; 2/year CITAC; SADCA; ISO/CASCO; EURACHEM; BIPM; CCQM; ISO/REMCO; OIML; ISO/TC 176; DCMAS Network; ACQUAL)

2.8 Process applications for membership, including ballots – initial response within **1 week** of receipt

- provide information and guidance to organisations seeking membership, review application to ensure sufficient information has been provided, liaise with applicants to obtain additional information where necessary, distribute to the Executive for review and decision (as appropriate), answer all application queries from Executive members, collate responses from Executive members
- distribute applications to the voting membership for Regional Cooperation Bodies, Associates and Full Members, answer any questions on these ballots, collate results
- advise applicant organisations of the outcome of the ballot, send a welcome letter and forward a pro-rata invoice
- liaise with ILAC LC Chair regarding new stakeholder members
- provide information to new members on their potential participation in ILAC's committees and activities

2.9 Undertake all tasks associated with the registration, licensing and processing of the ILAC-MRA Mark

Provide information and documents to Full Members, review licensing agreement for compliance with Rules, resolve queries and provide the necessary legal documents for the registration of the

Mark in non-Madrid countries, resolve non-compliances and requests for variations to license agreements with solicitors, invoice members from Madrid countries for their portion of the licensing fee, ensure new licensing agreements are signed as result of name and/or logo changes, maintain current listings of license agreements signed, handle the processing of all appeals against the registration of the ILAC MRA Mark as required.

Including all implementation of changes required to accommodate the use of the ILAC MRA Mark in relation to inspection activities.

- 2.10 Undertake all tasks associated with the operation and maintenance of the ILAC Arrangement now also including Inspection.
- *maintain evaluation schedules for Unaffiliated bodies and Regional Cooperation Bodies*
 - *distribute evaluation reports and collate comments from AMC members*
 - *distribute evaluation and summary reports to full members for decision via Arrangement Council*
 - *ensure new signature sheets signed for name/scope changes*
 - *provide help identifying evaluators through the regions for evaluation teams*
 - *resolve issues relating to evaluation teams and information required for conduct of evaluations*
 - *prepare letters for evaluators for visas, advising ABs of the outcome of AMC and Council recommendations and decisions, etc*
 - *seek progress reports and updates from team leaders relating to the progress of evaluations*
 - *seek feedback on evaluator performance as part of the evaluation process*
- 2.11 Conduct the comment and voting process for all ILAC and ILAC/IAF documents
- Refer to 1.1.6 and 1.1.7*
- 2.12 Maintain master schedule for all meetings (including all committee meetings) and coordinate with schedule of other relevant bodies
- Update master (word) schedule and the accreditation diary available on the website. The accreditation calendar is maintained for both the current year and one year in advance.*
- 2.13 Monitor status of General Assembly and Joint General Assembly Resolutions and Executive, AMC, Arrangement Council, JEC and JMC actions (in conjunction with IAF Secretariat as appropriate for Joint Meetings).
- Implement actions as required and seek updates from others responsible for individual actions*
- 2.14 Liaise with the host of the ILAC/IAF annual meetings and the IAF Secretariat, on logistical matters
- Examples include preparing the meeting schedule, advising members by email of logistics of registration, etc., confirming numbers and people registering for meetings, liaising with committee Chairs and host regarding room set-up and requirements, preparing invitation letters for liaisons and participants requiring visas etc, liaising with hosts regarding payment of invited guests, providing advice and assistance to the hosts as requested.*
- Maintaining the Joint Hosting Manuals in conjunction with the IAF Secretariat.*
- 2.15 Investigate, select and liaise with external conference organiser to manage the mid-year meetings in conjunction with the IAF Secretariat.
- 2.16 Facilitate virtual meetings utilising web conference software and other technology as appropriate.

- 2.17 Liaise with the Secretariats of IAF and the Regional Cooperation Body members of ILAC to achieve cooperation and harmonisation, where appropriate

Examples include seeking evaluator resources for ILAC evaluations, referring complaints regarding ABs and accredited laboratories, resolving enquiries specific to a region(s), distributing information between regions (e.g. access to EA database).

Liaise with the IAF Secretary on all matters relating to the JEC and the JGA, including the logistics and preparation of Agenda Papers and Minutes for these meetings and the preparation and publication of joint ILAC/IAF documents, etc.

- 2.18 Undertake all tasks associated with the implementation of the ILAC complaints handling procedure
- 2.19 Represent ILAC at meetings as required
- 2.20 Contribute to the development and subsequent revision of strategic documents (including participation in the Joint Working Group A Series as required) and provide input on ILAC future development
- 2.21 Maintain the ILAC Secretariat Procedures Manual
- 2.22 Distribute and collate responses to questionnaires initiated by the Executive or other committees as required
- 2.23 Undertake annual ILAC Secretariat Performance Review evaluation in addition to the 6 monthly Performance Management Review process as prescribed by NATA.

3. FINANCES

- 3.1 Authority to spend ILAC Funds

- 3.1.1 The ILAC Secretary is responsible for authorising payment of all routine invoices up to the value of AUD \$5K

Review and clarify payment requests, then prepare and forward cheques.

The Secretariat also processes payments and maintains the financial records for the ILAC Laboratory Committee Fee.

- 3.1.2 The ILAC Secretary must receive prior approval from either the ILAC Chair or the ILAC Executive (depending on the expense) to authorise payment for amounts exceeding AUD\$5K.

Done via email or during an Executive Committee meeting as necessary.

- 3.2 Notify Chair/Executive Committee of the following: (Secretariat & ILAC Treasurer)

- 3.2.1. Changes in personnel

This is done as required via email to the Chair and the Vice Chair. Information on the Secretariat Staff is included as a standing agenda item for each Executive Committee meetings. Staff Changes within the Secretariat are also included in the Secretariat updates that are provided in every edition of ILAC News and also in the updates provided, once or twice per year, for each Regional Cooperation Body and all major liaison organisations.

3.2.2 Financial Matters

Any material changes in the financial forecast.

- 3.3 Prepare and provide a current financial report to the ILAC Executive at each Executive Committee meeting (income statement, debtor's statement, analysis). (Secretariat & ILAC Treasurer)

Maintain all income and expense records and cash flow reports, pursue outstanding invoices, request and collate accreditation numbers from ABs, amend the fee formula to obtain the agreed membership fee income, generate and distribute invoices for membership fees.

Prepare the end of year accounts for external audit under the direction of the ILAC Treasurer.

Maintain separate LC account for the LC subscription fee, process requests for payment, generate and distribute separate invoices for the annual LC fee and prepare separate end of year LC accounts for the external audit. Provide updates on the LC accounts for the LC Chair prior to meetings and on request.

- 3.3.1 Establish, implement and monitor changes to the membership fee formula to accommodate inspection activity.

- 3.4 Financial Reporting to the ILAC General Assembly (in AUD) (Secretariat & ILAC Treasurer)

3.4.1 Audited Finance Report and Accounts

Audited accounts and Explanatory Paper are provided for the review of the Executive at the first Executive meeting each year. This information is then provided to the members as part of the Agenda papers for the General Assembly and the ILAC Financial Audit Committee.

3.4.2 Report from ILAC Financial Audit Committee

This report is written by the ILAC Financial Audit Committee, for the General Assembly, following an extensive review of the financial records and Executive Records of Meeting. The Secretariat liaises with the Financial Audit Committee together with the ILAC Treasurer, to provide all requested financial and other records throughout the year.

3.4.3 Year to date against the budget

This information is provided on a quarterly basis to Executive Committee. The General Assembly is also provided with this information as part of the Agenda Papers provided for the annual meeting.

Provide quarterly reports to the Executive on the LC accounts.

3.4.4 Proposed budget for the following year

Prepare budget models for Executive review and consideration, at each Executive meeting and for the General Assembly.

- 3.4.5 Prepare and circulate accurate budget documents, including any proposals for funding changes, to GA members with the agenda papers

This information is provided in the GA Agenda papers.

4. **EXECUTIVE ILAC LIAISON OFFICER ACTIVITIES UNDERTAKEN BY THE SECRETARIAT**
(to be reviewed at mid-year Executive meeting April May 2014)

- ~~co-ordinate and maintain records relevant to ILAC's liaison activities with external organisations, including se with liaison officers and ILAC MoU partners, e.g. BIPM, WADA, OIML, ISO, UNIDO~~
- ~~provide written reports to ILAC's liaison partners~~
- ~~if required as appropriate, represent ILAC at meetings with liaison partners, eg WADA, BIPM, ISO/CASCO, ISO/REMCO~~
- ~~liaise with stakeholder members and attend meetings, eg EURACHEM, CITAC, as appropriate~~
- follow-up reports and ILAC actions from meetings attended by liaison officers, review information for loading onto the liaison section of the ILAC website
- ~~daily~~ monitoring of email from all liaison bodies (typically Secretariats of organisations, working groups, etc) ~~and respond where necessary appropriately with copies to and refer matters to the~~ relevant liaison officers for response as appropriate, including the ISO liaison coordinator for the Executive Committee.

5. **Validity period of this document**

- 5.1 The services described in this document apply to the budget year 2014
- 5.2 This document will be reviewed and revised as appropriate during the budgeting process of ILAC each year and will be presented to the ILAC GA for approval together with the budget for that budget year.