

POLICY

ON TRAINING ACTIVITIES OF EA "BAS"

The management of Executive Agency "Bulgarian Accreditation Service" implements a policy based on the understanding that the systematic training of the permanent and external personnel of the agency is a part of the efficient management of the human resources, which leads to enhancement and maintenance of the qualification and the level of competence and as a result reflects on the ethics and transparency in the relationships with the customers in practice. In this manner it strives to motivate the permanent personnel of the agency, as well as the involved external assessors and experts for further elaboration and development of the activity on accreditation of Conformity Assessment Bodies /CABs/ in conformity with particular requirements and demands of the market.

The training of the personnel (lead assessors, technical assessors and experts) is realized by means of organized by EA "BAS" trainings and the participation in external forms of training – courses, workshops, conferences, etc.

Trainings for initial and follow-up training of lead assessors, technical assessors and experts are planned and realized annually. The purpose of the training is gaining knowledge in the fields of accreditation, the accreditation requirements and the management system of the agency. They are structured in two modules, which are compulsory in the initial training:

- Module A "General theoretical instruction. Lectures and discussions" (2 days) and
- Module B "Accreditation requirements. Assessment technique. Practical exercises in groups" (3 days).

Follow up training for maintenance of the competence of the personnel is realized annually as a refresher course for minimum one working day within implementation of the criteria set in Module B.

Newly-employed

For the newly-employed officials are elaborated programs for individual training inclusive of training on the accreditation requirements in the respective field of accreditation, the management system of EA "BAS" and methods and techniques for on-site assessments, as well as training for assessors structured in the abovementioned modules A and B.

On the other hand, the accreditation procedure requires the CABs to have knowledge and continuous information regarding the accreditation requirements and the mechanisms for their application. In this relation, EA "BAS" sets the aim and realizes policy on promotion of the accreditation activity and for information of the consumers of the accreditation activities and the stakeholders as a whole. In view of this position, in 2007 EA "BAS" has commenced realization of trainings and informative workshops aimed at provision of actual information related to the accreditation requirements, including instructions on the application of accreditation standards, guides of the European and other co-operations for accreditation (EA, IAF, ILAC) and documents of the agency's management system (procedures, rules, instructions and forms).

Accounting the huge interest in the agency's initiative, as well as the received high evaluation in this respect from the consumers of the accreditation activity, the intention of EA "BAS" is to continue to develop more intensive policy for implementation of informational courses and workshops for the needs of the stakeholders.

The agency strives that the training to be in a non-discriminatory manner, as equality is assured for all customers. It is based on programs and procedures announced on the internet page of EA "BAS". The procedures are being periodically conformed to all stakeholders, represented in the Accreditation Council to the Executive Director of the agency.

FOR THE ACHIEVEMENT OF PRACTICAL RESULTS OF THE ANNOUNCED ABOVE POLICY ON TRAINING ACTIVITIES, THE MANAGEMENT OF EA "BAS" SETS THE FOLLOWING OBJECTIVES:

The basic objectives in the management of the human resources are:

- Establishment of conditions for motivation of the personnel for achievement of efficiency of the process on assessment and accreditation of CABs and for observation of the accreditation principles;
- Observation of the requirements of the legislative acts and the accreditation criteria in the realization of the basic activity of EA "BAS";
- Enhancement of the competence of the personnel by means of trainings, participation in international workshops, working groups, conferences and other forms of exchange of information, including self-education, so that the personnel meets the current international requirements to the carried out activity, regulated in the Law on accreditation and other national and international documents.
- Undertaking measures for awareness of each personnel member of his role, responsibility and obligations and of the impact of the work carried out on the overall activity of the agency;
- Improvement of the communication on horizontal and vertical level – by means of periodical meetings, direct contacts and other appropriate forms;
- Establishment of working conditions which guarantee the health and safety of the personnel in compliance with the requirements of the legislative acts and documents;
- Regular gathering of information for feedback from the clients and all accreditation stakeholders for evaluation of their satisfaction of the offered accreditation services;
- Loyalty and orientation to present and future customers;
- Elucidations to the personnel and all stakeholders of the Quality Policy and its amendments;
- Evaluation of the efficiency and suitability of the Policy by means of periodical reviews, actualization depending on the amendments and the evaluation of the activity;
- Efficient training of the permanent and external personnel for the needs of the agency, its systematic training, enhancement and maintenance of qualification, actions on motivation of the personnel, non-admission of disloyalty on the part of the personnel towards EA "BAS" and/or its customers, continuous actualization of the card-index of the personnel, maintenance of modern material and technical base and its improvement in compliance with the demands;

- Maintenance of the membership in the European co-operation for accreditation /EA/ and recognition of the activity of the accredited testing laboratories, calibration laboratories, products certification bodies, quality management systems certification bodies (QMS), environmental management systems certification bodies (EMS), persons certification bodies and inspection bodies on the European and international market;
- Forthcoming membership in the international accreditation organizations: International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC);
- Realization of cooperation with other National Accreditation Bodies for assurance of mutual confidence in the accredited certification, inspection, testing and calibration and as a consequence – international recognition of the activities of the accredited CABs.

With the realization of this policy EA "BAS" will meet the high requirements in terms of quality, in conformity with the requirements of the international standard ISO/IEC 17011.

Sofia, February, 2009

EXECUTIVE DIRECTOR: /s/

(ELZA JANEVA)