

At the end of the year we would like to thank our costumers and business partners as well as our active assessors, technical experts and lecturers for the confidence shown and the cooperation which we intend to continue in the coming year.

This time DAP relinquished expensive cards and personal present for Christmas and the New Year. The amount for the purpose will be transferred as a charitable contribution for the Shanti Leprahilfe Dortmund, an incorporated association dedicated to the medical care of extremely handicapped persons, orphans, and in particular leprosy sick children. The donation is also dedicated to their education in kindergartens and protective workshops. At the time being there are more then 800 persons who need medical care, among them about 300 orphans who found a home in the Shanti family.

For more information please consult [www.shanti-leprahilfe.de](http://www.shanti-leprahilfe.de)

We hope that we have also acted in your interest. Our best wishes for Christmas and a Happy New Year to you and your colleagues.

Yours sincerely,  
Dr. Klaus Berner  
Managing Director

Yours sincerely,  
Andrea Valbuena  
Head of Accreditation Department

#### Evaluation of Competence as a Result of the Customer Interviews

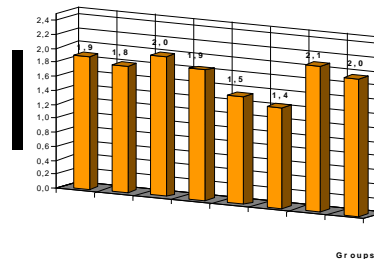
In this DAP News we continue the evaluation of the customer interviews with the appraisal of competence of DAP staff and their assessors and lecturers.

The appraisal of competence here is the capacity and readiness to carry out the typical tasks of an accreditation body in a professional way.

The interviews therefore also show a personal appraisal of DAP staff, their assessors and lecturers.

For this purpose, 8 groups were formed: management, head of accreditation department, administration department, case managers, lead assessors, technical assessors, lecturers and secretariat.

The individual results, in total positive ones, are shown in *diagram 1* as average-appraisals of the individual groups. The lead assessors' and technical assessors' performance proved to be very good with an average of 1.4 or 1.5, respectively. DAP and its lead and technical assessors form a safe basis for the accreditation in the cooperation with their clients directly on-site.



**Diagram 1:**  
Average appraisal of professional competence of the individual groups

The appraisal has its reasons – accurate selection of external and internal lead assessors and technical assessors, training, further training activities – a guaranty for the high level of competence.

Our assessors from research institutes, industrial enterprises and leading technical authorities as well as DAP itself provide the technical competence for a successful accreditation of our customers of testing laboratories, inspection and certification bodies. There are pretentious requirements to be fulfilled by the assessors.

#### TOPICS

- EVALUATION OF COMPETENCE AS A RESULT OF THE CUSTOMER INTERVIEWS
- INTERLABORATORY COMPARISONS FOR PROFICIENCY TESTING

Not only technical and social competence is expected when dealing with the customers but more and more competence of the legal local and national regulations in connection with notification matters for the accreditation.

Yearly training of assessors, exchange of experience with technical lectures on accreditation are indispensable for each assessor to maintain the high level of qualification. In 2033 19 activities were organized with a total of 456 participants from all over the federal territory to train the assessors, in some cases several times. The 15 assessors of DAP Office for instance participated in assessor training courses as listeners or lecturers on 83 days.

The following *chart 1* on training courses shows the amount of activities organized by DAP for the assessors.

**Table 1: Assessor Training in 2003**

Item	Date	Type of Training	All (lecturers there from); Participants of DAP Office
1.	12.03.	DAR Module E (SC Metrology)	21 (6); 2
2.	24. - 26.03.	DAR Module B I + C Testing Laboratories	7 (1); 1
3.	02. - 03.04.	DAR Module E (Lead Assessors)	56 (6); 16
4.	08.04.	DAR Module E (SC Material Testing)	23 (3); 1
5.	13.05.	DAR Module E W.G Cont. Sites	30 (4); 6
6.	23.05.	DAR Module E (SC Civil Construction, Fire Protection, Acoustics and Vibrations)	13 (1); 1
7.	16. - 18.06.	DAR Module B I + C Testing Laboratories	27 (1); 1
8.	19.06.	DAR Module E (General)	14 (1)
9.	11. - 12.09.	DAR Module B III + C Inspection Bodies	30 (4); 6
10.	16.09.	DAR Module E W.G Cont. Sites	28 (5); 7
11.	08.10.	DAR Module E (SC Certification and Inspection Bodies)	17 (5); 4
12.	14. - 15.10.	DAR Module B II + C Certification Bodies	11 (1); 1
13.	22.10.	DAR Module E (SC Non-Destructive Testing and Welding Technology)	24 (5); 2
14.	22. - 24.10.	DAR Module B I + C Testing Laboratories	11 (1)
15.	27.10.	DAR Module E (SC Air Analyses)	6 (4); 1
16.	11. - 12.11.	DAR Module E (Lead Assessors)	55 (6); 18
17.	14.11.	DAR Module E (SC Food Analytics)	18 (3); 2
18.	17. - 19.11.	DAR Module B I + C Testing Laboratories	16 (1); 5
19.	27.11.	DAR Module E (SC Chemistry)	49 (7); 9

Total 19 Courses	6 Courses B I, II, III + C 13 Courses E	456 (65); 83
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To get a feedback of our customers with regard of the assessors' performance, DAP has organized a so-called assessor monitoring, introduced in 1999. The customer thus has the possibility to appraise the assessor after the on-site assessment. DAP developed a questionnaire in 7 categories to ask for the technical competence and conduct of the assessor from the customers point of view.

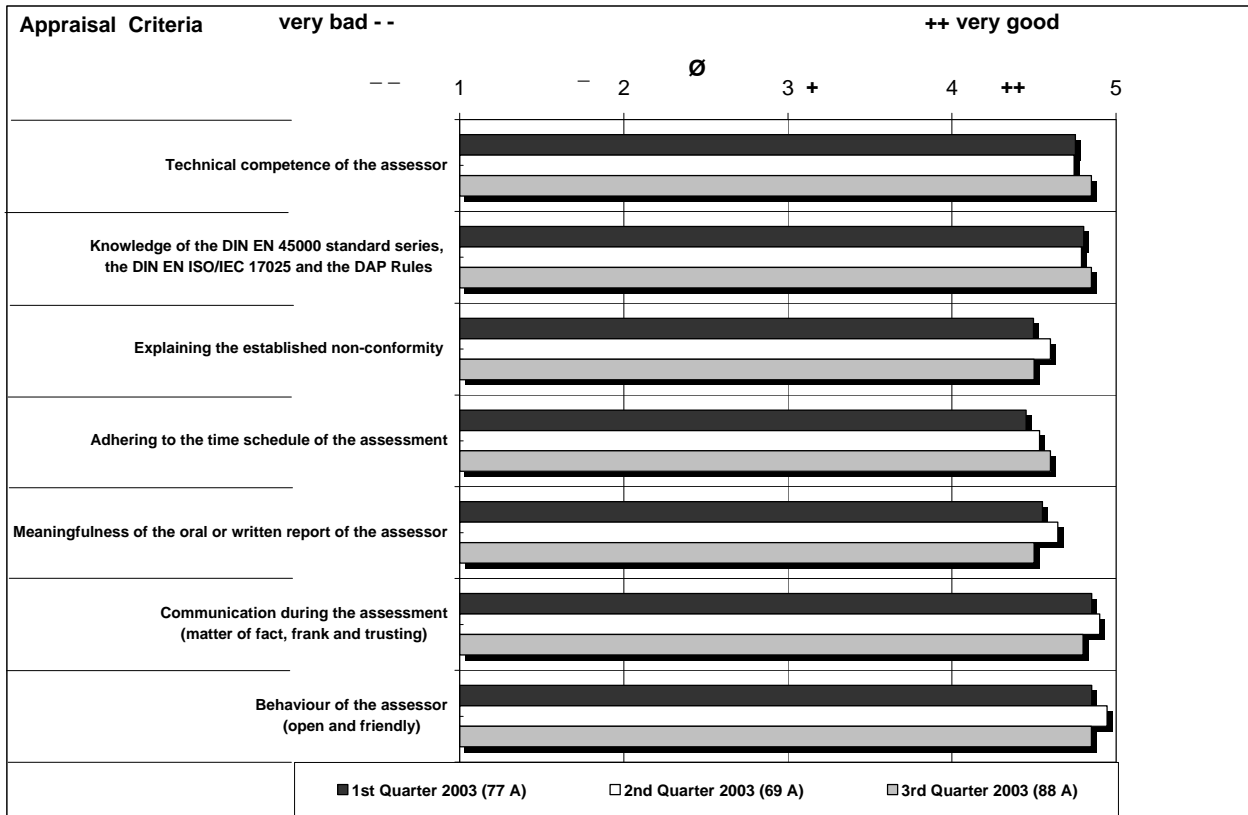
*Diagram 2* shows the results of 234 assignments of on-site assessments in the first 3 quarters in 2003.

The appraisals on the assessors proved to be very good ++, the technical competence, the knowledge of the standards, communication during the assessment and conduct of the assessors proved to be above-average. Anyhow there is some room for improvement in the categories 'Explaining the established non-conformity', 'Adhering to the time schedule of the assessment' and 'Meaningfulness of the oral or written report of the assessor'.

In addition to the monitoring by the customers, the assessors are appraised by DAP Office and by the colleagues. Such internal monitoring data especially refer to the following: 'Handing in the reports on time', 'Sending out the invoices on time', 'Cooperation with DAP Office', 'Quality of the draft certificate', 'Mastering the system requirements', 'Analytical abilities'. Furthermore, so-called witness audits – each assessor is observed and appraised by a colleague during the whole assessment – check the assessors' qualification for audits at the customers'. These audits are carried out every 5 years with each assessor. They are important for the maintenance in the DAP pool of assessors – simultaneously it is a requirement by the European co-operation for Accreditation (EA).

All appraisals listed above as well as the regular participation in assessor training courses and activities to exchange experience in addition to the technical competence are requirements for the listing and maintenance in our pool of assessors. In case there are discrepancies from the normal conduct and the positive appraisal, the managing director or the head of accreditation department have a discussion with the respective assessor talking over proposals for improvement to re-establish the level of quality. In rare cases where these measures have no effect, the assessors are downgraded or expelled from the pool of assessors.

Thus, DAP guarantees a well-qualified pool of assessors which is even used by other accreditation bodies.



**Diagram 2: Assessor Monitoring by the Assessed Body**

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### Interlaboratory Comparisons for Proficiency Testing

In spring 2004, the Institute for Proficiency Testing in Herten will organize three interlaboratory comparisons in the field of material testing:

- Tensile Test Metallic Materials according to DIN EN 10002-1  
 (Sample preparation by the participants),
- Brinell Tensile Test according to DIN EN ISO 6506-1  
 (HBW 2,5/187,5) and
- Beam Impact Test (< 300 J) according to DIN EN 10045-1.

For more information please consult the website of IFEP ([www.eignungspruefung.de](http://www.eignungspruefung.de)).

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