

# Quality Assurance Committee (QAC)

## Annual Report to the Board and Delegates

### July 2018 – June 2019

CMC - GLOBAL

#### Summary

Here is QAC's report of activity for July 2018 to June 2019 including our assessment and developmental plan for the next period and the status of the ISO/IEC 17024 assessment program. QAC continues to support ISO 17024 assessments for those member IMCs requesting ICMCI support.

During this period QAC progressed satisfactorily with the completion of assessments and introduced several innovations aiming at:

- making QAC more effective and efficient re: planning and record keeping
- supporting the sustainability of IMCs
- promoting ICMCI while on site assessments

The assessments completed during this period are summarised below:

Type of assessment	Completed July 2018 – June 2019	Planned / In Progress July 2019 – June 2020
	Number	
Provisional membership	1	-
First time new Full Members	1	2 (Subject to readiness of IMC's)
High trust Triennial Full Membership	-	19
On site Full Membership	4	3
ISO/IEC 17024	1	1
<b>Total number of assessments</b>	<b>7</b>	<b>25</b>

*Note: the full plan for 2019-2020 will be finalized and published before the annual meeting.*

**Important note:** Internal IMC problems, including succession planning, sustainability, etc., continue to be our main challenge in planning and completing the assessments due to IMCs internal problems.

#### The present members of QAC are:

- Louis M. Loizou, Chair
- PK Lim, Vice Chair, Planning
- Valerie Sluth, Vice Chair, Training
- Galina Artyukhina, Member
- Henry Ong, Member
- Dr. Maqbouleh Hammoudeh, Member
- Cristian Welsh, Member
- Kim Karne, ICMCI Board Liaison, ex officio
- Reema Nasser, ICMCI Executive Director, ex officio

#### Accomplishments

- **Number of skype discussions:** During this period QAC held 6 official meetings for planning and decision-making reasons. Additional skype meetings were held between smaller working groups for getting things done.
- **Managing problem IMCs:** QAC contributed towards resolving issues with IMCs, not always their responsibility and completing assessments.

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- **Online satisfaction survey:** Useful comments arising. There seems to be a consensus on reducing bureaucracy – no specific reasons given, i.e. not substantiated. Will continue to investigate it.
- **Sustainability of IMC's:** This new addition on QAC checklist seems to be delivering results
- **New Assessors:** QAC now has a stronger and more Global cohort of assessors
- **Two Vice Chairs to improve continuity and succession planning:** QAC now has two Vice Chairs, one for Planning and one for Training
- **Training Strategy:** Nearly complete but not implemented yet.

#### Plans for the next period

- Launching new training material
- Providing our members, a self-assessment tool in the year prior to a QAC assessment so they can prepare and connecting the member's point of contact for the assessment and the assessor sooner. We call this the "early warning."
- Updating the online materials on the Certification Process using layman's language on the CMC award process: what it does, how to set it up, who is involved and how to train the Institutes CMC examiners.
- Examining the future AS IN policy of ICMCI vis a vis ISO/IEC 17024

#### Vacancies

- Major concern is planning for the replacement of QAC Chair in the near future.

#### Suggestions for improvement

- Contact details of officers and IMCs should be updated on a more systematic manner, e.g. through an improved approach to the annual return from IMCs and be maintained online
- Streamline online document management in cooperation with Secretariat, the Board and other Committees. Need to develop and maintain unique databases, such as IMC history files

#### Challenges / Opportunities for improvement

- Planning and implementation of assessments
- Finding ways of getting things by volunteers
- Management of Risks and Opportunities

#### Results / Lessons Learned

- QAC must coordinate further with MC and Secretariat re: the readiness of member IMCs or potential IMCs to receive QAC assessment, financial status, etc., through the Executive Director

#### Appreciations

- Kim Karne, Board Liaison, for his continued support
- Reema Nasser, Executive Director, for her everlasting resourcefulness and support

#### Conclusion

The work of QAC is progressing in a satisfactory manner.

Submitted September 2018, for and on behalf of the Committee  
– Louis M. Loizou CMC, QAC-Chair