PURPOSE
This document has been produced by a task force consisting of experts from the motor vehicle inspection field and from accreditation bodies representing EA, the European co-operation for Accreditation. The purpose of this document is to provide guidance with a view to harmonise the application of EN 45004, *General criteria for the operation of various types of bodies performing inspection* in the field of recurrent inspection of motor vehicles. EN 45004 remains the authoritative document. In case of dispute concerning application of this document, the individual accreditation bodies will adjudicate on unresolved matters. This document was approved by the EA General Assembly in July 2002.

By decision of the General Assembly in May 2007, this document has changed its category. It is now a category 4 (advisory document).
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The text may be translated into other languages as required. The English language version remains the definitive version.

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0 INTRODUCTION

0.1 General requirements for accreditation of inspection bodies are laid down in the European Standard General criteria for the operation of various types of bodies performing inspection (EN 45004:1995). These requirements are quite comprehensive and detailed and apply to all types of inspection. EA has published Guidance EA 5/01 on the application of EN 45004 (ISO/IEC 17020) where helpful guidance is provided to ensure consistent application of the Standard.

0.2 The present document provides guidance concerning the application of the Standard in the field of recurrent motor vehicle inspection and is intended to assist in the consistent application of the Standard in that field. It avoids addressing requirements that are specifically addressed in the Standard or EA guidance 5/01 and is not intended to detract from or add to the requirements of the standard.

0.3 The structure of this document reflects that of the Standard, including titles of clauses and their numbering. For ease of use the text of EA guidance 5/01 is included. The headings and clause numbers from EA 45004 are first printed in bold. Guidance from EA 5/01 is for ease of reference identified with the letter “G” and guidance for inspection of motor vehicles with “G5/02”.

0.4 It is intended that after a certain period of use, the content of this document will be revised.

1 SCOPE

EA Guidance to clause 1.3

G 1.1 When using EN 45004 and this guidance document, the accreditation body should neither add to nor subtract from the requirements. The application of legal, governmental or other normative requirements shall be reflected in the scope of accreditation granted.

G5/02 1.1 This document is applicable to inspection bodies performing recurrent motor vehicle inspection

EA Guidance to clause 1.4

G1.2 A list of European Standards used for accreditation of test laboratories, product certification and quality system certification is given in the Introduction to EN 45004. Some standards may be out of date or have been revised since EN45004 was produced and therefore reference should be made to the latest version of these standards. The standards and versions in use when these guidelines were produced are listed in APPENDIX 4 to this document.

G.1.3 Testing performed by an inspection body may fall under 2 categories namely functional and analytical. Functional testing, for example load testing of a crane, forms a normal part of the activities of an inspection body and is therefore within the scope of EN45004. Analytical testing, for example chemical or metallurgical analysis, is a laboratory activity and therefore does not come within the scope of EN45004. Inspection bodies wishing to undertake such laboratory type analytical testing as part of an inspection will need to do so in accordance with the relevant requirements in EN ISO/IEC 17025.
2 DEFINITIONS

EA Guidance to clause 2.1

G2.1 The definition of inspection overlaps with that of testing and product certification where these activities have common characteristics. However, an important difference is that many types of inspection involve professional judgement to determine acceptability against general requirements and thus the inspection body will have to demonstrate that it has the necessary competence to perform the task.

G2.2 Generally, inspection involves direct determination of the conformance with specific or general requirements of unique - often complex or critical – products or small series of products, whereas product certification primarily involves indirect determination of the conformance of products manufactured in long series to specific requirements. While inspection of products in use (in-service inspection) is a well-established discipline, certification (EN 45011) of products in use does not occur. Some further differences are shown in the following table.

SOME DIFFERENCES BETWEEN INSPECTION (EN 45004) AND PRODUCT CERTIFICATION (EN 45011)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Inspection</th>
<th>Product Certification</th>
</tr>
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<tbody>
<tr>
<td>Nature of operation</td>
<td>Inspection of individual products, and not necessarily by third party</td>
<td>Certification of series of products and always by third party (indirect determination of conformance)</td>
</tr>
<tr>
<td></td>
<td>(direct determination of conformance)</td>
<td></td>
</tr>
<tr>
<td>Conformity</td>
<td>Examined against standards or other Normative documents and/or general requirements</td>
<td>Assessed against standards or other Normative documents</td>
</tr>
<tr>
<td>Assurance</td>
<td>Report provides condition at the time of inspection</td>
<td>Certification normally provides continuing assurance of compliance</td>
</tr>
<tr>
<td>Decisions</td>
<td>No need for separation of those taking inspection decisions from those performing inspection</td>
<td>Certification decisions taken by a different person(s) from those who have carried out evaluation</td>
</tr>
<tr>
<td>Issuing of licenses</td>
<td>No licenses issued</td>
<td>Grants licence to supplier to issue certificate or put marks</td>
</tr>
<tr>
<td>Marking of products</td>
<td>Marks put only on products covered by inspection</td>
<td>Marks may be put on a certified product under licence</td>
</tr>
<tr>
<td>Surveillance</td>
<td>Only where required in order to support inspection</td>
<td>Normally necessary to provide continuing assurance of compliance</td>
</tr>
<tr>
<td>In-service inspection of products</td>
<td>Always by inspection</td>
<td>Not by product certification</td>
</tr>
</tbody>
</table>

G2.3 The scope of EN45004 does not cover quality management system certification. It may, however, be necessary for inspection bodies to examine certain aspects of the quality management system in order to justify the inspection results, for example, the examination of processes.
3 ADMINISTRATIVE REQUIREMENTS

EA Guidance to clause 3.2

G3.1 The identity of the inspection body within the organisation could be shown in an organisation chart.

G5/02 3.1 If the inspection body is involved in activities other than vehicle inspection, these activities should be clearly defined.

EA Guidance to clause 3.3

G3.2 Accreditation bodies present the scope of activity for which accreditation of inspection bodies is granted in a formal statement, called the Accreditation Schedule that accompanies the Accreditation Certificate. The Accreditation Schedule is produced by the accreditation body in consultation with the assessor(s) involved in the assessment of the inspection body. It is based on information provided by the inspection body in connection with the application for accreditation. The Accreditation Certificate and Schedule should indicate the type of body as defined in subclause 4.2 of EN 45004. An example of a layout of an Accreditation Certificate is given at Appendix 1 and of an Accreditation Schedule at Appendix 2.

G3.3 The scope of accreditation should be defined in the schedule in sufficiently precise terms that the client or user may establish accurately and unambiguously the general field of inspection, the type and range of inspection and the regulations, standards or specifications containing the requirements against which the inspection will be performed.

G3.4 Reference is made to the individual contract or work order. The purpose of this requirement is to ensure that there is a clear and demonstrable understanding between the inspection body and its customer of the scope of the inspection work to be undertaken by the inspection body. In many inspection areas (e.g. in-service inspection based on national regulations) individual contracts are not signed with the clients. In these cases the work order is contained in some underlying documentation, e.g. regulations issued by regulatory authorities.

EA Guidance to clause 3.4

G3.5 The inspection body is expected to be able to show what factors have been taken into account when determining the necessary level of the contracted insurance. One of the factors that should be taken into account is the risks associated with the performance of inspection activities.

G3.6 The types of liability covered by insurance, for example, may include employers liability, public liability and professional indemnity.

EA Guidance to clause 3.5

G5/02 3.2 Business conditions of the inspection body, including its fees, should be available to all interested parties.
4 INDEPENDENCE, IMPARTIALITY AND INTEGRITY

EA Guidance to clause 4.2

G4.1 The categorisation of inspection bodies as Type A, B or C is essentially a measure of their independence. Demonstrable independence of an inspection body may strengthen the confidence of the inspection body's customers in the body's ability to carry out inspection work with impartiality and objectivity. The terms first party and second party, as defined in EN 45020, are not used in EN 45004, because application of them would not be helpful. However, since conventional thinking has been in terms of first, second or third parties for many years, it is necessary to offer some explanation on the relationship between the two sets of categories, as included below.

G4.2 Type A inspection bodies, being 'independent of the parties involved', are clearly third party.

G4.3 The two characteristics by which inspection bodies can be identified as Type B inspection bodies are the following:

- Type B inspection bodies form a demonstrably separate and identifiable part of an organisation that is involved in the design, manufacture, supply, installation, use or maintenance of items that they inspect;
- Type B inspection bodies supply inspection services only to their parent organisation.

A Type B inspection body may form a part of a user organisation or of a supplier organisation.

- When a Type B inspection body that forms a part of a supplier organisation inspects items that are manufactured by or for its parent organisation and are to be supplied to the market or to any other party, it carries out first party inspection.
- When a Type B inspection body that forms a part of a user organisation inspects items to be supplied for use by its parent organisation by a supplier organisation that is not its parent organisation and not related to it, it carries out second party inspection.

G4.4 Type C inspection bodies are involved, in the design, manufacture, supply, installation, use or maintenance of items that they inspect. Inspections carried out by them may include first party inspections and second party inspections of the same type as carried out by Type B bodies. However, Type C inspection bodies are distinct from Type B inspection bodies for the following reasons:

- A Type C inspection body need not be a separate part but shall be identifiable within the organisation. A Type C body may itself be the designer, manufacturer, supplier, installer, user or maintainer of items that it inspects.
• A Type C inspection body may offer its inspection service on the open market or to any other party and supply inspection service to external organisations. For example, it may inspect products supplied by it or by its parent organisation and used by another organisation. It may also supply other organisations with inspection of items that are similar to those designed, manufactured, supplied, installed, used or maintained by it or by its parent organisation, and which may therefore be regarded as competitive.

Inspections carried out by Type C inspection bodies cannot be classified as third party inspections because they do not meet the requirements of independence and of non-discriminatory administration of operations as stipulated for Type A inspection bodies in Annex A of EN 45004. Type C inspection bodies may conform to some of the criteria concerning independence of other economic operators, non-involvement in "conflicting" activities and non-discriminatory operations that characterise Type A and Type B inspection bodies. Yet they remain Type C inspection bodies as long as they do not meet all of the requirements applicable to Type A or Type B inspection bodies.

**EA Guidance to clause 4.2.1 (Type A)**

There are two variations of Type A inspection bodies:

1. A completely separate legally identifiable organisation
2. Part of a legally identifiable organisation

The independence of (1) is clear and that of (2) is explained below.

G4.5 A Type A inspection body may be a part of a legally identifiable organisation (see note to clause 2.2 in connection with clause 3.1 of EN45004, ISO/IEC 17020). An inspection body shall not become a Type A inspection body if other part(s) of the organisation is (are) directly involved in design, manufacture, supply, installation, use or maintenance of the items inspected or similar competitive items.

G4.6 The Chief Executive of the organisation of which the inspection body is a part, shall define and document its policy for maintaining the Type A status of the inspection body. The accreditation body will examine the evidence of implementation of this policy in respect of ownership interests, constitution of board of directors, means of financing, decision making methods and other such factors that may have an influence on the impartiality, independence and integrity of a Type A inspection body.

G5/02 4.1 If the inspection body has any relations with organisations in the vehicle field it must put in place appropriate means to prevent conflicts of interest or improper influence.
5 CONFIDENTIALITY

**EA Guidance to clause 5**

G.5.1 The inspection body should have a policy, documented in its quality system, concerning the observance of the confidentiality requirements of the client by the inspection body (cf. clause 12.3 of EN 45004) and by any sub-contractors engaged by it (see clause 14 of EN 45004), taking into account the relevant legal requirements. For mandatory inspection the procedures should set out who besides the client is entitled to have access to the results.

6 ORGANISATION AND MANAGEMENT

**EA Guidance to clause 6.1**

G6.1 In this clause the term organisation is understood as including the size, structure and composition of an inspection body which taken together should be suitable for the competent performance of the tasks with which the inspection body is concerned.

**EA Guidance to clause 6.2**

G6.2 To meet the requirements of this clause the inspection body should maintain an up-to-date organisational chart clearly showing the functions and lines of authority for staff within the inspection body and the relationship, if any, between the inspection function and other activities of the organisation. The position of the technical manager (see clause 6.3 of EN 45004) in the organisation should be clearly shown in the chart.

G6.3 For each managerial and technical position in the organisation that could have an effect on the quality of inspections, details of responsibility should be included in the documentation (see clause 7.3 of EN 45004).

G6.4 The degree of complexity of documentation and the extent to which staff members can hold several functions will depend upon the size of the organisation.

**EA Guidance to clause 6.3**

G5/02 6.1 The technical manager should have an engineering qualification (e.g. at least a second level technical or commercial engineer) in vehicle mechanics and technology or in any other equivalent field. If an inspection body has several inspection centres, there should be an assistant technical manager at each inspection centre who is permanently employed.

**EA Guidance to clause 6.4**

G6.5 The inspection body should be able to demonstrate that it is organised in such a way that the work of the staff performing inspections is supervised by personnel who are familiar with the objectives of the inspections, the inspection methods and procedures being used and the assessments of the inspection results.
The extent, nature and level of supervision exercised should take into account the qualifications, experience, training and technical knowledge of the inspection staff and the inspections being undertaken.

G6.6 Supervision of inspection personnel may also include the regular review of inspection reports to ensure that work has been carried out in accordance with relevant legislation, inspection body’s procedures and as necessary, contractual obligations agreed with the client. (See also Clause 10.5c & d)

G6.7 Monitoring of performance of inspections should include on-site witnessing of inspections. On-site witnessing of inspections should be carried out by technically competent personnel who are sufficiently independent to carry out the witnessing of inspections objectively.

G6.8 The inspection body’s programme for witnessing inspectors should be designed so that each year a representative sample comprising of at least one inspector is witnessed. The programme should ensure that so far as is reasonably practicable each of the inspectors engaged in inspection is witnessed at least once within the accreditation body’s reassessment cycle (normally 4 years) in a systematic way.

**EA Guidance to clause 6.5**

G6.9 The purpose of nominating a deputy is to satisfy the need for competent management in the absence of the manager. The deputy does not have to be permanently employed (see G8.1) by the inspection body.

**EA Guidance to clause 6.6**

G5/02 6.2 Deputy managers should have the qualifications required for the position for which he/she is deputising.

**EA Guidance to clause 7.1**

G5/02 7.1 The quality policy and its objectives should be consistent with the expectations of the government or authorising authority and of vehicle owners and operators, and also with the inspection body’s own organisational goals and objectives, taking account of cost/benefit considerations.

**EA Guidance to clause 7.2**

G5/02 7.2 All staff should be trained to operate correctly the quality system and its procedures and documents.

**EA Guidance to clause 7.3**

G7.1 The inspection body’s quality manual should indicate where in the Quality System the requirements of EN45004 are addressed e.g. a cross reference list should be included in the Quality Manual.
G5/02 7.3 The quality manual should consist of an overall quality manual, outlining the structure of the quality system and covering the general quality requirements, supported by one or more specific quality procedures, covering the more particular aspects of the different parts of the vehicle inspection process.

G5/02 7.4 The range and detail of the quality procedures should depend upon the complexity of the function, the working method used and the qualifications and training of the persons carrying it out. They should be simple, unambiguous, understandable and as short as possible.

G5/02 7.5 Documented procedures may make reference to work instructions that define in detail how an activity should be performed.

**EA Guidance to clause 7.4**

G7.2 The position of the quality manager (however named) shall be clearly shown in the organisational chart referred to in Guidance G6.2 to clause 6.2. The quality manager shall be free from any influences that may affect the quality of his work.

G5/02 7.6 If the quality manager has other responsibilities in the inspection body or other organisations, these functions should be clearly defined, and there should be no conflict of interest. The quality manager should be a permanent employee.

G5/02 7.7 The quality manager should have ready access to all relevant information.

**EA Guidance to clause 7.6**

G5/02 7.8 The document and data control procedures should clearly state for all relevant documents and data when and how they should be reviewed, which should be at least each time a legal or technical regulation relevant to vehicle inspection is significantly amended.

G5/02 7.9 The procedures should apply to internal as well as to external documentation (e.g. directives, international or national regulations and standards).

G5/02 7.10 Updates, changes or amendments should be processed giving consideration to the effect that a proposed change may have on other parts and/or procedures inside and/or outside the organisation.

G5/02 7.11 A master list of all relevant documents should be maintained, identifying who is responsible for approval and for the distribution and revision status.

G5/02 7.12 The overall quality manual should contain a detailed and updated distribution list, or make reference to such a list, for both the overall quality manual itself and the specific quality procedures.

G5/02 7.13 Documents and data may be recorded, distributed and produced using any type of media, e.g. paper copy or electronic media.
**EA Guidance to clause 7.7**

G7.3 The purpose of internal quality audits is to verify that the documented operational procedures of the inspection body are being implemented as required. Quality audits are normally planned and organised by the quality manager and carried out in accordance with a pre-determined schedule that encompasses all aspects of the quality system, including the performance of inspections. The scopes, dates and the detailed scheduling of audits should be planned and conducted in accordance with an established procedure. Competent outside bodies may carry out internal audits. As a rule, internal audits should be arranged so that the quality system is examined at least once per year. The internal audits should ensure that the guidance given in G6.7 is met.

G5/02 7.14 Competent outside bodies mentioned in guidance EA 5/01 G7.3 can be the competent supervising authority of the inspection body.

G5/02 7.15 In addition to the periodic quality audits, a quality audit may be initiated for any of the following reasons:
- an initial evaluation to verify that the quality system has been correctly implemented;
- when significant changes have been made, e.g. reorganisation and/or procedure revision;
- when the performance or quality level of the services provided are in, or are suspected to be in, jeopardy, due to non-conformities;
- to verify that necessary corrective actions have been taken and effectively implemented;

It is recommended that quality audits are undertaken in accordance with the provisions of ISO 19011: Guidelines for quality and/or environmental management systems auditing.

**EA Guidance to clause 7.8**

G5/02 7.16 The inspection body should ensure that in-process verifications are carried out in order to allow early identification of non-conformities and timely initiation of corrective action.

G5/02 7.17 For that purpose, appropriate sampling procedures and statistical control techniques should be used to identify trends before non-conformities actually occur. These statistical evaluations may also be useful for identifying defective processes that require attention and improvement.

G5/02 7.18 Procedure for corrective action should cover inter alia:
- failures, malfunctions or non-conformities in vehicle inspection equipment;
- inadequate or non-existent procedures and documentation;
- non-conformities identified through in-process control, analysis of vehicle inspection records, audit observations, client complaints, service reports, management review results or observations and reports by staff, e.g.:
  - non-compliance with procedures;
  - poor scheduling;
  - lack of training;
  - inadequate working conditions;
  - inadequate availability of staff and/or material resources.
G5/02 7.19 The procedures should ensure that the following are clearly specified:
- when corrective action is required,
- who is responsible for taking corrective action;
- how corrective action should be handled;
- the time limit for implementing corrective action;
- how the staff having responsibility in the activity concerned are informed about corrective action,
- how effectiveness of corrective action is to be verified.

**EA Guidance to clause 7.9**

G7.4 Management reviews should take account of any relevant information, such as reports from supervisory and managerial staff, the outcome of recent internal quality audits and external assessments, complaints from clients, changes needed in the quality system, the adequacy of current human and equipment resources, future plans and estimates for new work, additional staff, as well as the need for training of both new and existing staff. The frequency of management reviews should be determined by the inspection body, taking account of the results from internal audits and previous reviews and reports from an accreditation body. Once a year is normally considered an acceptable minimum frequency.

G5/02 7.20 Thorough analysis of records from quality audits should be done as they provide an important input for identifying trends in quality measures and the need for corrective action and improvement. This could be done for instance by audits of statistical analysis of results from inspection activities.

### 8 PERSONNEL

**EA Guidance to clause 8.1**

G8.1 Permanent personnel are those who are employed by or under contract to the inspection body. They may be employed either on a full-time basis or on a part-time basis. Where it is necessary to use personnel for temporary situations, such personnel should be formally contracted for the period that the inspection body uses them. The inspection body should ensure that such personnel are supervised and competent and that they work in accordance with the inspection body’s quality system.

G5/02 8.1 Personnel authorised to carry out technical inspections and sign inspection certificates should be permanent personnel of the inspection body.

**EA Guidance to clause 8.2**

G8.2 Inspection body should define and document the qualifications, training, experience and the level of knowledge required for the inspections to be carried out (See also clause 6.6 of EN45004). Accreditation Body should assess the appropriateness of such qualifications, training, experience and the level of knowledge for the scope of inspections to be accredited.

G5/02 8.2 The technical inspectors should have at least a medium level qualification in road vehicle mechanics and technology.

**EA Guidance to clause 8.3**

G8.3 Inspection bodies may use competent external organisations for staff training.
G5/02 8.3 Technical inspectors should have at least a total of 24 hours relevant continuation training each year which should be based on individual assessment of need.

G5/02 8.4 The effectiveness of training should be assessed and the results used to improve future courses.

**EA Guidance to clause 8.4**

G8.4 The purpose of these records is to demonstrate the competency of each member of the staff to perform specific inspection tasks and, where relevant, to use specific equipment.

G5/02 8.5 The inspection body should use the records to identify gaps and future needs for training.

**EA Guidance to clause 8.5**

G8.5 This guidance can be in the form of a code of conduct. It may include issues relating to work ethics, impartiality, personal safety, relationship with customers, company rules and any other issues needed to assure the proper conduct of inspection body’s staff.

**EA Guidance to clause 8.6**

G8.6 The purpose of this clause is to prevent the potential for compromising inspections as a result of financial inducement.

9 **FACILITIES AND EQUIPMENT**

**EA Guidance to clause 9.1**

G9.1 The inspection body need not be the owner of the facilities or equipment that it uses. Facilities and equipment may under contract be borrowed, rented, hired, leased or provided by another party (e.g., the installer of the equipment). In all cases access to the equipment must be defined and meet the requirements of EN 45004. However, the responsibility for the suitability and the calibration status of the equipment used in inspection but not owned by the inspection body lies solely with the inspection body and cannot be delegated.

G9.2 If controlled environmental conditions are needed and premises outside those of the inspection body are used, the inspection body should monitor the environmental conditions in these premises with calibrated equipment, record the results and note if conditions are outside the limits within which inspection can be performed.

G5/02 9.1 Unless climatic conditions allow, vehicle inspections should be carried out in closed buildings or other appropriate facilities, excepted for those parts of the vehicle inspection process that generate significant environmental stress like noise or emission.

The buildings used as vehicle inspection centres:
- should be designed with sufficient space for the technical inspectors to perform vehicle inspections adequately and correctly and in safe and secure conditions;
- should be provided with adequate lighting, heating and ventilation systems;
– should have sufficient and suitable outside parking for the vehicles waiting for inspection;

G5/02 9.2 As far as relevant for the categories of vehicles to be inspected, and the inspection procedures to be used, the following equipment should be available in inspection centres:
– weigh-bridge or other weighing equipment;
– roller brake tester;
– decelerometer;
– pit or platform hoist, both equipped with a movable vehicle jack and artificial lighting;
– play detector (at least for vehicles with a gross vehicle mass over 3,500 kg);
– headlight tester, preferably mounted on rails, with suitable even standing surface for the vehicle;
– opacimeter, suitable for analysing diesel engine smoke;
– exhaust gas analyser, capable of measuring at least carbon monoxide (in %) and the lambda-value of catalytic systems;
– manometer, appropriate for measuring pressures in brake systems.
– gauges for measuring wear, e.g. on tyres and towing devices;
– equipment for measuring the set speed of speed limiting devices;
– sound level meter;
– gas leakage detector (for LPG and CNG vehicles)

Vehicle inspection equipment should conform to the specifications defined in directives or national or international regulations.

**EA Guidance to clause 9.3**

G5/02 9.3 In particular, condition of quality relevant vehicle inspection equipment that has been stored should be assessed before use to detect any deterioration and/or non-conformity.

**EA Guidance to clause 9.4**

G5/02 9.4 The identification should be done using indestructible markings or labels.

**EA Guidance to clause 9.6**

G9.3 All equipment used for measurement and test where the results of such measurements and tests have a significant influence on the results of the inspection, i.e. the conclusion about conformance with requirements, should be treated as equipment that are appropriate for calibration.

G5/02 9.5 The program of calibration should take into account the manufacturers’ recommendation, the use that is made of the equipment and its history of calibration. In the absence of such information the equipment should be calibrated at least at the following frequencies during in-service use:
– brake tester 6 months;
– headlight tester 6 months;
– opacimeter 6 months;
– exhaust gas analyser 6 months;
– manometer 12 months;
– sound level meters 12 months.
G5/02 9.6 The calibration status should be shown clearly on relevant inspection equipment, preferably by means of suitable markers or labels, indicating at least the date of the last calibration and the date the next calibration is due.

G5/02 9.7 The calibration procedures, sometimes known as calibration programmes, should define the calibration processes, their environmental conditions, their frequency, the acceptance criteria and the action to be taken when the results are found unsatisfactory and/or inadequate. The staff responsible for in-house calibration should have appropriate competence for calibrations to be carried out.

**EA Guidance to clause 9.7**

G9.4 Where the calibrations are performed in-house, traceability to national standards should be assured by using reference standards of measurement for which the inspection body holds a current calibration certificate or equivalent from a competent body, as defined in the guidance to clause 9.8 given below. The certificate or equivalent should detail an uncertainty of measurement that is appropriate for the equipment that is to be calibrated from the reference standard. For further information on uncertainty of measurement see EN ISO/IEC 17025 and EA-4/02, Expression of Uncertainty of Measurement in Calibration.

G9.5 Where the calibrations are performed by external suppliers, the suppliers should be competent bodies as defined in the EA Guidance to clause 9.8 given below.

G5/02 9.8 Where no calibration standards exist, the basis used for calibration should be fully documented, according to the equipment manufacturer's recommendation or in an in house procedure.

**EA Guidance to clause 9.8**

G9.6 Accredited calibration laboratories of a country, its national standards laboratory (or laboratories) and bodies that have been assessed by the inspection body using the relevant criteria of EN 45003 (ISO Guide 58) and have been shown to meet all the requirements of EN ISO/IEC 17025 should be regarded as competent bodies for the purpose of this clause. Equivalent laboratories from other countries can also be used, provided that they have an established traceability of measurement. Such traceability of measurement is provided by national metrology institutes participating in the work of EUROMET and by laboratories accredited by bodies that are signatories to the EA multilateral agreement on calibration.

G9.7 Where the inspection body carries out assessment of external suppliers of calibration services itself, the inspection body should be able to demonstrate that it has the necessary competence to assess the performance of the calibration activity concerned against all the requirements of EN ISO/IEC 17025 in accordance with the relevant requirements of EN 45003 (ISO Guide 58). Inspection body should have procedures for conducting such assessments and it should maintain records of such assessments.

**EA Guidance to clause 9.9**

G5/02 9.9 The inspection equipment should be safeguarded from adjustments that would invalidate the calibration setting.
Regular in-service checks on equipment should be carried out according to a predefined schedule and procedures.

G5/02 9.10 Inter-equipment comparisons can be considered as in-service checks.

EA Guidance to clause 9.11

G5/02 9.11 The inspection body should select vehicle inspection equipment meeting the accuracy and precision requirements specified in the relevant legal and regulatory provisions.

G5/02 9.12 The inspection body should ensure that the documents for purchasing quality relevant inspection equipment should clearly and completely describe the equipment ordered, including:
- the type, class or other precise identification;
- the precise technical specification, including any necessary drawings;
- any relevant technical data or reference to any applicable technical information and/or standard;
- if applicable, the title, number and issue of the relevant standard.

The inspection body should ensure that new quality relevant inspection equipment is not released for use until it has been verified; this verification focusing on the following items:
- conformity of the construction and function to the stated specifications;
- correct number, proper identification, no apparent damage;
- presence of relevant supporting documentation and technical data.

EA Guidance to clause 9.14

G5/02 9.13 If there was any major safety relevant non-conformity, the vehicles concerned should be invited immediately for re-inspection free of charge to the vehicle owner.

EA Guidance to clause 9.15

G5/02 9.14 In order to keep the history of the equipment traceable the records should include at least:
for calibration
- identification number of equipment
- dates, measured and reference values and assessed accuracy
- the name and signature of person performing service

for maintenance
- identification number of equipment
- dates and type of maintenance
- the name and signature of person performing service
10 INSPECTION METHODS AND PROCEDURES

EA Guidance to clause 10.1

G10.1 The requirements against which the inspection is performed are normally specified in regulations, standards and specifications. Specifications may include customer or in-house requirements. When the inspection methods and procedures are not defined in regulations, standards and specifications the inspection body itself shall define the methods and procedures for inspection.

G10.2 In certain circumstances the inspection body’s customer may supply information to the Inspection Body to take into consideration when performing its inspection. If the inspection body uses such information supplied by any other party as part of the inspection body’s determination of conformity, then it should be able to demonstrate the measures taken to verify the integrity of such information.

EA Guidance to clause 10.2

G5/02 10.1 Appropriate sampling procedures and statistical control techniques should be used to harmonise the inspectors’ activities. These statistical evaluations may also be useful for identifying defective processes that require attention and improvement.

G5/02 10.2 The inspection body should plan vehicle inspections, giving sufficient attention to the real availability of human and material resources, in order to allow:
- the technical inspectors sufficient time to fulfil their duties in accordance with the requirements;
- the vehicle owners or operators to have their vehicles inspected in a reasonable time and under acceptable conditions.

G5/02 10.3 The methods and procedures could be based on national or international standards or legislation, such as, but not limited to:
- European Union Directive 96/96/EC (as amended);
- CITA Recommendation N° 1: Inspection of Motor Vehicles;
- CITA Recommendation N° 2: Additional items to be inspected on Public Service Vehicles;
- CITA Recommendation N° 4: Decisions to be taken with reference to technical modifications carried out on vehicles in use.
- CITA Recommendation N° 5: Inspection of Motorcycles;
- CITA Recommendation N° 6: Inspection of the installation and operation of LPG equipment for the propulsion of motor vehicles;
- CITA Recommendation N° 8: Brake testing procedures;
- CITA Recommendation N° 9: Quality Systems;
- Manufacturers’ information or guidelines.

EA Guidance to clause 10.3

G10.3 A standard inspection method is one that has been published, for example, in International, Regional or National standards or by reputable technical organisations or by co-operation of inspection bodies or in relevant scientific text or journals. This means that methods developed by any other means, including methods by the inspection body itself or by the customer, are considered to be non-standard methods.
G10.4 Appropriateness of non-standard methods or procedures implies that their effectiveness has been demonstrated.

**EA Guidance to clause 10.8**

G10.5 Documented procedures should include, precautions for the safety of personnel, and where appropriate, protection of the surrounding environment.

11 **HANDLING INSPECTION SAMPLES AND ITEMS**

**EA Guidance to clause 11.1**

G5/02 11.1 Identification is best achieved using, where possible, the vehicle's unique vehicle identification number (VIN), or, if the VIN is not available, a unique combination of the vehicle chassis number, identification number and/or engine number.

**EA Guidance to clause 11.2**

G5/02 11.2 The inspection body should have procedures describing the reasons for the technical inspector to refuse to perform the relevant inspection, verification or test, until the vehicle has been brought into a suitable and acceptable condition.

12 **RECORDS**

**EA Guidance to clause 12.1**

G5/02 12.1 The inspection body should ensure by whatever means, that it is possible to trace full details of all vehicle inspections, including those performed by sub-contractors, for at least the last inspection or according to national regulations.

G5/02 12.2 If vehicle inspections are carried out by more than one technical inspector, each one of them has to be traceable by recording the individual's identification, using manual, electronic or other means.

G5/02 12.3 The items of the vehicle inspection equipment used for each vehicle inspection should be unequivocally identified and recorded.

**EA Guidance to clause 12.2**

G5/02 12.4 The records should at least contain the non-conformities found, relevant measured values and the identification of the inspector(s).

**EA Guidance to clause 12.3**

G5/02 12.5 The retention time for records depends on the effect the information contained in them may have on the quality and traceability of inspection results, see also Appendix 5.
13 INSPECTION REPORTS AND INSPECTION CERTIFICATES

EA Guidance to clause 13.1

G13.1 The terms report and certificate are used synonymously in this clause. However, in this guidance document it is construed that reports are detailed descriptions of the inspection and its results whereas certificates are generally short formal statements of conformity with requirements, issued for example in connection with mandatory inspection.

G13.2 Where the inspection body issues an inspection certificate, it may not be possible to cover all of the work carried out by the inspection body in the certificate itself. In those circumstances it would be acceptable to maintain separate documentation to demonstrate the work carried out by the inspection body, provided such documentation can be traceable to the correct inspection certificate.

G5/02 13.1 If unused blank test certificates need to be stored, they should be kept in a secure place.

EA Guidance to clause 13.2

G13.3 The content of an inspection report or inspection certificate may vary depending on the type of inspection and legal requirements. Appendix 3 contains a list of elements to be included in inspection reports and inspection certificates. Some of these elements are considered to be mandatory for compliance with EN 45004. The mandatory elements of Appendix 3 are marked with an asterisk (*). The list should be considered when drafting inspection reports and inspection certificates.

G13.4 Under its accreditation the inspection body may issue inspection reports or certificates for inspection activities described in generic terms in the Accreditation Schedule (see Guidance G3.2 to clause 3.3), provided that such reports or certificates are issued for a defined type of inspection using a defined technical procedure and that they are referring to a defined field of inspection.

G13.5 Where inspection is for legal purposes the national authorities may place special requirements on the reporting of inspection results.

G5/02 13.2 The vehicle inspection reports should include the following information in addition to EA 5/01, Appendix 3:

– relevant data obtained from measurements during the vehicle inspection process;
– the odometer reading of the vehicle.

EA Guidance to clause 13.3

G13.6 An example of an "otherwise approved" inspection report or inspection certificate is one approved by secure electronic authentication. In such cases the authentication should be uniquely identifiable and access to the electronic storage medium should be controlled.
EA Guidance to clause 13.4

G5/02 13.3 Corrections and/or additions on vehicle inspection certificates should not be allowed. If any correction or addition is necessary, the spoilt certificate should be withdrawn and a new vehicle inspection certificate issued.

14 SUB-CONTRACTING

EA Guidance to clause 14.1

G14.1 Sub-contracting of inspection may take place only in exceptional circumstances and when one or more of the following conditions apply:

- It is necessary because there has been an unforeseen or abnormal overload, key inspection staff are incapacitated or key facilities or items of equipment are temporarily unfit for use.
- The inspection body does not have the expertise and/or equipment needed to undertake specialised activities such as the inspection of electrical/electronic systems or testing (e.g. chemical analysis, metallurgical/mechanical testing or non-destructive testing) which is needed to determine conformity with requirements.
- A small part of the contract from the client involves inspection not covered by the inspection body’s accreditation or is beyond the capability or resources of the Inspection Body.

Whenever work which forms part of an inspection is carried out by sub-contractors, the responsibility for determination of conformity with the requirements always remains with the inspection body.

EA Guidance to clause 14.2

G14.2 Suppliers of services, other than inspection and associated specialised activities, to an inspection body are not considered under the sub-contracting clause of EN 45004. Suppliers of services such as organisations supplying calibration services should comply with clause 9.11 of EN 45004.

G14.3 Where the inspection body engages individuals or employees of other organisations to provide additional resources or expertise, these individuals are not considered to be sub-contractors provided they are formally contracted committing them to form part of the inspection body’s quality system. (See also guidance G8.1 to clause 8.1).

G14.4 Competence of a sub-contractor can be demonstrated either:

- by the sub-contractor having accreditation to EN 45004 or EN ISO/IEC 17025 as applicable,

or

- by the Inspection Body itself assessing the competence of the sub-contractor to the requirements of EN 45004 or EN ISO/IEC 17025 as applicable.
Where the assessment of the sub-contractor is carried out by the inspection body, it should be able to demonstrate that the assessment team is technically competent and knowledgeable in the application of EN 45004/EN ISO/IEC 17025.

15 COMPLAINTS AND APPEALS

EA Guidance to clause 15.2

It should be noted that Appeals procedures are required only if the inspection body is appointed to undertake work by their National authority e.g. acting as a ‘Notified Body’.

Complaints and appeals should be dealt with in an unbiased manner.

16 CO-OPERATION

EA Guidance to clause 16

The purpose of this clause is to encourage inspection bodies to exchange knowledge, subject to commercial sensitivities and confidentiality, and learn from each other to improve the general standard of accredited inspection bodies.

REFERENCES


EA 5/01: “EA Guidance on the application of EN 45004 (ISO/IEC 17020)

ISO 19011:2002: “Guidelines for quality and/or environmental management systems auditing”
APPENDIX 1

Appendix 1

Example of layout of an Accreditation Certificate

[Name of Accreditation Body]

[Logo of Accreditation Body]

Controlled Inspection Ltd
Unit K
Impartial Business Centre
Sometown
Somecountry

Inspection
No. 1234

is accredited to undertake inspections as a Type A body as detailed in the Schedule bearing the above accreditation number and [name of accreditation body] logo. From time to time this Schedule may be revised and reissued by [name of accreditation body].

This Accreditation shall remain in force until further notice subject to continuing compliance with the [name of accreditation body].

Accredited inspection bodies meet the requirements of EN 45004 and the relevant requirements of the EN ISO 9000 series of standards

Signed by Chief Executive [name of accreditation body]

Issued on [date] Initial Accreditation [date]
APPENDIX 2

Appendix 2

Example of layout of an Accreditation Schedule

<table>
<thead>
<tr>
<th>Name and logo of Accreditation Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME of Inspection Body</td>
</tr>
<tr>
<td>Accreditation N°1234</td>
</tr>
<tr>
<td>Type A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address of Inspection Body:</th>
<th>Inspection Body contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone:</td>
<td>Issue N°:</td>
</tr>
<tr>
<td>Facsimile:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field of Inspection, such as:</th>
<th>Type and Range of Inspection (eg, In-Service Inspection or Inspection of New Products)</th>
<th>Methods and Procedures, such as:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Design, Products</td>
<td></td>
<td>EC Directives, Regulations,</td>
</tr>
<tr>
<td>specified as Materials or</td>
<td></td>
<td>Standard Specifications,</td>
</tr>
<tr>
<td>Equipment), Installations, Plant,</td>
<td></td>
<td>Internal Procedures</td>
</tr>
<tr>
<td>Premises, Processes, Services and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surveys</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 3

Elements of inspection reports and inspection certificates

1* Designation of the document, i.e. as an inspection report or an inspection certificate, as appropriate
2* Identification of the document, i.e. date of issue and unique identification
3* Identification of the issuing body
4 Identification of the client
5* Description of the inspection work ordered
6* Date(s) of inspection
7* Identification of the object(s) inspected and, where applicable, identification of the specific components that have been inspected and identification of locations where e.g. NDT methods have been applied
8* Information on what has been omitted from the original scope of work
9 Identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from, additions to or exclusions from the agreed methods and procedures
10 Identification of equipment used for measuring/testing.
11 Where applicable, and if not specified in the inspection method or procedure, reference to or description of the sampling method and information on where, when, how and by whom the samples were taken
12* If any part of the inspection work has been subcontracted, the results of this work shall be clearly identified
13 Information on where the inspection was carried out
14 Information on environmental conditions during the inspection, if relevant
15* The results of the inspection including a declaration of conformity and any defects or other non-compliances found (results can be supported by tables, graphs, sketches and photographs)
16 A statement that the inspection results relate exclusively to the work ordered or the object(s) or the lot inspected
17 A statement that the inspection report shall not be reproduced except in full without the approval of the inspection body and the client
18 The inspector’s mark or seal
19* Names (or unique identification) of the staff members who have performed the inspection and in cases when secure electronic authentication is not undertaken, their signature. (see also clause 13.3 of EN 45004)

Note: The elements of inspection reports/certificates that are considered to be mandatory for compliance with EN 45004 are marked with an asterisk (*).
APPENDIX 4

List of standards and versions in use when these guidelines were produced

EN ISO/IEC 17025:1999 General requirements for the competence of testing and calibration laboratories

ISO/IEC TR 17010:1998 General requirements for bodies providing accreditation of inspection bodies

EN 45003:1995 Calibration and Testing laboratory accreditation systems General requirements for operation and recognition

EN 45004:1995 General criteria for the operation of various types of bodies performing inspection

EN 45010:1998 General requirements for assessment and accreditation of certification bodies

EN 45011:1998 General requirements for bodies operating product certification systems

EN 45012:1998 General requirements for bodies operating certification/registration of quality systems

EN 45013:1989 General criteria for certification bodies operating certification of personnel

EN 45014:1998 General criteria for suppliers’ declaration of conformity

EN 45020:1998 Standardization and related activities – General vocabulary
APPENDIX 5

Unless otherwise specified in any relevant legislation or regulation, the retention time of quality records should be at least three years for the items listed in 1 - 5 and five years for the items listed in 6 – 9

Note: Quality records may be stored and/or copied in any suitable form e.g. as paper copy or electronic media.

The following are examples of records to be kept:

<table>
<thead>
<tr>
<th>Records</th>
<th>Clause in guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Vehicle inspection reports</td>
<td>13.2</td>
</tr>
<tr>
<td>2 Vehicle inspection equipment receiving reports</td>
<td>9.11</td>
</tr>
<tr>
<td>3 Vehicle inspection equipment records</td>
<td>12.3</td>
</tr>
<tr>
<td>4 Calibration data and reports</td>
<td>9.15</td>
</tr>
<tr>
<td>5 Maintenance records</td>
<td>9.15</td>
</tr>
<tr>
<td>6 Staff qualification, training and experience</td>
<td>8.4</td>
</tr>
<tr>
<td>7 Quality audit reports</td>
<td>7.14</td>
</tr>
<tr>
<td>8 Corrective action reports</td>
<td>7.18</td>
</tr>
<tr>
<td>9 Quality system review reports</td>
<td>7.19</td>
</tr>
</tbody>
</table>