Dear Auditors,

Following a recent onsite witness audit, ANAB wrote an NCR that stated “PRI’s client is allowed to provide inaccurate and misleading statements regarding its AQMS certification. Per ISO 17021, 8.4.1: There shall be no ambiguity, in the mark or accompanying text, as to what has been certified and which certification body has granted the certification.” The auditor had been told that the company website had not been updated for quite some time and concluded, erroneously, that it need not be checked. Unfortunately, the active website contained the mark of a former registrar as well as indications of registration to ISO 9001:2000.

The purpose of this advisory is to remind all auditors of our requirements in support of the ISO 17021 requirement.

The RF12 Audit Plan document reminds the auditor that “Proper use of logos to be verified during audit”.

The PRI Registrar Client Guidelines found in EQM also reinforce this with the following expectations:

“During an audit the Lead Auditor is expected to review the client’s representation of the logos of ANAB and PRI Registrar and the representation of the standards ISO 9001, AS9100, AS9110, AS9120, and ISO 14001. Improper or misleading references to the program, the certificate, or the Mark that are found on advertisements, brochures, websites or other publications will be subject to corrective actions that could include legal action...and suspension or revocation of registration which was the basis for use of the Mark.”

The moral of the story continues to be “trust but verify” and to ALWAYS check the client website for outdated references.

Please let us know of any questions or concerns. We appreciate your adherence to this advisory.