



CONSTITUTION GUIDE

AF G.01 - V.01

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1. Name of the Organization

Accreditation Federation (hereinafter referred to as AF)

2. Purpose of Document

The information in this document is explaining the working principles of the AF.

3. Objective of Federation

Objectives of AF:

- **Ensuring Reliability**
Ensure the reliability of accredited laboratories, certification, and inspection bodies.
- **Risk Reduction**
Reduce risks for businesses and customers by enhancing the credibility of accreditation.
- **International Recognition**
Promote international acceptance of accreditation certificates through cooperation.
- **Standardization**
Develop and maintain accreditation standards and ensure compliance.
- **Information Sharing**
Encourage the exchange of information and experiences among members.
- **Education and Awareness**
Organize training and awareness programs about accreditation processes.

4. Membership

4.1 Classes of Membership

Members are drawn from all over the world and may hold either of classes of Membership:

- Regional Accreditation Bodies / Groups
- Accreditation Organization
- Conformity Assessment Body
- Institutions
- Organizations
- Scheme Owners
- Individual Members
- Multilateral Recognition Membership (MR Membership)

4.1.1 Federation Membership

Accreditation bodies, institutes, conformity assessment bodies, organizations, scheme owners, individual members that are interested in accreditation and quality systems and want to become a member of the AF, and legal entities who declare that they will comply with all obligations and rules specified in *AF-G.001 Constitution*, *AF-G.002 Membership Guide* and *AF-P.002 Rules for Annual AF Membership Fees*.

4.1.2 Multilateral Recognition Membership (MR Membership)

AF Federation Membership who meet the AF Multilateral Recognition (hereinafter referred to as MR) criteria and successfully complete the AF MR evaluations are called AF MR Membership. (*AF-G.006 Procedures for Establishing and Maintaining Multilateral Recognition for AF Members*)

4.2 Obligations of Members

- All members agree to work together worldwide to achieve the common goal of facilitating trade.
- To support the key role of accreditation bodies operating within the international accreditation and quality infrastructure.
- All members shall consist of, and undertake to comply with, organizations or bodies that meet the classification requirements defined herein and such other requirements as may be determined from time to time by the Members.
- All members are obliged to pay the membership fee determined and decided by the AF Executive

Committee.

- All members undertake to attend and vote in the AF General Assembly (hereinafter referred to as GA).
- All AF members declare and accept that they will comply with the decisions taken by the AF General Assembly (GA) and the AF Executive Committee (hereinafter referred to as EC).

Detailed information about membership is given in the "*AF-G.002-Membership Guideline*" document.

4.3 Member Application Process

All members must meet the following requirements:

- All candidate members must be a legal entity.
- Complete the relevant membership application form. "AF-F.001 Membership Application Form"
- Provide documentary evidence required by AF.
- Agree to abide by all AF Regulations and Codes.
- All AF members declare that will not reveal any information gained through any AF activities that is not freely available to the public (including, but not limited, all AF documents) to anyone who does not have the right of access to such information and who has not member of AF;
- All AF members declare that fulfil all relevant obligations and responsibilities as specified in the AF constitution, regulations, codes of practice and ethics, position descriptions, policies, procedures, and any other controlled or normative documents;
- All AF members declare that will identify, disclose and manage any conflicts of interest that I may have in relation to any involvement in AF work, including, but not limited to: AF related meetings; committee or group work; evaluation activities; and in any other AF representative, communication, promotional activities.

4.3.1 All Member Criteria

The all member candidate member must meet the following requirements:

- Relevant Standards, schemes and other normative documents
- The candidate member must have already accredited or certificated at least three customers in accordance with the relevant international standards or schemes.
- If necessary the candidate member, if applicable, must demonstrate that, their accredited or certificated conformity assessment bodies or customers can access an appropriate measurement system that enables them to make measurements that are traceable to national or international standards of measurement.
- If the candidate member is an institute, they must indicate in the membership application form that they are interested in the relevant international standards or schemes and wants to work on this subject.

If the candidate member proves that it is a member of any regional accreditation body, candidate member is automatically considered a Federation Member of the AF.

Detailed information about membership is given in the "AF-G.002-Membership Guideline" document.

5. AF General Assembly (GA)

5.1 Duties and Responsibilities

- 5.1.1. Receiving the Federation's year-end Activity Report and financial statements from the AF Treasury;
- 5.1.2. Appointing an auditor to hold office until the next General Assembly if the financial statements of the Federation are required under the act to be audited;
- 5.1.3. Approval of major policies and procedures affecting strategy and/or direction of AF;
- 5.1.4. Election of the Chair of Executive Committee;
- 5.1.5. Amendment of AF management documents and/or governance policies;
- 5.1.6. Election of members to the AF Executive Committee;
- 5.1.7. Dismissal of members of the AF Executive Committee;
- 5.1.8. Other matters as agreed from time to time by the General Assembly;
- 5.1.9. To deal with any other business which the Executive Committee deems desirable;
- 5.1.10 Election of the Chair and Members of Technical Committee and Sub-Technical Committees.
- 5.1.11. The location of next year's AF general assembly meeting will be chosen by majority vote at the AF general assembly meeting.
- 5.1.12. To submit the decisions taken in all institutions of the AF to the AF Board of Directors for approval and implementation. The approval of the AF Board of Director is required for the implementation of decisions taken in all institutions of the AF.
- 5.1.13. Making necessary revisions to decisions not approved by the AF Board of Directors. Making necessary revisions until AF Board of Directors approval is received.
- 5.1.14. Additional information regarding the AF General Assembly (GA) and AF Board of Directors (BoD) is set out in the "AF-F.024 Organization Chart" form.

5.2 Form of Organization

5.2.1. Chair of AF Executive Committee

5.2.2. AF Executive Committee Members

5.2.3. One representative from All Members of AF (Designated Representative).

5.3 Authorities

5.3.1. To have the authority to fulfill the above-mentioned duties and responsibilities,

5.3.2. To determine the working program and division of labor of AF, to make changes in this regard when necessary, to supervise the work done, to warn subordinates when necessary, to request information and reports,

5.3.3. To be able to approve business trips,

5.3.4. To have the authority to represent and serve within the limits determined by the Board of Directors every year,

5.3.5. To have signature authority of AF,

5.3.6. To have the authority to spend within predetermined limits and principles.

5.3.7. The General Assembly and the Chairman of the Executive Committee may, in extraordinary circumstances, arrange a remote access meeting of the AF General Assembly meeting, provided that the necessary precaution are taken and all members are notified 48 hours in advance.

5.4. Designated Representative

5.4.1. All Members shall inform the AF Secretariat in writing of the name of its designated representative to the General Assembly and this name shall be recorded in the register of all Members.

5.4.2. All AF general assembly document for general assembly shall be referred to the designated representatives.

5.4.3. The Designated Representative has the right to act on behalf of the organization to which she/he is designated.

5.4.4. The vote cast by the Designated Representative in the general assembly represents the organization to which she/he is designated.

5.4.5. The Designated Representative has the right to vote in all votes at the AF general assembly.

5.4.6. A Member who is entitled to attend and cast a vote at a meeting of the AF general assembly may appoint a person as the Member's proxy to attend and vote for the Member at the meeting instead of their designated representative by submitting to the Executive Committee at least 24 hours prior to the meeting a properly completed Proxy Appointment Form.

5.4.7. The proxy's authority to vote is suspended whilst the Member or the Member's designated representative is also present at the Meeting.

5.4.8. Unless the AF general assembly has received written notice of the revocation of the appointment of a proxy no later than six hours before the start or resumption of the meeting at which the proxy is to vote, a vote cast by a proxy will be valid even if, before the proxy votes the Member revokes the proxy's appointment.

5.5. Quorum

5.5.1. No business may be transacted at a meeting of the General Assembly if a quorum is not present.

5.5.2. The quorum for a meeting of the General Assembly is at least fifty-one (51) % of Members eligible to vote.

5.5.3. A meeting of the General Assembly which does not have a quorum present within 60 minutes after the time for the meeting set out in the notice of meeting is adjourned to the date, time and place the Executive Committee specifies.

5.5.4. If at the adjourned meeting, a quorum is not present within 30 minutes after the time appointed for the commencement of the meeting, the Members present will constitute a quorum.

5.5.5. If present, the Chair is to chair a meeting of the General Assembly. If the Chair is not present, the meeting is to be chaired by the Vice Chair. If the Vice Chair is not present, the meeting is to be chaired by the Treasurer.

5.6. Ballot Process

5.6.1. AF Members with no outstanding fees is entitled to one vote in all voting prescribed in this Constitution. These include voting at the annual General Assembly, MR Committee, and election of Executive Committee members and other Committee members.

5.6.2. The Chair or person acting as Chair has a casting vote, that is, a second vote.

5.6.3. Voting may take place within a session of the General Assembly or by postal vote (i.e. submission of the vote by mail, by facsimile, or by such electronic means as the Executive Committee may authorize). In

the case of postal voting, a period of 30 days from the date of posting shall be allowed for the return of ballots.

5.6.4. A Member may vote through its delegated representative or by appointing a proxy.

5.6.5. A minimum of sixty-seven (67) % of the All Members eligible to vote must cast a vote for the resolution to be valid (Valid Resolution).

5.6.6. Abstention votes are to be included in the calculation of whether there are sufficient votes to constitute a Valid Resolution.

5.6.7. A positive vote by at least seventy-five (75) % of the sum of those voting 'yes' and 'no' is required for the resolution to be carried.

5.6.8. On any given motion at a session of the General Assembly:

5.6.8.1. The Executive Committee shall in good faith determine whether votes that are not postal votes will be by voice, a show of hands or secret ballot;

5.6.8.2. The votes must be counted by at least two persons appointed to that task by the Executive Committee.

5.7 Nominations Committee

5.7.1. The General Assembly (GA) shall establish a committee charged with the task of processing nominations and facilitating elections for the positions of AF Chair of Executive Committee and other members of the Executive Committee (EC).

5.7.2. The Nominations Committee shall consist of the Quality Manager (QM) who shall Chair the Committee, and two representatives from All Members appointed by the General Assembly (GA) on the recommendation of the Executive Committee (EC).

5.7.3. Members of the Nominations Committee may be appointed for a three-year term, and casual vacancies shall be filled for the balance of the original term by appointment by the General Assembly (GA) on the recommendation of the Executive Committee (EC).

5.7.4. Candidates for election shall not be eligible to participate in the Nominations Committee. In such circumstances, the Executive Committee (EC) shall appoint a replacement Committee Chair or member before the election.

5.8 Nomination Process

5.8.1. Not less than two months prior to any elections are to be held, the AF Secretary on behalf of the Chair of the Nominations Committee shall advise the official General Assembly delegate of each Member that elections are to be held and invite the nomination of suitable candidates for the relevant positions. The invitation shall include advice on any special conditions which may apply to particular positions.

5.8.2. Nominations can only be made by the official General Assembly delegate of an AF Member. Self-nominations are not accepted.

5.8.3. Nominees for the AF Executive Committee (excluding for the position of AF Chair of Executive Committee) must be the official General Assembly delegate of an AF Member. Nominees for the position of AF Chair (who is also the Executive Committee Chair) must be the official General Assembly delegate of an AF Member.

5.8.4. Any member wishing to nominate candidates shall obtain the agreement of those candidates for such nomination prior to submitting a completed nomination form (*AF-F.002 Nomination Form*) to the Chair of the Nominations Committee, with a copy to the AF Secretariat.

5.8.5. To facilitate the submission of a nomination form, an email accepting the nomination and accompanying the completed nomination form will be accepted as equivalent to a signed form.

5.8.6. Nominations shall be accepted no later than 24 hours prior to the commencement of the General Assembly meeting when the election is to take place as part of the General Meeting.

6. AF Secretariat

6.1 Duties and Responsibilities

6.1.1. The Secretariat functions are to be documented in a Deed of Agreement with the service provider or the AF will establish its own unit to provide this service;

6.1.2. Recording the minutes of Executive Committee meetings and annual meetings of the General Assembly;

6.1.3. The Secretariat on behalf of the Federation shall keep an up-to-date register of Members, which shall contain the names, the contact details including the postal and email addresses and telephone numbers of all Members;

6.1.4. To ensure secretariat activities at all meetings of the AF;

- 6.1.5. To ensure the necessary flow of information and services to AF members, AF's governing bodies, and anyone interested in the AF, in accordance with confidentiality and data protection rules;
- 6.1.6. To maintain and keep records of the AF's documentation system in accordance with the relevant rules of the AF;
- 6.1.7. To manage the openings and closings of AF meetings where necessary and to provide information about the working style of the AF when necessary;
- 6.1.8. To convey the decisions taken at all meetings of the AF to the relevant authorities;
- 6.1.9. Coordinating the actions to be taken on the AF's website in accordance with the decisions taken by the AF's executive bodies;
- 6.1.10. To report the activities, resources spent and needs of affiliated departments to the AF General Assembly,
- 6.1.11. To participate in Management Review meetings of AF GA,
- 6.1.12. To coordinate the affiliated departments to provide the necessary support to the Technical Committees (and Sub-Technical Committee) or Working Groups and the Complaints and Appeals Evaluation Committee meetings,
- 6.1.13. To coordinate the activities of the affiliated departments to ensure AF participates in international activities,
- 6.1.14. To develop measures and coordinate implementations so that affiliated departments continue to serve adequately even in extraordinary situations,
- 6.1.15. To represent the AF General Assembly when necessary,
- 6.1.16. To prepare the documents and proposals to be submitted to the Board of Directors meeting to the affiliated departments and delivering them to the AF General Assembly,
- 6.1.17. To have the contents of the reports, programs and plans to be submitted to the Advisory Committee (if required by AF BoD) prepared by the affiliated departments,
- 6.1.18. To provide workplace security of the personnel of the affiliated departments, protect the confidentiality of information, implement civil defense measures and ensure that the personnel comply with these practices,
- 6.1.19. To observe the efficient and economical use of resources and materials in the connected departments,
- 6.1.20. To review and record the complaints and appeals received by the AF, to forward the complaint or appeal to the relevant unit and to inform the complainant.

6.2 Form of Organization

6.2.1. A secretary may be recruited during the establishment phase, and personals may be recruit in the later stages by the decision of the AF BoD.

6.3 Authorities

- 6.3.1. To have the authority to fulfill the above-mentioned duties and responsibilities,
- 6.3.2. To have the power of representation within the duties assigned to the AF General Assembly, to make agreements on behalf of AF when necessary,
- 6.3.3. To determine the working order and division of labor of the departments related to the field of duty, to make changes on this subject when necessary, to supervise the work done, to warn subordinates when necessary, to request information and reports,
- 6.3.4. To offer domestic/oversees business travel of subordinates,
- 6.3.5. To have the signature authority of AF on the matters determined by the AF General Assembly in the relevant correspondence,
- 6.3.6. To provide opinion on the decisions regarding the promotion, discipline and other personal rights of the staff under its management.

6.4 Qualifications Required for This Position

- 6.4.1. To have graduated from a higher education that provides at least four years of education,
- 6.4.2. To have knowledge in the fields of accreditation and conformity assessment,
- 6.4.3. To not have an administrative and financial relationship with a conformity assessment body or a first-degree kinship or marital relationship with the decision makers of these organizations,
- 6.4.4. To have worked for at least five years in the public and / or private sector.

7. AF Treasury

7.1. Duties and Responsibilities

7.1.1. The AF Treasury shall provide necessary support to and information the BoD, AF General Assembly (GA) and AF Executive Committee (EC) for the oversight of AF financial matters.

7.1.2. To ensure that all money which is received by and belongs to the AF is properly recorded and safely kept in accordance with AF policies;

7.1.3. To ensure that the legitimate liabilities of AF are properly recorded and paid out to such persons or corporations and in such manner as is required by law, by resolution of the AF, or by direction and approval of the Chair of BoD;

7.1.4. To ensure that the books, accounts and financial records of AF are maintained up to date and preserved;

7.1.5. To ensure that at least once per year a full and detailed balance sheet and a statement of revenue and expenditures is prepared and submitted to the auditors for audit and upon completion, present those statements to the Membership of the BoD, AF General Assembly (GA), and Executive Committee (EC);

7.1.6. To ensure that all required filings and reports, including tax returns, required by the relevant Federal, State and local governments are prepared and filed within the deadlines prescribed by applicable legislation and regulation;

7.1.7. To ensure that all required filings and reports, including tax returns, required by the relevant Federal, State and local governments are prepared and filed within the deadlines prescribed by applicable legislation and regulation;

7.1.8. To participate in the selection of banking service providers and become a signing officer to such banking services. The signing authority will be exercised by signing checks, approving wire transfer payments and approving the investment of excess funds in accordance with AF's investment policy;

7.1.9. To be knowledgeable about who has access to AF funds, ensure that appropriate and adequate financial controls are in place to protect the assets of the AF;

7.1.10. To oversee development of the annual budget and subsequently, monitor actual revenues earned and expenses incurred against the approved budget;

7.1.11. To oversee development of and monitor adherence to all AF financial policies;

7.1.12. To regularly inform the BoD, AF Executive Committee (EC) and AF General Assembly (GA) of key financial events, trends, concerns, and the ongoing assessment of AF's financial position.

7.1.13. To work in harmony with the BoD, the AF General Assembly, the AF Executive Committee and, when required by law, the auditors appointed to audit the AF Treasury.

7.2 Form of Organization

7.2.1. A treasurer may be recruited during the establishment phase, and personals may be recruit in the later stages by the decision of the AF General Assembly.

7.3 Authorities

7.3.1 To have the authority to fulfill the above-mentioned duties and responsibilities.

7.4. Working Procedures and Principles

7.4.1. The AF Treasury shall provide necessary support to the BoD, AF General Assembly (GA) and AF Executive Committee (EC) for the oversight of AF financial matters.

7.4.2. To ensure that all money which is received by and belongs to the AF is properly recorded and safely kept in accordance with AF policies;

7.4.3. To ensure that the legitimate liabilities of AF are properly recorded and paid out to such persons or corporations and in such manner as is required by law, by resolution of the AF, or by direction and approval of the Chair of BoD;

7.4.4. To ensure that the books, accounts and financial records of AF are maintained up to date and preserved;

7.4.5. To ensure that at least once per year a full and detailed balance sheet and a statement of revenue and expenditures is prepared and submitted to the auditors for audit and upon completion, present those statements to the Membership of the BoD, AF General Assembly (GA), and Executive Committee (EC);

7.4.6. To ensure that all required filings and reports, including tax returns, required by the relevant Federal, State and local governments are prepared and filed within the deadlines prescribed by applicable legislation and regulation;

- 7.4.7.** To ensure that all required filings and reports, including tax returns, required by the relevant Federal, State and local governments are prepared and filed within the deadlines prescribed by applicable legislation and regulation;
- 7.4.8.** To participate in the selection of banking service providers and become a signing officer to such banking services. The signing authority will be exercised by signing checks, approving wire transfer payments and approving the investment of excess funds in accordance with AF's investment policy;
- 7.4.9.** To be knowledgeable about who has access to AF funds, ensure that appropriate and adequate financial controls are in place to protect the assets of the AF;
- 7.4.10.** To oversee development of the annual budget and subsequently, monitor actual revenues earned and expenses incurred against the approved budget;
- 7.4.11.** To oversee development of and monitor adherence to all AF financial policies;
- 7.4.12.** To regularly inform the BoD, AF Executive Committee (EC) and AF General Assembly (GA) of key financial events, trends, concerns, and the ongoing assessment of AF's financial position.
- 7.4.13.** To work in harmony with the BoD, the AF General Assembly, the AF Executive Committee and, when required by law, the auditors appointed to audit the AF Treasury.

8. Executive Committee (EC)

8.1. Duties and Responsibilities

- 8.1.1.** The Executive Committee functions as a board of directors and is responsible to the General Assembly for the effective pursuit of AF objectives, and for the oversight of the operations and management of AF;
- 8.1.2.** The Executive Committee has all of the powers necessary for managing, and for directing and supervising the management of, the operation and affairs of the Federation, unless the Executive Committee's powers are limited by this establishment documents, by a resolution approved at a General Assembly, AF BoD or at law;
- 8.1.3.** To promote and pursue the objectives of AF;
- 8.1.4.** To ensure coordination among AF committees;
- 8.1.5.** To appoint and monitor the performance of the Secretariat;
- 8.1.6.** To coordinate the preparation of draft proposals concerning the policies of AF;
- 8.1.7.** To receive and discuss reports from AF committees and working groups and prepare proposals for the AF General Assembly arising from these reports;
- 8.1.8.** To review and, if considered appropriate, recommend changes to conditions for how an organization become a Member and ceases to be a member;
- 8.1.9.** To monitor and enforce compliance with the AF Regulations and Codes by AF Members;
- 8.1.10.** To decide the venue and dates for meetings of the General Assembly and to set the agenda for those meetings;
- 8.1.11.** To exercise all the powers that AF may have in General Assembly unless the Executive Committee's power is limited by this in management documents, by a resolution approved at a General Assembly or at law;
- 8.1.12.** To develop and maintain policy and procedures in connection with the control of funds and investment of AF's assets;
- 8.1.13.** To ensure that all sources of funds are managed with due diligence and that costs are contained within budget limits.
- 8.1.14.** Executive Committee may establish other Technical Committees, Sub-Technical Committees and working groups to carry out the objectives, aims and tasks of AF.
- 8.1.15.** To submit the decisions taken in all institutions of the AF to the AF Board of Directors for approval and implementation. The approval of the AF Board of Director is required for the implementation of decisions taken in all institutions of the AF.
- 8.1.16.** Making necessary revisions to decisions not approved by the AF Board of Directors. Making necessary revisions until AF Board of Directors approval is received.
- 8.1.17.** In any complaint or appeal process, the AF Executive Committee (EC) discusses and decides whether to open an AF complaint investigation and appoint an Action Officer (AO).

8.2 Form of Organization

The Executive Committee shall consist of no less than three and no more than seven persons as follows:

- (a) The AF Chair who also chairs the Executive Committee;
- (b) The Chair of the AF MR Committee;
- (c) Up to five elected persons from All Members (Total 7 Persons); and.

(d) To foster diversity and balance of representation, additional eligibility criteria apply to elected persons so that no more than two elected persons may come from the same Member Economy, and no more than one elected person from the same Member organization.

(e) AF Chair of BoD and AF MR Committee Chair are ex-officio members to whom the additional eligibility criteria do not apply.

8.3. Authorities

8.3.1. To have the authority to fulfill the above-mentioned duties and responsibilities,

8.4. Working Procedures and Principles

8.4.1. In order to guarantee impartiality in decision making, it is ensured that the members who have not taken part in the control of the relevant AF member subject to the decision participate in the voting. Decisions are taken unanimously by the participating members. If unanimity cannot be achieved, the same committee convenes within seven days and discusses the situation. Where consensus cannot be achieved, the decision committee consisting of the relevant AF Chair of BoD, the Chair of AF Executive and the AF Chair of MR Committee convenes and takes decisions on the basis of the majority of votes. Members cannot abstain from voting;

8.4.2. Decisions are taken within 2 weeks at the latest after the file is submitted to the committee by the Secretariat;

8.4.3. The committee does not have to meet physically for every decision. After the members examine the file individually, a decision report can be issued,

8.4.4. Under all circumstances, decision-makers are guaranteed and monitored by the AF General Assembly to meet the qualification requirements set by AF relevant regulation, every decision taken must be approved by the AF Board of Directors in order to be approved and come into force.

8.4.5. If deemed necessary, the performance of the Executive Committee members is evaluated by the Board of Directors Team at least every 3 years.

8.5 Quorum and Decisions of EC

8.5.1. The Executive Committee quorum is seven members, including the Chair, or such lesser number that is equal to the number of members on the Executive Committee.

8.5.2. The AF Chair chairs the Executive Committee meetings but in their absence the meetings shall be chaired by the person the Executive Committee elects to act as the acting Chair for the meeting.

8.5.3. All decisions of the Executive Committee shall be by a resolution passed by a simple majority of the votes cast.

9. Quality Manager (QM)

9.1. Duties and Responsibilities

9.1.1. To carry out or having the necessary system for the establishment, implementation and maintenance of the quality management system,

9.1.2. To report to the Executive Committee regarding the performance and improvement needs of the quality management system,

9.1.3. To organize the AF's Management Review meetings, to cooperate with the AF General Assembly in determining the agenda, to keep the meeting records and distribute them to the relevant persons,

9.1.4. Coordination and follow-up of the activities to be carried out as a result of the management review meeting,

9.1.5. To ensure the preparation, publication, distribution, revision tracking, withdrawal, archiving and destruction of quality management system documents,

9.1.6. To follow up and distribute the reference documents up-to-date,

9.1.7. To participate, when necessary, to the meetings of working groups to be established to identify new accreditation areas,

9.1.8. To define, keep, store and archive quality records,

9.1.9. To record the nonconformities detected regarding the operation of the quality management system, to ensure that cause analysis is carried out,

9.1.10. To coordinate and monitor the corrective actions to be taken regarding nonconformities, within their timelines,

9.1.11. To check the effectiveness and efficiency of the corrective actions taken,

9.1.12. To coordinate the determination and implementation of the corrective actions to be taken, to ensure that the action is carried out and to control the effectiveness and efficiency of the activity,

- 9.1.13. To keep corrective action records,
- 9.1.14. To coordinate the planning of internal audit, the selection of auditors, their training when necessary, and the performance of internal audit,
- 9.1.15. To present the report prepared on the performance of the quality management system as a result of the internal audit to the AF Executive Committee,
- 9.1.16. To evaluate the validity of complaints and appeals and convey them to the relevant department,
- 9.1.17. To evaluate the statistical information regarding complaints and appeals and to add the results to the performance report and to include them in the management review agenda,
- 9.1.18. To observe the implementations as a result of the revisions made in the targets and plans depending on the developing and changing conditions,
- 9.1.19. To carry out other works and instructions given to her/him by the AF General Assembly.

9.2 Form of Organization

9.2.1. A Quality Manager may be recruited during the establishment phase, and personals may be recruit in the later stages by the decision of the AF General Assembly.

9.3. Authorities

- 9.3.1. To have the authority to fulfill the duties and responsibilities stated above.
- 9.3.2. To have the authority to ensure that all necessary measures are taken regarding the operation of the quality management system within the policies and targets determined by the Board of Directors and / or AF General Assembly.

10. Multilateral Recognition Committee (MR)

10.1. Duties and Responsibilities

- 10.1.1. A Multilateral Recognition (MR) Committee shall be established to coordinate AF's activities with respect to multilateral recognition arrangements among Members;
- 10.1.2. The AF MR Committee shall document and approve procedures and criteria for its operation and for the maintenance and extension of the AF MR;
- 10.1.3. The AF MR Committee will submit its annual activity documents to the AF Secretariat to be submitted to the AF General Assembly meeting regarding its activities;
- 10.1.4. The AF MR Committee will work on possible collaborations with other accreditation associations in the world and will forward the study on this possible collaboration to the Executive Committee (EC);
- 10.1.5. The AF MR Committee will work according to the relevant MR application procedure on the subject;

10.2. Form of Organization

Formation: The Multilateral Recognition Committee shall consist of no less than five (5)

- (a) The AF Chair of Executive Committee who also member of the Multilateral Recognition Committee;
- (b) The Chair of the AF MR Committee; elected by the AF General Assembly;
- (c) Up to three (3) elected persons from All Members for Executive Committee members; elected by the AF General Assembly.

10.3. Authorities

- 10.3.1. To have the authority to fulfill the duties and responsibilities stated above,
- 10.3.2. To provide technical information and opinions on behalf of AF to the applicants regarding Multilateral Recognition concerning their department.
- 10.3.3. To have the authority to spend within predetermined limits and principles.

10.4 Quorum and Decisions of MR

- 10.4.1. The MR Committee quorum is five members, including the Chair, or such lesser number that is equal to the number of members on the MR Committee.
- 10.4.2. The AF Chair chairs the MR meetings but in their absence the meetings shall be chaired by the person the MR elects to act as the acting Chair for the meeting.
- 10.4.3. All decisions of the MR Committee shall be by a resolution passed by a simple majority of the votes cast.

11. Technical Committees (TC)

11.1. Duties and Responsibilities

11.1.1. To distribute the work among the personnel working in their own Technical Committee Department and to ensure coordination,

11.1.2. To make changes in the organizational structure and job descriptions in order to increase the competence and efficiency of the Technical Committee Department organization and to adapt to changing conditions,

11.1.3. To continuously search for improvement opportunities, to develop improvement suggestions, to obtain necessary approvals and to implement the new flow of the process in the processes it participates and/or undertakes,

11.1.4. To follow national and international developments, meetings and practices in the fields of service of the Technical Committee Department,

11.1.5. To examine and finalize the technical issue applications of organizations in the field of quality system,

11.1.6. To perform other duties assigned by the AF General Assembly.

11.1.7 AF Executive Committee may establish technical committees, sub- technical committees and working groups (AF Technical Committees). These AF Technical Committees and working groups are set up to carry out the objectives, aims and tasks of AF in an appropriate way.

11.1.8 AF Committees will either be set up to deal with specific tasks or may be of an ongoing nature. The terms upon which they operate shall be determined and may be varied by AF from time to time.

11.1.9 AF Committee members may elect a Committee Chair, subject to ratification by the Executive Committee. In the event a Committee is unable to elect a Chair, the Executive Committee will appoint a Chair.

11.1.10 The AF Technical Committee has the authority to establish sub-technical committees when deemed necessary.

11.1.11 Each Technical Committee will develop and maintain a comprehensive work plan consistent with the AF Executive Committee's Strategic Plan.

11.1.12 AF Technical Committee and Sub-Technical Committee shall seek to reach decisions by a process of consensus but if a vote is necessary, a simple majority of committee members attending the meeting is required.

11.2. Form of Organization

Formation: The Technical Committee shall consist of no less than three and no more than nine (9) persons as follows:

- (a) The AF Executive Committee Chair, who also member of the Technical Committee;
- (b) The Chair of the Technical Committee; elected by the AF General Assembly;
- (c) Up to seven (7) persons from members of Sub-Technical Committee Chair are members of Technical Committee; elected by the AF General Assembly;

11.3. Authorities

11.3.1. To have the authority to fulfill the duties and responsibilities stated above,

11.3.2. To provide technical information and opinions on behalf of AF to the applicants regarding accreditation concerning their department.

11.3.3. To provide technical information and opinions to applicants on behalf of the AF on technical issues related to their departments.

11.3.4. To establish and close a Technical Sub-Committee in the relevant field by the decision of the AF Technical Committee.

11.3.5. All AF technical committees and sub-technical committees work in accordance with the "AF Technical Committees Working and Execution Procedure".

11.3.6. The AF Technical Committee serves as the parent of all sub-technical committees.

11.3.7. All sub-technical committees are responsible for carrying out the tasks assigned by the AF Technical Committee.

11.4 Quorum and Decisions of TC

11.4.1. The TC Committee quorum is nine members, including the Chair, or such lesser number that is equal to the number of members on the TC Committee.

11.4.2. The AF Chair chairs the TC meetings but in their absence the meetings shall be chaired by the person the TC elects to act as the acting Chair for the meeting.

11.4.3. All decisions of the TC Committee shall be by a resolution passed by a simple majority of the votes cast.

12. Marketing & Communication Committee (M&CC)

12.1. Duties and Responsibilities

12.1.1. The M&CC is the AF Permanent Committee for the discussion, development, and coordination of any matter related to marketing and communications activities at the global levels, and to raise the awareness.

12.1.2. To raise awareness of the benefits of accreditation studies to industry, governments, government bodies and community organizations.

12.1.3. Develop a Marketing and Communications Committee work plan and budget for AF Executive Committee, to be reviewed and updated annually;

12.1.4. Develop appropriate strategies to implement the communications and marketing activities allocated to the committee in the AF Executive Committee;

12.1.5. Prepare communications releases, news items, relevant articles on AF matters and once a year AF Newsletter;

12.1.6. Gather information that will help continuously improve accreditation;

12.1.7. Developing marketing and communication activities targeting current and future users of the accreditation.

12.2. Form of Organization

Formation: The Marketing and Communication Committee shall consist of no less than three (3) persons as follows:

(a) The AF Executive Committee Chair, also member of Marketing and Communication Committee;

(b) The Chair of the Marketing and Communication Committee; elected by the AF General Assembly;

(c) Up to one (1) elected person from all Members; for members of The Marketing and Communication Committee member; elected by the AF General Assembly;

12.3. Authorities

12.3.1. To have the authority to fulfill the duties and responsibilities stated above,

12.3.2. Providing communication and marketing information and opinions on behalf of AF to the applicants regarding accreditation concerning their department.

12.3.3. Having the authority to spend within predetermined limits and principles.

13. AF Complain and Appeal

13.1. In this clause details the process adopted by AF to ensure a timely, impartial and effective resolution of appeals, complaints and disputes.

13.2. This covers the handling of complaints / appeals against AF or AF Members.

13.3. When first contacted by the complainant, AF initially categorizes their specific complaint / appeal as 'correspondence' unless otherwise determined. Correspondence is not accepted by AF as an AF complaint / appeal until it is reviewed for sufficient information and evidence in order to register it as a complaint / appeal.

13.4. In providing a complaint to AF, the complainant agrees to their 'correspondence' being sent to the relevant AF Member to allow that AF Member to undertake their own review, and make a response to the complainant in the first instance.

13.5. Upon receipt and review of that response, if the complainant wishes to maintain their complaint / appeal against the AF Member they inform AF of this decision. AF may then accept the complaint / appeal as an AF complaint / appeal and open a formal complaint / appeal investigation.

13.6. Once an AF complaint / appeal investigation is completed AF will provide a response to the complainant and the relevant AF Member.

13.7. Complainants submit complaints with AF by completing "AF-F.003 Complaint / Appeal Form" and submitting it to the AF Secretariat with supporting evidence. Anonymous complaints, complaints based on hearsay, complaints not based on first-hand knowledge, made on behalf of other entities, or complaints using false names or contact details, will not be considered.

13.8. While AF does not accept anonymous complaints, it does understand that in some circumstances the complainant may not wish to have their identity disclosed to the AF Member that they are

complaining against. If the complainant does not wish their identify to be disclosed it may indicate this on the "AF-F-003 Complaint / Appeal Form".

13.9. All information and evidence to support the complaint from the complainant may be provided to the relevant AF Member. As such it is the complainant's responsibility provide information that protects their identify if they so wish.

13.10. AF can only consider complaints if it pertains directly to an AF Member, or AF itself. AF is not a regulator and has no statutory, legislative or regulatory power or mandate. AF does not have the role to monitor or 'police' conformity assessment practice.

13.11. Complaint Processing and Responsibilities

Complaints will normally be processed in the following way (the process and timeframe are indicative only and may vary depending on the nature of the complaint).

#	Indicative process step	Responsibility	Indicative timeframe
13.11.1	Complainant lodges their complaint with AF by completing and submitting the "AF-F-003 Complaint / Appeal Form" with supporting evidence.	Complainant	Start
13.11.2	The complaint is deemed 'correspondence' and checked for completeness. It is then sent to the relevant AF Member for a response.	Secretariat	14 days
13.11.3	The AF Member considers the correspondence and makes a response to the complainant with a copy to the AF Secretariat.	AF Member or Affiliate	56 days
13.11.4	After review of the AF Member response, if the complainant wishes to maintain their complaint they inform the AF Secretariat.	Complainant	14 days
13.11.5	The AF Secretariat passes the complaint to the AF Quality Manager (QM) for further consideration. If the AF Quality Manager (QM) determines all or part of the complaint ineligible and doesn't require to be dealt further and/or is outside AF's area of responsibility, the AF Quality Manager (QM) shall inform the complainant with the reasons for the decision.	Quality Manager	28 days
13.11.6	If the AF Quality Manager (QM) determines that all or part of the complaint is eligible and requires to be dealt with, the AF Quality Manager (QM) shall make a recommendation to the AF Executive Committee (EC) to open an AF complaint investigation.	Quality Manager	14 days
13.11.7	The AF Executive Committee (EC) deliberate and make a decision on whether to open an AF complaint investigation and appoint an Action Officer (AO).	Executive Committee	28 days
13.11.8	If a complaint investigation is opened it is recorded in "AF-F-004 Complaint / Appeal Register Form".	Secretariat	7 days
13.11.9	The Action Officer (AO) undertakes the complaint investigation, prepares findings and provides recommended actions to the AF Executive Committee (EC) for its decision. Parties to the complaint may be asked to participate in the investigation of the complaint to clarify issues and to establish the relevant facts. In general, investigation of the complaint shall be by email, however it may be decided to finalize the investigation by a face-to-face or hold online meeting(s) with interested parties.	Action Officer	56 days

#	Indicative process step	Responsibility	Indicative timeframe
	Normally, when requested a party shall respond within 15 working days to provide inputs and responses during the complaint investigation, including detailing any actions taken to resolve the complaint. There may be a need for several rounds of correspondence between the Action Officer (AO) and interested parties. If correspondence is not received from the organization against which the complaint has been made within the specified timeframe, a reminder will be provided. Extended delays shall be brought to the attention of the AF Chair.		
13.11.10	The AF Executive Committee (EC) review the findings and recommendation of the Action Officer (AO) and make a decision on the complaint / appeal investigation. If resolution of the complaint / appeal leads to a change in an AF policy or procedure or to a clarification of a policy or procedure, the final decision on the new or revised policy or procedure shall be concluded in accordance with the AF's normal policy and document approval procedures.	Executive Committee	14 days
13.11.11	The AF Quality Manager (QM) informs the AF Member of the outcome. Any follow-up actions would normally be carried out and checked for effectiveness at the next scheduled peer evaluation (and if need be, by suitably advancing the peer evaluation). Care shall be taken by the peer evaluation team to investigate the complaint / appeal and corrective action based on specific issues raised in the complaint and correspondences generated by the AF Quality Manager (QM). The report of follow-up shall be reviewed by the AF Quality Manager (QM) to decide on the final disposal of the complaint / appeal.	Quality Manager	7 days
13.11.12	The AF Member or may appeal the Executive Committee (EC) decision.	AF Member	56 days
13.11.13	Subsequent to any appeals process, the AF Quality Manager (QM) or the AF Secretariat informs the complainant of the completion of the complaint investigation and the complaint file is closed.	Quality Manager	7 days