



CADAC

QUALITY MANUAL

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cadac-accreditation.org

QUALITY MANUAL

CADAC Corporation

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1. Purpose

This Quality Manual defines the framework for CADAC's accreditation processes, ensuring adherence to international standards such as ISO/IEC 17011:2017. It provides transparency, consistency, and a commitment to impartiality, enabling Conformity Assessment Bodies (CABs) to meet accreditation criteria effectively.

2. Scope

This manual applies to CADAC's accreditation services for CABs, including management system certification bodies, testing and calibration laboratories, and inspection agencies. It is a guiding document for applicants, accredited organizations, and stakeholders globally.

3. Vision and Mission

Vision

To enhance global trust in conformity assessment practices by providing transparent, impartial, and credible accreditation services.

Mission

To deliver superior accreditation services in accordance with internationally recognized standards, supporting businesses, consumers, and regulatory bodies. CADAC aims to foster improvement in quality, safety, and sustainability across industries.

4. Quality Policy

CADAC is committed to:

1. Delivering impartial and consistent accreditation services.
 2. Ensuring compliance with ISO/IEC 17011:2017 and other relevant standards.
 3. Continuously improving the effectiveness of its Quality Management System (QMS).
 4. Upholding the integrity, confidentiality, and impartiality of its services.
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5. Governance and Structure

5.1 Board of Directors

The Board oversees CADAC's policies, finances, and operational procedures, ensuring alignment with strategic objectives.

5.2 Chief Executive Officer (CEO)

The CEO implements Board policies, manages operations, and ensures compliance with ISO standards.

5.3 Committees

1. **Impartiality Committee:** Safeguards the impartiality of accreditation activities.
 2. **Technical Advisory Committee (TAC):** Provides guidance on technical matters.
 3. **Accreditation Approval Committee (AAC):** Decides on granting, suspending, or withdrawing accreditation.
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6. Accreditation Process

6.1 Application

CABs submit detailed applications outlining their scope of accreditation. CADAC reviews the application for completeness and eligibility.

6.2 Assessment

1. **Initial Assessment:** Evaluates the applicant's compliance with relevant standards.

2. **Surveillance Assessment:** Ensures ongoing compliance with accreditation requirements.
3. **Re-assessment:** Conducted at defined intervals to renew accreditation.

6.3 Decision and Granting Accreditation

The AAC evaluates assessment findings to make final accreditation decisions. Approved CABs are issued certificates and permitted to use CADAC's accreditation symbols under strict guidelines.

7. Document and Record Control

7.1 Document Control

All documents are managed to ensure accuracy, confidentiality, and accessibility. Outdated documents are marked as obsolete and retained only when necessary.

7.2 Records Management

CADAC maintains records of assessments, decisions, complaints, and personnel qualifications. Records are stored securely for defined retention periods.

8. Handling Complaints and Appeals

CADAC ensures all complaints and appeals are addressed impartially and efficiently. Complaints are investigated independently, and corrective actions are implemented to resolve issues.

9. Monitoring and Continual Improvement

9.1 Internal Audits

Periodic audits assess the effectiveness of CADAC's QMS. Findings are documented, and corrective actions are taken to address nonconformities.

9.2 Management Review

CADAC conducts annual reviews of its QMS, incorporating inputs such as audit results, feedback from stakeholders, and opportunities for improvement.

10. Impartiality and Confidentiality

CADAC ensures all accreditation activities are free from conflicts of interest. Confidential information is safeguarded at all levels, and access is restricted to authorized personnel.

Contact Information

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This revised manual serves as a comprehensive guide for CADAC's operations, ensuring alignment with international standards and best practices.



CADAC
Corporation

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