

August 4, 2020



Mr. Christopher Paris  
Oxbridge Quality Resources International  
1503 South US Highway 301, Suite 36  
Tampa, FL 33619

Dear Mr. Paris:

Thank you for contacting A2LA on 27 July 2020 to express your concerns regarding the relationship between American Association for Laboratory Accreditation Inc. (A2LA) and A2LA WorkPlace Training, Inc. (WPT). First and foremost, these two corporations are totally separate, independent legal organizations, only one of which, A2LA, operates under ISO/IEC 17011:2017 requirements and obligations. I work for A2LA so I cannot speak to any issues concerning WPT.

With the release of ISO/IEC 17011:2017, A2LA established its 'risk register' and confronted the public's potential misperception of the relationship between A2LA and the WPT company. Appropriately, A2LA then established and implemented mitigations to address the potentiality of perceived risk and presented and confirmed those mitigations through its established Impartiality Committee (ISO/IEC 17011:2017, 4.4.6), comprised of representatives from every A2LA technical advisory committee (TAC). A2LA routinely engages its Impartiality Committee in the evaluation of all identified impartiality risks to maintain a holistic risk evaluation process that includes as many stakeholder viewpoints as possible.

To address the points of concern you presented in your letter with respect to A2LA's status and activities:

- A2LA does not, and has never provided consulting services;
- A2LA provided ISO/IEC 17011:2017 (clause 4.4.12.c) language to WPT months ago and WPT is currently in the process of changing its logo to be 'distinctly different' from A2LA's. A2LA has been informed that announcement of the new WPT logo is expected to occur within the 3<sup>rd</sup> quarter 2020;
- A2LA maintains necessary firewalls between its information and operations and the WPT company and *limits all access to CAB related records to A2LA staff only*;
- Since its inception, A2LA Staff have provided generalized Training services as experts in the industry (permissible by ISO/IEC 17011). These training activities have been thoroughly evaluated during numerous peer evaluations from regions such as APAC and IAAC. A2LA staff are forbidden to consult or provide customized training that could be construed as consulting;
- A2LA maintains a very robust Code of Conduct policy which is signed by all staff and technical contractors (i.e. Assessors) as a condition of A2LA employment or engagement. This Code contains very strong Conflict of Interest (COI) requirements which are continually monitored;
- A2LA Assessors must disclose any/all COI's and are forbidden to accept any assignment in which they have had any previous working relationship with the subject organization to be assessed.

We hope this formal response answers your questions with respect to A2LA's compliance with ISO/IEC 17011:2017. As noted in the Complaint, there is no violation of ISO/IEC 17011 relating to the formation of WPT. A2LA has gone above and beyond to maintain impartiality and its relationship with WPT does not pose any unacceptable risks to impartiality or threaten to create any conflicts of interest.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Trace McInturff', is written over a light blue horizontal line.

Trace McInturff  
Vice President, Accreditation Services

Cc: ILAC Secretariat, APAC Secretariat, IAAC Secretariat