



Innovation, Science and  
Economic Development Canada  
Measurement Canada

Innovation, Sciences et  
Développement économique Canada  
Mesures Canada

# S-A-01:2017

Criteria for the accreditation of organizations to perform  
inspections pursuant to the *Electricity and Gas Inspection Act* and  
the *Weights and Measures Act*

(revised 2021-02)

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## Revisions table

This document will continue to be periodically reviewed by Measurement Canada to ensure its effectiveness with respect to its objectives. The following revisions are authorized by the President of Measurement Canada.

<b>Date of revision or addition</b>	<b>Language</b>	<b>Section</b>	<b>Nature of the revision or addition</b>
2021-02	English and French	3.2	Removed the clause pertaining to the requirement to have criminal record checks conducted.
2021-02	English and French	3.3	Removed fee amounts and added a reference to the web page that includes the fees applicable to authorized service providers.
2021-02	English and French	11.5	Clarified the intent of the existing points.

[Previous revisions table](#) <sup>[link 1]</sup>

## Authorization

This document was produced under the authority of the President of Measurement Canada for the purposes of the accreditation program and issued pursuant to:

- section 10 of the *Electricity and Gas Inspection Act* and Part V of the *Electricity and Gas Inspection Regulations*
- section 16.1 of the *Weights and Measures Act*, which gives the Minister the authority to designate inspectors to carry out examinations in accordance with the *Weights and Measures Act*

This document will continue to be periodically reviewed by Measurement Canada to ensure its effectiveness with respect to its objectives.

## **Revision process**

Revisions to this standard and S-A-01-G:2017 will be processed as follows.

Major changes to the accreditation quality management system requirements or to the Measurement Canada additional requirements will be processed after stakeholder consultation.

Changes such as editorial changes, structure, format or content that do not require external consultation will be made by Measurement Canada as needed.



# 1 General

This document contains the quality management system, technical and administrative requirements that organizations must meet in order to obtain and maintain accreditation to perform inspections in accordance with the *Weights and Measures Act* or the *Electricity and Gas Inspection Act*. Compliance with all of the relevant criteria and requirements defined in this document is a prerequisite to obtaining and maintaining accreditation.

This document must be read in conjunction with ISO 9001:2015 - Quality Management Systems—Requirements. The requirements of ISO 9001 that apply are not duplicated in S-A-01 due to copyright and intellectual property laws.

Terminology in this document aligns with that of ISO 9001:2015. In particular, “documentation, quality manual, documented procedures and records” are referred to as “documented information”. For the purpose of Measurement Canada accreditation, documented information also includes any additional documented information required by S-A-01. In addition, for the purpose of Measurement Canada accreditation, any time a clause of the English version of ISO 9001:2015 applies, the use of the word “shall” is to be interpreted as an equivalent to “must” and an obligation.

For ease of reference, this document may be referred to as “S-A-01”, “accreditation standard” or “this standard”.

[Additional information on section 1 in the guide](#) <sup>[link 2]</sup>

## 1.1 Applicability

This document applies to all organizations that have been granted accreditation or that are seeking to be granted accreditation by Measurement Canada to perform inspections in accordance with the *Weights and Measures Act* or the *Electricity and Gas Inspection Act*.

Note: The term “inspection” is used in a generic manner and is intended to include verifications and reverifications in accordance with the *Electricity and Gas Inspection Act* and examinations in accordance with the *Weights and Measures Act*.

[Additional information on section 1.1 in the guide](#) <sup>[link 3]</sup>

## 1.2 Scope of Measurement Canada’s accreditation program

[Additional information on section 1.2 in the guide](#) <sup>[link 4]</sup>

### 1.2.1 Under the *Electricity and Gas Inspection Act*

The scope includes:

- a) electricity devices that are verified or reverified in a meter shop setting
- b) natural gas devices that are verified or reverified in a meter shop setting or by using test data obtained from a test facility recognized by Measurement Canada and identified in bulletin G-16
- c) natural gas devices that are verified or reverified on site
- d) verifications of electricity metering installations

### 1.2.2 Under the *Weights and Measures Act*

The scope:

- a) includes initial factory and field inspections and subsequent factory and field inspections of approved weighing and measuring devices for use in trade in accordance with the *Weights and Measures Act* and Regulations
- b) is subject to exclusions mentioned in section 1.3 below

Note: The scope of accreditation is open to certain device types or product types for which Measurement Canada training, evaluations or procedures are not yet available. Organizations may apply for these device types but have their scope of accreditation restricted until such time as training becomes available or Measurement Canada has accepted a combination of significant expertise and experience demonstrated by the organization as an alternative to training.

[Additional information on section 1.2.2 in the guide](#) <sup>[link 5]</sup>

## **1.3 Exclusions from the scope of the accreditation program**

### **1.3.1 Under the *Electricity and Gas Inspection Act***

The scope of accreditation does not include:

- a) verifications or reverifications of pressure factor metering installations
- b) verifications or reverifications of natural gas dispensers (natural gas for vehicles)
- c) reverifications of multiple customer metering systems on site (100% in situ reverification after the six-year seal period has expired)
- d) dispute inspections

### **1.3.2 Under the *Weights and Measures Act***

The scope of accreditation does not include:

- a) inspections of systems for cryogenic liquids and other liquefied gases
- b) subsequent inspections of non-automatic weighing devices used in the precious metal and precious stones sector which were initially inspected prior to June 15, 1998
- c) inspections of automatic continuous totalizing devices (conveyor belt scales, device subtype 6-11)
- d) inspections of integrating dynamic weighing devices (device subtypes 8-20: scales mounted on waste disposal and recycling vehicles and 8-22: front-end loaders)
- e) inspections of in motion railway scales (device subtype 10-11)
- f) complaint inspections

[Additional information on section 1.3.2 in the guide](#) <sup>[link 6]</sup>

## **1.4 Eligibility**

Any organization that agrees to comply with the criteria and requirements established in this document may apply for accreditation to perform inspections at specific sites in Canada, the United States and Mexico. In making such an application, the organization agrees to abide by Measurement Canada's policies and procedures related to the accreditation process.

### **1.4.1 Additional requirement applicable to weights and measures organizations**

Measurement Canada will only accept applications from established legal entities such as organizations that are incorporated under the laws of Canada or the laws of one of the provinces or territories.

Note: With regard to applications from organizations in the United States and Mexico, additional review of the organization's legal status must be conducted by Measurement Canada prior to the acceptance of the application. These organizations are not required to be incorporated under the laws of Canada or the laws of one of the provinces or territories, but they are required to be an established legal entity in their respective country.

## 2 Definitions

For the purposes of this document, the definitions included in the *Electricity and Gas Inspection Act* and Regulations and the *Weights and Measures Act* and Regulations are applicable and must supersede any ISO definition. The terms and definitions given in ISO 9000:2015 - Quality Management Systems—Fundamentals and Vocabulary, apply in all other cases.

For the purpose of accreditation, the terms “conformity” and “conformance” are intended to have the same meaning, and the terms “nonconformity” and “nonconformance” are also intended to have the same meaning. In the French version of this document, only one term is used in both cases.

### 2.1 Definitions applicable to all organizations

**Act:** means, as applicable, the [Electricity and Gas Inspection Act](#) <sup>[link 7]</sup> or the [Weights and Measures Act](#) <sup>[link 8]</sup>.

**Authorized service provider:**

organization that has been accredited for the verification and/or reverification of meters in accordance with the *Electricity and Gas Inspection Act* (accredited meter verifier), or organization that has been designated as an inspector to carry out inspections in accordance with the *Weights and Measures Act*.

**Calibration:** comparison of measuring equipment, a device or a meter of unknown accuracy to other measuring equipment, or another device or meter of known accuracy (traceable to a recognized national standard) to detect, correlate, report or eliminate by adjustment any variation from the required performance limits of the unverified measuring equipment, device or meter. For the purposes of this standard, calibration takes place prior to final inspection activities.

**Device:** as defined in the *Electricity and Gas Inspection Act* and Regulations and the *Weights and Measures Act* and Regulations.

**Device**

**non-compliance:** a condition where the device is not in accordance with the requirements.

**Final**

**inspection:** inspection of a device carried out to ensure it meets all the requirements specified in the *Weights and Measures Act*, Regulations and related specifications and/or the *Electricity and Gas Inspection Act*, Regulations and related specifications. Portions of the final inspection may occur in the production process, provided that the results are not affected by further processing.

**Inspection:** activity of measuring, examining, evaluating, testing or gauging one or more characteristics of a device or meter to determine its acceptability, as well as documenting results.

**Legal**

**requirements:** all pertinent requirements contained in the applicable act, regulations, specifications and any related documents used for the purposes of administering the act and regulations.

**Management**

**representative:** person in authority who acts as the organization’s representative and the main contact for Measurement Canada.

**Product:** for the purposes of this standard, includes devices inspected to verify compliance with legal requirements.

**Regulations:** as applicable, the [Electricity and Gas Inspection Regulations](#) <sup>[link 9]</sup> or the [Weights and Measures Regulations](#) <sup>[link 10]</sup>.

**Remote location:** location where limited activities covered by the organization's scope of accreditation are conducted and there is no delegated authority to make decisions that can have an impact on the quality management system (e.g. installation inspections and meter/device storage, handling and shipping).

**Top manager:** person who directs and controls the organization at the highest level for the scope of accreditation being sought.

**Witness inspection process:** non-mandatory process applicable to any organization seeking accreditation. It is meant to facilitate the implementation of an organization's quality management system prior to an accreditation audit. During this process, Measurement Canada issues the inspection certificates; however, the organization performs all other work set out in its quality management system.

## 2.2 Additional definitions applicable to weights and measures organizations

**"As found" result:** result of tests performed or observations made upon arrival at the site and before the device is adjusted or repaired.

**Device Examination Certificate:** certificate issued to a device owner by fax, emails or regular mail once the device inspection data is successfully submitted in the Online Reporting Application. Device examination certificates are commonly referred to as device inspection certificates.

**Device type:** any device type or subtype described in the [Device Type and Subtype Tables](#) <sup>[link 11]</sup> on Measurement Canada's website.

**Examination (inspection) sticker:** see the definition of "examination sticker" in the *Weights and Measures Regulations*. For the purposes of the accreditation program, it replaces the term "verification indicator".

**Examination mark:** see the definition of "examination mark" in the *Weights and Measures Regulations*. For the purposes of the accreditation program, it replaces "inspection marking" and is used at the time of initial inspection.

**Initial inspection:** mandatory inspection performed before a device is used in trade for the first time.

**Inspector:** designates, in the context of the accreditation program, an organization that has entered into an accreditation agreement with Measurement Canada and has been delegated inspection powers in accordance with the *Weights and Measures Act*.

**Organization number:** alphanumeric code assigned by Measurement Canada to an organization that has been designated as inspector.

**Online Reporting Application:** Measurement Canada web application that enables device inspection data to be submitted to Measurement Canada. Once the inspection data is reported and successfully submitted, a device examination certificate is issued in accordance with the *Weights and Measures Act*. Measurement Canada authorized service providers are required to use the Online Reporting Application to report inspection data.

**Point of service:** location from where a recognized technician offers inspection services. The services can be offered from a place of business or the residence of the technician.

**Recognized technician:** an individual, employed by an authorized service provider, whose competencies have been successfully assessed and who is recognized by Measurement Canada to inspect devices and to submit device inspection data for the issuance of device examination certificates in accordance with the *Weights and Measures Act*.

**Reinspection:** any inspection performed following a subsequent inspection where a device has been rejected. Does not apply following an initial inspection.

**Reporting location:** location of the manager the recognized technician reports to when performing inspection services.

**Site:** additional location or site that has received delegated authority from its accredited headquarters to make decisions that can have an impact on the quality management system.

**Subsequent inspection:** any inspection other than the initial inspection of a device. For the purpose of this document, it includes reinspection. Subsequent inspections do not include additional initial inspections that may be performed until such time as the device is certified as meeting the requirements for the first time.

#### **Weights and measures**

**organization:** for the purpose of this standard, means an accredited organization or an organization seeking accreditation to perform inspections (examinations) in accordance with the *Weights and Measures Act*.

[Additional information on section 2.2 in the guide](#) <sup>[link 12]</sup>

### **2.3 Additional definitions applicable to electricity and gas organizations**

#### **Electricity and gas site:**

a location or site under the authority of its accredited headquarters where the final inspection is performed.

#### **Electricity and gas**

**organization:** for the purpose of this standard, means an accredited organization or an organization seeking accreditation to perform inspections in accordance with the *Electricity and Gas Inspection Act*.

## **3 Responsibilities**

### **3.1 Measurement Canada**

Measurement Canada must:

- a) establish and publish the policies and procedures regarding accreditation
- b) assist organizations interested in acquiring and interpreting information relevant to the accreditation program
- c) review applications for accreditation and verify that each application falls within the scope of the program

- d) publish a list of technical training courses to be delivered to authorized service providers or to qualified organizations seeking to become authorized service providers
- e) review and evaluate the quality management system's documented information submitted by applicant organizations and advise applicants of the results
- f) following the evaluation and acceptance of documented information, conduct a comprehensive evaluation audit of an applicant organization's ability to comply with all criteria and requirements for specified accreditation
- g) grant accreditation to organizations which have demonstrated compliance with all the criteria and requirements specified for accreditation, subject to any conditions or limitations that Measurement Canada may impose on the designation
- h) specify any conditions to which the granting of accreditation is subject
- i) issue certificates of accreditation
- j) perform surveillance audits of accredited organizations' quality management systems to confirm the continued adherence to the accreditation criteria and requirements.
- k) perform product audits to provide additional assurance of the accredited organization's ability to provide inspection services that ensure the conformity of devices to legal requirements
- l) report the results of audits to the organization being audited
- m) maintain and publish a list of accredited organizations, as well as organizations that have had their accreditation suspended or revoked due to enforcement
- n) suspend accreditation for all or part of an organization's scope of accreditation in instances where the organization fails to adhere to the requirements of the applicable act and its regulations and the terms and conditions under which accreditation was granted to the organization. This suspension may include the suspension of all or certain recognized technicians
- o) revoke accreditation where an accredited organization fails to take corrective action following a suspension of accreditation or the commission by an organization of an offence under either the *Weights and Measures Act* or the *Electricity and Gas Inspection Act* and their associated regulations
- p) notify a transgressing organization of the pending revocation of its accreditation and, after revocation of accreditation, amend the list of accredited organizations to indicate that the accreditation has been revoked
- q) for accreditation in accordance with the *Electricity and Gas Inspection Act*, publish the notice of revocation of accreditation in the Canada Gazette
- r) inform accredited organizations of any changes to the applicable legislation, regulations, policies and procedures

[Additional information on section 3.1 in the guide](#) <sup>[link 13]</sup>

### 3.2 All organizations

An accredited organization or an organization seeking accreditation must:

- a) submit an Application for Authorization of Service Providers in accordance with this standard. The application must be made to Measurement Canada in writing and signed by the organization's top manager with executive authority and must include:
  - the legal (registered) name and address of the organization
  - for applicants applying under the *Weights and Measures Act*, the provincial, territorial or federal incorporation number and the most recent articles of incorporation
  - tax number as applicable

- the location of the organization's inspection facility
- the scope of the organization's accreditation

Accreditation applications will be processed as presented. If an organization wants to reduce or change the scope of its application after Measurement Canada has performed a document review or an audit, it must submit a new application.

Measurement Canada will not allow tailoring of applications after an unsuccessful audit. An applicant must meet all of the applicable requirements for the complete scope of an application.

- b) only perform inspections once authorized to do so by Measurement Canada
- c) develop and submit the quality management system's documented information (including policies and procedures) to meet the requirements stipulated in this standard
- d) implement the quality management system described in the version of the documented information that has been accepted by Measurement Canada
- e) update and maintain the quality management system as required and obtain approval from Measurement Canada for any modifications to the documented information prior to their implementation, where the modification may affect the manner in which the organization meets the requirements stipulated in this standard
- f) update and resubmit documented information as required by Measurement Canada
- g) provide Measurement Canada representatives with access to the premises and measuring equipment for the purposes of surveillance audits, product audits and other monitoring activities
- h) promptly correct any potential or actual nonconformity of the quality management system that is identified in the course of an audit or otherwise
- i) provide Measurement Canada with any information that is required to administer the *Weights and Measures Act* or the *Electricity and Gas Inspection Act* and their regulations
- j) provide Measurement Canada with any information that is required for planning purposes and determination of resource allocation and utilization
- k) in the case of third party inspection organizations, ensure the confidentiality of the results of any inspections performed
- l) provide inspection certificates or submit device inspection data and results, where required, and maintain the documented information (i.e. records) as required by this standard
- m) ensure that nonconforming devices are not certified, sold, leased or otherwise disposed of for use in trade
- n) ensure that the organization's accreditation remains in good standing
- o) pay all Measurement Canada fees within required time frames set out in invoices
- p) remain abreast of any changes to requirements issued by Measurement Canada that may have an impact on the work performed under the organization's accreditation, modify the documented information accordingly, institute any necessary changes to meet the changes to requirements and obtain Measurement Canada acceptance as applicable
- q) report immediately to Measurement Canada any changes in the organizational structure, personnel or measuring apparatus or test equipment that could affect compliance with the accreditation and requirements
- r) on request by Measurement Canada, demonstrate that the legal entity's status used for its accreditation agreement is currently valid
- s) provide inspection services in accordance with the *Official Languages Act*



- t) only claim that it is accredited with respect to those activities for which it has been granted accreditation
- u) use its accreditation in such a manner that it does not bring Measurement Canada into disrepute, and must not make any statement regarding its accreditation which Measurement Canada may consider misleading or unauthorized
- v) upon suspension or revocation of its accreditation, discontinue use of all advertising material that contains any reference to the accreditation and return any accreditation documents as required by Measurement Canada
- w) ensure that no mark, report or accreditation document, or any part thereof, is used in a misleading manner
- x) comply with the requirements of Measurement Canada in making reference to its accreditation in communication media such as documents, brochures or advertising. This includes the use of the [authorized service provider logo](#) <sup>[link 14]</sup>

[Additional information on section 3.2 in the guide](#) <sup>[link 15]</sup>

### 3.2.1 Additional responsibilities of weights and measures organizations

An accredited organization or an organization seeking accreditation must:

- a) ensure that at least one person, employed by the organization to be accredited, has successfully completed the appropriate mandatory Measurement Canada training and that all technicians to be recognized have successfully completed the required theoretical and practical examinations
- b) where accepted for accreditation by Measurement Canada:
  - enter into an accreditation agreement with Measurement Canada
  - comply with the conditions of the accreditation agreement
  - maintain the inspection program as set out in the documented information
- c) advise Measurement Canada of any changes to the organization's legal entity, address, top manager or contact person under the agreement and changes to the management representative or the organizational structure as soon as they come into effect
- d) take the necessary actions to ensure that all activities conducted by the organization and its personnel are in conformity with Measurement Canada program requirements, directives, policies, procedures, and the *Weights and Measures Act* and Regulations in general
- e) follow the [Measurement Canada Enforcement Policy for Weighing and Measuring Devices, Part 1 - Authorized Service Providers](#) <sup>[link 16]</sup>
- f) ensure that only the organization's recognized technicians perform inspections within their defined scope
- g) have performed the inspection of a device before:
  - marking it to indicate that it has been inspected
  - issuing a statement purporting to show the results of an inspection
  - submitting device inspection data and results for a device showing whether it meets the requirements of the *Weights and Measures Act* and Regulations, and if the recognized technician certifies that the device meets those requirements, the recognized technician must have determined the device's accuracy in relation to a relevant local standard and performed all required tests
- h) comply with the Online Reporting Application Terms and Conditions of Use for the [submission of inspection data and results](#) <sup>[link 17]</sup> and issuance of device examination certificates. Submit all device inspection results, including the "as found" measurement errors and other non-



compliances (i.e. devices that are not configured or installed properly or located in an appropriate location, etc.) to Measurement Canada through the Online Reporting Application. This also applies to devices that do not comply with the legal requirements and that cannot be repaired or brought to compliance for any reason at the time of inspection. Submitting results that are different from the actual performance of the device during inspection may lead to enforcement action

Organizations wishing to upload inspection data directly from their examination database into Measurement Canada's database must abide by the Measurement Canada Online Reporting Application web services Terms and Conditions of Use (Schedule D of the agreement).

- i) upon request by Measurement Canada, return to Measurement Canada all examination (inspection) stickers that are unused

[Additional information on section 3.2.1 in the guide](#) <sup>[link 18]</sup>

### **3.2.2 Additional responsibilities of electricity and gas organizations**

An accredited organization or an organization seeking accreditation must adhere to the [Policy for Electricity and Gas Meter Inspection Reporting](#) <sup>[link 19]</sup> and provide the required information.

### **3.3 Fees payable to Measurement Canada**

An organization seeking accreditation to perform inspections in accordance with the *Weights and Measures Act* or the *Electricity and Gas Inspection Act* must pay, upon completion of an accreditation audit, the applicable audit fee.

Each accredited organization must also pay the applicable audit fee for each surveillance or expansion of scope audit. To qualify as an expansion of scope audit, a document review and an on-site assessment must be conducted. When surveillance and expansion of scope audits are combined, one single audit fee is payable.

Audit fees are not payable for product audits. Product audits are included as part of an accreditation, expansion of scope or surveillance audit.

For weights and measures training, a fee applies per partial or full day per technician. This fee is payable prior to the commencement of the course and is separate from the accreditation evaluation and maintenance fees.

- [Fees applicable to authorized service providers](#) <sup>[link 50]</sup>

[Additional information on section 3.3 in the guide](#) <sup>[link 20]</sup>

## **Quality management system requirements**

### **4 Context of the organization**

#### **4.1 Understanding the organization and its context**

ISO 9001:2015

4.1

#### **4.2 Understanding the needs and expectations of interested parties**

ISO 9001:2015

4.2

## 4.3 Determining the scope of the quality management system

ISO 9001:2015

4.3

### Measurement Canada requirements applicable to all organizations

For the purpose of obtaining Measurement Canada accreditation, the organization must clearly state the scope of its quality management system. Organizations not addressing any element of this standard must clearly demonstrate why the element does not apply to their application.

### Measurement Canada requirements applicable to weights and measures organizations

Subject to the exclusions mentioned in section 1.3 of this standard, an organization's documented information must clearly specify the types of devices the organization intends to examine and certify and, as applicable, the types of products measured by the devices and the physical standard types it will use.

### Measurement Canada requirements applicable to electricity and gas organizations

An organization must maintain a list that clearly specifies:

- a) the types of devices (including make, model, notice of approval number including revision and operating ranges) that the organization intends to verify or reverify
- b) the types of inspections the organization will conduct for each particular device type

[Additional information on section 4.3 in the guide](#) <sup>[link 21]</sup>

## 4.4 Quality management system and its processes

ISO 9001:2015

4.4.1

4.4.2

### Measurement Canada requirements applicable to all organizations

The organization must submit documented information addressing all of the identified clauses contained in ISO 9001:2015 and all of the applicable Measurement Canada requirements.

The applicant's quality management system must address, as a minimum:

- a) the control of processes for the receipt of devices, parts or components of devices
- b) the calibration or adjustment of devices
- c) the handling, cleaning, packaging, storage, delivery and preservation of devices
- d) the final inspection (as defined in this standard) of devices, including the inspection of devices by sampling (electricity and gas)
- e) the retrieval of devices for the purpose of inspection

[Additional information on section 4.4 in the guide](#) <sup>[link 22]</sup>

# 5 Leadership

## 5.1 Leadership and commitment

### 5.1.1 General

ISO 9001:2015

5.1.1

### **5.1.2 Customer focus**

ISO 9001:2015

5.1.2

Note: Section 8.2.2 Determining the requirements for products and services is included as a requirement of this standard, but section 9.1.2 Customer satisfaction is not required for the purpose of Measurement Canada accreditation.

[Additional information on section 5.1.2 in the guide](#) <sup>[link 47]</sup>

## **5.2 Policy**

### **5.2.1 Establishing the quality policy**

ISO 9001:2015

5.2.1

#### **Measurement Canada requirements applicable to all organizations**

To be accredited by Measurement Canada, the organization's policy and objectives must include a commitment to meeting Measurement Canada's requirements.

### **5.2.2 Communicating the quality policy**

ISO 9001:2015

5.2.2

## **5.3 Organizational roles, responsibilities and authorities**

ISO 9001:2015

5.3

#### **Measurement Canada requirements applicable to all organizations**

The authority to perform inspections, follow sampling procedures (for electricity and gas, as applicable) and sign and issue inspection certificates or to submit device inspection data and results must be documented.

The organization must notify Measurement Canada in writing of the appointment of the management representative.

#### **Measurement Canada requirements applicable to weights and measures organizations**

Only recognized technicians actively employed by an accredited organization are authorized to inspect and certify devices. They must calibrate, inspect, seal and mark in accordance with Measurement Canada requirements.

[Additional information on section 5.3 in the guide](#) <sup>[link 23]</sup>

## 6 Planning

### 6.1 Actions to address risks and opportunities

ISO 9001:2015

6.1.1

6.1.2

Note: For the purposes of Measurement Canada accreditation, the actions to be taken may be limited to eliminating the causes of potential nonconformities in order to prevent their occurrence (i.e. preventive action).

#### Measurement Canada requirements applicable to all organizations

The organization must establish, implement and maintain documented information (i.e. procedures) to define requirements for:

- a) determining potential nonconformities and their causes
- b) evaluating the need for action to prevent the occurrence of nonconformities
- c) determining and implementing the action needed
- d) documenting information (i.e. results) on action taken
- e) reviewing the effectiveness of the preventive action taken

[Additional information on section 6.1 in the guide](#) <sup>[link 24]</sup>

### 6.2 Quality objectives and planning to achieve them

ISO 9001:2015

6.2.1

6.2.2

### 6.3 Planning of changes

ISO 9001:2015

6.3

[Additional information on section 6.3 in the guide](#) <sup>[link 25]</sup>

#### Measurement Canada requirements applicable to all organizations

Measurement Canada's legal requirements must be addressed in the organization's quality planning.

## 7 Support

### 7.1 Resources

#### 7.1.1 General

ISO 9001:2015

7.1.1

#### 7.1.2 People

ISO 9001:2015

7.1.2

### 7.1.3 Infrastructure

ISO 9001:2015

7.1.3

### 7.1.4 Environment for the operation of processes

ISO 9001:2015

7.1.4

### 7.1.5 Monitoring and measuring resources

#### 7.1.5.1 General

ISO 9001:2015

7.1.5.1

#### 7.1.5.2 Measurement traceability

ISO 9001:2015

7.1.5.2

#### **Measurement Canada requirements applicable to all organizations**

The organization must establish, implement and maintain documented information (i.e. procedures).

The organization must identify the necessary measuring apparatus or test standards used to perform final inspections. These must be certified as prescribed in the applicable act.

#### **Measurement Canada requirements applicable to weights and measures organizations**

For the purposes of obtaining accreditation to perform inspections in accordance with the *Weights and Measures Act* and Regulations, the organization must ensure that test standards calibrated as prescribed in section 56 of the *Weights and Measures Regulations*:

- a) have a valid certificate of designation issued by Measurement Canada
- b) are verified by Measurement Canada at the prescribed intervals or more frequently where verification is necessary to maintain the accuracy of the test standard

Standards such as thermometers, pressure measuring instruments, test weights and other standards used by recognized technicians to inspect devices used in trade must be monitored for accuracy at the frequency determined by Measurement Canada (e.g. ice point test performed on electronic thermometers) and documented information (i.e. records) of results must be maintained.

The accredited organization must provide clear instructions to its recognized technicians to verify the condition (dents, leaks, rust, etc.) of borrowed or rented test standards and to ensure that applicable Measurement Canada certificates of designation are valid. A copy of the certificates of designation for borrowed or rented test standards must be maintained by the accredited organization.

#### **Measurement Canada requirements applicable to electricity and gas organizations**

For the purposes of obtaining accreditation in accordance with the *Electricity and Gas Inspection Act* and Regulations, the organization must ensure that newly acquired and existing measuring apparatus and test standards are calibrated in accordance with section 7 of the *Electricity and Gas Inspection Regulations* and certified prior to use.

Thermometers used to inspect devices must be monitored for accuracy at the frequency determined by Measurement Canada (e.g. ice point test performed on electronic thermometers) and documented information (i.e. records) of results must be maintained.

[Additional information on section 7.1.5.2 in the guide](#) <sup>[link 26]</sup>

### **7.1.6 Organizational knowledge**

ISO 9001:2015

7.1.6

Note: For Measurement Canada accreditation purposes, knowledge is limited to the scope of this standard.

## **7.2 Competence**

ISO 9001:2015

7.2

### **Measurement Canada requirements applicable to all organizations**

The organization must establish, implement and maintain documented information (i.e. procedures).

### **Measurement Canada requirements applicable to weights and measures organizations**

All technicians must be assessed theoretically and practically by Measurement Canada prior to being recognized. The organization must ensure that selected technicians to be recognized to perform inspection activities intended to meet the requirements of this standard have the appropriate experience and training. In order for a technician to be recognized under the accreditation program, the technician's name must be listed in Schedule A of the agreement between the organization and Measurement Canada for the particular device type, product type and physical standard type, as applicable.

To maintain their authority to inspect devices, recognized technicians must demonstrate on an ongoing basis that they have maintained their knowledge and skills.

Recognized technicians who leave an authorized service provider to work for another authorized service provider, or who have ceased being recognized for a period of time, will be re-evaluated before their name is listed in Schedule A of the agreement of another authorized service provider. The scope of the evaluation will be at the discretion of Measurement Canada.

Where Measurement Canada advises the organization that regulatory or procedural changes have occurred, the organization must ensure that at least one employee attend refresher courses conducted by Measurement Canada and provides training (as specified by Measurement Canada) on the changes to any other personnel who may be carrying out inspections or parts thereof that are affected by the changes. Appropriate documented information must be maintained of the training provided to employees by Measurement Canada.

[Additional information on section 7.2 in the guide](#) <sup>[link 27]</sup>

## **7.3 Awareness**

ISO 9001:2015

7.3

## **7.4 Communication**

ISO 9001:2015

7.4

[Additional information on section 7.4 in the guide](#) <sup>[link 28]</sup>

## **7.5 Documented information**

### **7.5.1 General**

ISO 9001:2015

7.5.1

## 7.5.2 Creating and updating

ISO 9001:2015

7.5.2

### Measurement Canada requirements applicable to all organizations

The organization must establish, implement and maintain documented information (i.e. procedures) to define the controls needed for this clause.

## 7.5.3 Control of documented information

ISO 9001:2015

7.5.3.1

7.5.3.2

### Measurement Canada requirements applicable to all organizations

The organization must establish, implement and maintain documented information (i.e. procedures) to define the controls needed for this clause.

The organization must maintain direct access to the current applicable act and its associated regulations, specifications, bulletins and notices of approval.

Prior to implementation, all document and data changes regarding documented inspection information or changes which may affect the manner in which the organization ensures that devices meet the requirements of the applicable act, or its ability to do so, must be reviewed and accepted by Measurement Canada (see section 11.5 for further details).

Documented information must be made available, on request, to Measurement Canada representatives or those persons in the organization who require such information for the performance of their duties under this standard.

### Measurement Canada requirements applicable to weights and measures organizations

The organization must ensure that its recognized technicians have direct access to current versions of the following documents at all times:

- a) the *Weights and Measures Act* and Regulations
- b) applicable ministerial specifications
- c) applicable Measurement Canada bulletins
- d) applicable device inspection procedures (field inspection manual, inspection procedure outlines and standard test procedures for mass and volume)
- e) designation certificates for physical standards used
- f) applicable notices of approval
- g) the Online Reporting Application User Manual and other related documents
- h) the Measurement Canada Enforcement Policy for Weighing and Measuring Devices, Part 1 — Authorized Service Providers
- i) any other document required for device inspection and certification

[Additional information on section 7.5.3 in the guide](#) <sup>[link 29]</sup>

The retention period for documented information relating to accreditation must be:

- a) for certificates of designation of test standards, the lesser of a period equivalent to three designation cycles or until the standard is withdrawn from service
- b) for policies and documented information such as procedures, until superseded or revised

- c) for documented information on the training of employees involved in the inspection process or the development, implementation and maintenance of the quality management system, the duration of such employment
- d) for other documented information, two years

In accordance with the *Weights and Measures Act* and Regulations, an inspection certificate must be issued for every device that is certified for use in trade (see Appendix 4). The device inspection data and results must be submitted in the prescribed time frame.

[Bulletin M -23](#) <sup>[link 30]</sup> regarding the inspection of scales that are affected by differences in acceleration due to gravity must be followed as applicable, so that the inspection certificates can be issued to the device's owner or to the person in possession of the device.

### **Measurement Canada requirements applicable to electricity and gas organizations**

The organization must also maintain the following documented information for the prescribed periods:

- a) where applicable, inspection reports other than certificates must be kept for the life of the device if maintained by a device owner, or for six years if maintained by a service organization
- b) certificates of calibration for measuring apparatus or test standards, for six years after the certification date if not otherwise specified
- c) policies and procedures, until superseded or revised
- d) documented information on training for individuals directly involved in the inspection process or the development, implementation and maintenance of the quality management system, the duration of employment

[Additional information on section 7.5.3 in the guide](#) <sup>[link 29]</sup>

## **8 Operation**

### **8.1 Operational planning and control**

ISO 9001:2015

8.1

#### **Measurement Canada requirements applicable to all organizations**

Processes must be implemented and maintained to ensure that devices are set up, configured and installed in accordance with the manufacturer's instructions, the requirements provided in the applicable Measurement Canada notices of approval and requirements, before the device is inspected and certified.

[Additional information on section 8.1 in the guide](#) <sup>[link 31]</sup>

### **8.2 Requirements for products and services**

#### **8.2.1 Customer communication**

ISO 9001:2015

8.2.1

#### **Measurement Canada requirements applicable to electricity and gas organizations**

An accredited organization providing inspection services for another organization must ensure that the organization is registered as a contractor, as defined in the *Electricity and Gas Inspection Act* and Regulations.



## **8.2.2 Determining the requirements for products and services**

ISO 9001:2015

8.2.2

## **8.2.3 Review of the requirements for products and services**

ISO 9001:2015

8.2.3.1

8.2.3.2

## **8.2.4 Changes to requirements for products and services**

ISO 9001:2015

8.2.4

## **8.3 Design and development of products and services**

This standard does not include design and development. This ISO subclause is included to align the clause numbering to ISO 9001:2015 and is excluded from this standard.

## **8.4 Control of externally provided processes, products and services**

### **8.4.1 General**

ISO 9001:2015

8.4.1

### **Measurement Canada requirements applicable to all organizations**

All activities that are outsourced must meet the requirements of 8.4 of this standard.

[Additional information on section 8.4.1 in the guide](#) <sup>[link 32]</sup>

### **8.4.2 Type and extent of control**

ISO 9001:2015

8.4.2

### **8.4.3 Information for external providers**

ISO 9001:2015

8.4.3

[Additional information on section 8.4.3 in the guide](#) <sup>[link 33]</sup>

## **8.5 Production and service provision**

### **8.5.1 Control of production and service provision**

ISO 9001:2015

8.5.1

### **Measurement Canada requirement applicable to weights and measures organizations**

When servicing entails any activity that affects the accuracy of a measuring device, the organization must implement processes to ensure compliance with section 35.1 of the *Weights and Measures Regulations*.

### **8.5.2 Identification and traceability**

ISO 9001:2015

8.5.2

## Measurement Canada requirements applicable to all organizations

The organization must establish, implement and maintain documented information (i.e. procedures).

The organization must:

- a) establish and maintain a system for seals, stickers or other means used to indicate the status of the inspection and final acceptance of devices
- b) control status indicators and the authority to apply and remove seals, stickers, stamps or other physical means of indicating the inspection status
- c) seal devices which have passed inspection in the manner prescribed in the *Electricity and Gas Inspection Act*, Regulations and specifications, the *Weights and Measures Act*, Regulations and specifications, and as set out in the applicable Notice of Approval issued by Measurement Canada

For each inspection performed, the organization must be capable of identifying physical standards which were used for the inspection.

## Measurement Canada requirements applicable to weights and measures organizations

Seals and inspection marks must be accepted by Measurement Canada prior to use by the organization. The organization must ensure that appropriate controls are in place in order to safeguard seals, marks and stickers from being misplaced or misused.

Requirements for seals, marks and examination stickers (inspection stickers) can be found in Appendix 3.

Organizations accredited to perform inspections in accordance with the *Weights and Measures Act* and Regulations must:

- a) affix examination stickers (inspection stickers)
- b) mark devices with the appropriate inspection mark

The accredited organization must adhere to the requirements related to inspection certificates and their completion which are found in the Online Reporting Application User Manual and other related documents.

Processes must be implemented to ensure that inspection marks and examination (inspection) stickers approved by Measurement Canada are used only on devices certified in accordance with the *Weights and Measures Act* and Regulations.

## Measurement Canada requirements applicable to electricity and gas organizations

The accredited organization must use a seal that shows its unique identity and the year of verification. The seal must be used in accordance with the requirements of [PS-EG-02—Provisional Specifications for the Means and Methods of Sealing Verified Electricity and Gas Meters](#) <sup>[link 34]</sup>.

For the purposes of accreditation in accordance with the *Electricity and Gas Inspection Act* and Regulations, certificates, when required, must contain the information stipulated in section 21 of the *Electricity and Gas Inspection Regulations*.

[Additional information on section 8.5.2 in the guide](#) <sup>[link 35]</sup>

### 8.5.3 Property belonging to customers or external providers

ISO 9001:2015  
8.5.3

### 8.5.4 Preservation

ISO 9001:2015  
8.5.4

### **8.5.5 Post-delivery activities**

ISO 9001:2015  
8.5.5

### **8.5.6 Control of changes**

ISO 9001:2015  
8.5.6

## **8.6 Release of products or services**

ISO 9001:2015  
8.6

### **Measurement Canada requirements applicable to all organizations**

The organization must establish, implement and maintain documented information (i.e. procedures).

For the purpose of obtaining and maintaining Measurement Canada accreditation, the organization must ensure that, for the purpose of final inspection, only Measurement Canada-approved devices and components are tested, verified or certified.

### **Measurement Canada requirements applicable to weights and measures organizations**

The documented information must include device evaluation and inspection procedures that assess the overall compliance of devices with the weights and measures requirements including device configuration or setting, installation and performance.

### **Measurement Canada requirements applicable to electricity and gas organizations**

Prior to verifying or reverifying electricity and natural gas devices, the accredited organization must:

- a) confirm that the contractor is registered
- b) include the contractor's registration number on the inspection certificate

The organization must also send copies of inspection certificates to Measurement Canada upon request.

Should the contractor not be registered, the accredited organization must direct the contractor to Measurement Canada for registration prior to providing inspection services.

[Additional information on section 8.6 in the guide](#) <sup>[link 36]</sup>

## **8.7 Control of nonconforming outputs**

ISO 9001:2015  
8.7.1  
8.7.2

### **Measurement Canada requirements applicable to all organizations**

The organization must establish, implement and maintain documented information (i.e. procedures) to define the controls and related responsibilities and authorities for dealing with nonconforming products.

# **9 Performance evaluation**

## **9.1 Monitoring, measurement, analysis and evaluation**

### **9.1.1 General**

ISO 9001:2015  
9.1.1

## Measurement Canada requirements applicable to weights and measures organizations

In order to be certified for use in trade, weighing and measuring devices must be inspected individually and their accuracy determined in relation to a relevant local standard; sampling is not permitted. Evaluation and inspection procedures must be performed prior to the issuance of a certificate showing the device meets the requirements of the *Weights and Measures Act* and Regulations.

[Additional information on section 9.1.1 in the guide](#) <sup>[link 37]</sup>

### 9.1.2 Customer satisfaction

This standard does not include customer satisfaction. This ISO subclause is included to align the clause numbering to ISO 9001:2015 and is excluded from this standard

[Additional information on section 9.1.2 in the guide](#) <sup>[link 48]</sup>.

### 9.1.3 Analysis and evaluation

ISO 9001:2015

9.1.3

Note: Customer satisfaction is excluded from this standard.

[Additional information on section 9.1.3 in the guide](#) <sup>[link 49]</sup>

## 9.2 Internal audit

ISO 9001:2015

9.2.1

9.2.2

## Measurement Canada requirements applicable to all organizations

The organization must establish, implement and maintain documented information (i.e. procedures) to define the responsibilities and requirements for planning and conducting internal audits, establishing documented information and reporting results.

The organization must select and assign qualified auditors for each activity being audited.

## Measurement Canada requirements applicable to weights and measures organizations

Accredited weights and measures organizations must include all of their sites (as defined in section 2.2) as well as their headquarters location in their internal audit planning.

[Additional information on section 9.2 in the guide](#) <sup>[link 38]</sup>

## 9.3 Management review

### 9.3.1 General

ISO 9001:2015

9.3.1

## Measurement Canada requirements applicable to all organizations

Where management review occurs less frequently than annually, the organization must provide a complete assessment of the adequacy of this reduced frequency period.

### 9.3.2 Management review inputs

ISO 9001:2015

9.3.2

[Additional information on section 9.3.2 in the guide](#) <sup>[link 39]</sup>

### 9.3.3 Management review outputs

ISO 9001:2015

9.3.3

[Additional information on section 9.3.3 in the guide](#) <sup>[link 40]</sup>

## 10 Improvement

### 10.1 General

ISO 9001:2015

10.1

Note: “Opportunity for improvement” (OFI) is a term used commonly by Measurement Canada to describe an observation that may prevent a potential nonconformity or other undesirable result.

### 10.2 Nonconformity and corrective action

ISO 9001:2015

10.2.1

10.2.2

#### Measurement Canada requirements applicable to all organizations

The organization must establish, implement and maintain documented information (i.e. procedures) to define the controls needed for this clause.

### 10.3 Continual improvement

ISO 9001:2015

10.3

[Additional information on section 10.3 in the guide](#) <sup>[link 41]</sup>

## 11 Accreditation process

### 11.1 General

The following sections describe the accreditation process in general terms.

The [Application for Authorization of Service Providers](#) <sup>[link 42]</sup> is to be used for the initial application for accreditation. All requests for subsequent expansions of scope must be submitted to Measurement Canada in writing (in a letter, electronically or with an Application for Authorization of Service Providers).

The organization's top manager may delegate any of their responsibilities to the management representative if a written copy of this delegation has been sent to and acknowledged by Measurement Canada.

#### 11.1.1 Application for accreditation

Any organization that agrees to comply with the requirements stipulated in this standard and that meet the eligibility requirements may apply for accreditation. In making such an application, the organization agrees to abide by the policies and procedures established by Measurement Canada. The application must be signed by the organization's top manager as defined in section 2.1 of this standard.

Following the application, the organization must submit to Measurement Canada for evaluation copies of the quality management system's documented information developed to meet the requirements of this standard. Measurement Canada will determine how many copies are required.

To be eligible for the accreditation program and to maintain accreditation, the organization interested in performing inspections in accordance with the *Weights and Measures Act* must have at least one recognized technician as its employee or undertake the steps required to have one of its technicians recognized. The accredited organization cannot submit device inspection data and results for the issuance of inspection certificates through recognized technicians who are not its employees, over whom it has no authority or with whom there is no employer-employee relationship.

### **11.1.2 Evaluation of applicant's documented information**

The applicant's documented information must be evaluated by Measurement Canada for adequacy. A report summarizing how the applicant meets or doesn't meet all applicable criteria and requirements must be provided.

When the applicant's documented information meets all applicable criteria and requirements, Measurement Canada will confirm the acceptance of the documented information in writing.

The applicant must implement the quality management system for an adequate period prior to a Measurement Canada audit taking place. This implementation phase may vary from one client to another depending on the scope of the application and is to be determined by Measurement Canada. Measurement Canada may perform a pre-assessment prior to an accreditation audit to ensure that the applicant is prepared for the audit.

### **11.1.3 Witness inspection process**

An applicant will be eligible to participate in the witness inspection process only upon Measurement Canada acceptance of the documented information. Organizations seeking accreditation to perform inspections in accordance with the *Weights and Measures Act* must also have completed the mandatory training. Organizations that want to participate in this process must contact Measurement Canada for directions.

### **11.1.4 Accreditation audits**

Measurement Canada will perform a complete quality management system audit to ensure that the quality management system that has been described in the applicant's documented information has been implemented successfully. The purpose of the quality management system audit is to gather objective evidence that the applicant is capable of fulfilling all of the relevant criteria and requirements.

A report summarizing how the applicant meets or doesn't meet all applicable criteria and requirements will be provided.

### **11.1.5 Granting of accreditation**

The granting of accreditation by Measurement Canada will be based on the information provided by the applicant as well as the applicant's ability to demonstrate compliance with the requirements. Objective evidence of compliance will be obtained through the documented information review process and the accreditation audit.

For organizations to perform inspections in accordance with the *Electricity and Gas Inspection Act*, the accreditation will be granted by Measurement Canada pursuant to section 10 of the act.

For organizations to perform inspections in accordance with the *Weights and Measures Act*, the organization's top manager as defined in section 2.1 of this standard and Measurement Canada, on behalf of the Minister, will enter into an agreement and the organization will be appointed as inspector. Refer to Appendix 2 of this standard for an example of the weights and measures accreditation agreement.

In the event an application for accreditation is not accepted, the applicant will be advised of the reasons for non-acceptance.

### **11.1.6 Maintenance of accreditation**

As a minimum, Measurement Canada will perform periodic surveillance and product audits of accredited organizations to confirm continuing compliance with the criteria and requirements for accreditation. The scope of the surveillance audits may include any or all of the aspects covered in the initial comprehensive audit.

#### **11.1.6.1 Product audits**

For the purpose of product audits, Measurement Canada may select any device that is being or has been inspected by an accredited organization. At the request of Measurement Canada, the organization must provide all necessary information and reasonable assistance to conduct these product audits.

[Additional information on section 11.1.6.1 in the guide](#) <sup>[link 43]</sup>

#### **11.1.6.2 Loss of a recognized technician from accredited weights and measures organizations**

When a recognized technician is no longer employed by an accredited organization, the organization must advise Measurement Canada and request that the name of the recognized technician be withdrawn from Schedule A. When there is no longer a recognized technician employed by the organization and that the required steps are not undertaken to add a recognized technician, the organization no longer meets the eligibility requirements of section 11.1.1. The accreditation of the organization will be suspended by Measurement Canada. This suspension will be identified as a voluntary suspension in the list of authorized service providers published by Measurement Canada.

## **11.2 Appeal process**

Measurement Canada accepts appeals, complaints and disputes from organizations that are accredited or are seeking accreditation. Measurement Canada regional directors are the first point of contact for appeals, complaints and disputes. The Vice-President of the Innovative Services Directorate, Measurement Canada is the second point of contact, and the President of Measurement Canada is the third.

## **11.3 Suspension of accreditation**

In instances when an accredited organization does not meet the applicable criteria and requirements, Measurement Canada may suspend all or part of the organization's accreditation. When all of the organization's accreditation is suspended, all of the organization's recognized technicians are automatically suspended as well. When a partial suspension takes place, it may involve the suspension of one or several of the organization's recognized technicians, and/or the suspension of part of the scope for which the organization is accredited.

An accredited organization may voluntarily suspend its accreditation upon request to Measurement Canada.

### **11.3.1 Reinstatement of accreditation**

An organization that has had its accreditation suspended may submit a request to Measurement Canada to have it reinstated. This request must be submitted in writing by the top manager of the organization.

If the suspension of the accreditation was voluntary, the organization must provide appropriate objective evidence that all applicable requirements are met before Measurement Canada reinstates it.

If the suspension was the result of an enforcement action by Measurement Canada, the organization must demonstrate, through appropriate objective evidence, that it has taken effective corrective actions to address all nonconformities that have been identified and to prevent the occurrence of further nonconformities. The organization must also fully meet all applicable requirements.

Before the reinstatement process can begin, Measurement Canada may also require the following:

- a new application for accreditation using the official application form

- for weights and measures organizations, successful theoretical retraining on the applicable course modules and/or one or more successful practical evaluations for one or more of the technicians that the organization wants to have in its Schedule A
- the payment by the organization of the audit fees, if applicable, in addition to any other outstanding fees
- for weights and measures organizations, the signing of a new agreement
- a successful witness inspection process
- an effective and in depth internal audit and management review of all applicable requirements that demonstrate to Measurement Canada the extent to which the organization has made changes to meet all applicable quality management system and technical requirements

Measurement Canada will conduct a review of the information provided by the organization to determine if all requirements are met and if the reinstatement process can commence.

In all cases, Measurement Canada may have to carry out one or more audits prior to reinstatement of the accreditation.

#### **11.4 Revocation of accreditation**

In the case of non-compliance with the conditions on which accreditation was initially granted, the organization concerned will be advised of this fact and the accreditation may be partially or fully withdrawn.

Measurement Canada may revoke the accreditation of organizations accredited to perform examinations in accordance with the *Weights and Measures Act*.

Measurement Canada may revoke the accreditation of organizations accredited to perform inspections in accordance with the *Electricity and Gas Inspection Act* and Regulations.

Accreditation may be reinstated once additional conditions have been met.

#### **11.5 Expansions of scope, minor revisions, additions of locations and additions to the list of recognized technicians**

##### **11.5.1 Expansions of scope**

An expansion of scope must be accepted by Measurement Canada prior to implementation. A written request for an expansion of scope must be submitted by the accredited organization to Measurement Canada. The request for expansion must be submitted by the organization's top manager as defined in section 2.1 of this standard. Upon acceptance, Measurement Canada will provide the applicant with a written approval of the modification. Requests for expansions of scope may be subject to audit by Measurement Canada.

Expansions of scope under the *Electricity and Gas Inspection Act* may include the following:

- a) addition of any device type and/or inspection type to the statement of accreditation scope
- b) addition of measuring apparatus or testing equipment different from those currently used by the organization that may require new or modified operating procedures
- c) addition of certifications of measuring apparatus or testing equipment not included in the existing certificate of calibration (e.g. addition of test points, expanded range of operation)
- d) modification of the accreditation status (e.g. moving from utility to service organization status)
- e) addition of new meters, models, notice of approval numbers and revisions, operating ranges, communication modules, test locations and any other functions requiring new or significant amendments to existing test procedures



- f) modification of renewal specifications and procedures per the requirements of [GEN-42—Policy for the Renewal of Electricity and Gas Meters](#) for:
  - i. the reverification of meters renewed by the manufacturer
  - ii. meters renewed and reverified by the accredited organization

[Additional information on section 11.5.1 in the guide](#) <sup>[link 51]</sup>

Expansions of scope under the *Weights and Measures Act* include:

- a) addition of device types
- b) addition of physical standard types
- c) addition of product types
- d) removal of restrictions
- e) addition of sites

### **11.5.2 Minor revisions that require Measurement Canada acceptance and apply to electricity and gas organizations**

Minor revisions that only require Measurement Canada acceptance may include the addition of:

- a) new meters, models, notice of approval numbers and revisions, operating ranges, communication modules, and any other functions that don't require changes or that only require marginal adjustments to existing documentation, procedures or processes
- b) functions to be verified on a meter type that the organization has already been authorized to verify on other meter types

Upon acceptance, Measurement Canada will issue a written notification to the applicant.

[Additional information on section 11.5.2 in the guide](#) <sup>[link 44]</sup>

### **11.5.3 Minor revisions requiring notification**

The following are minor revisions that require written notification but do not require Measurement Canada acceptance:

- a) editorial changes (e.g. grammar, spelling, wording) to the documented information accepted by Measurement Canada
- b) replacement or upgrade of measuring apparatus and test equipment used for the verification of meters within the organization's existing field of accreditation, provided that these apparatus and equipment have been calibrated and certified by Measurement Canada
- c) deletion of scopes of accreditation
- d) addition of staff involved in the organization's quality management system or revisions to the titles of positions

### **11.5.4 Addition of locations to the scope of accreditation**

An organization may expand the scope of its accreditation program to add locations, including locations owned by other organizations, under the following conditions:

- a) the applicant must submit to Measurement Canada a written request that states which specific fields of metrological verification will apply at each location

- b) the applicant must ensure that all aspects of the quality management system at additional locations meet accreditation program requirements
- c) the applicant must submit documented information for each additional location. The documented information must be approved and authorized by the applicant's senior management and by the additional location's senior management prior to Measurement Canada acceptance
- d) the applicant must demonstrate to Measurement Canada that an acceptable quality management system has been developed and implemented ensuring all requirements from the program elements contained in this accreditation standard are adequately addressed for each additional location
- e) the applicant must include in their internal quality audit program the activities and functions taking place at each additional location
- f) the activities and functions taking place at additional locations will be subject to Measurement Canada accreditation, surveillance and product audits
- g) the applicant must ensure nonconformities at the additional locations are adequately addressed. Any necessary enforcement action will be directed to the applicant and the additional location

#### **11.5.4.1 Addition of locations (weights and measures)**

An accredited organization applying for an addition of a location or site, under its quality management system umbrella, is not issued a new accreditation certificate and number for this additional location or site.

Additional locations or sites developing their own quality management system, even under the umbrella of an accredited organization, are considered as applying for accreditation and will be issued their own accreditation certificate and number.

#### **11.5.5 Additions to the list of recognized technicians**

This section applies to organizations performing inspections in accordance with the *Weights and Measures Act* only and includes the addition of a new recognized technician or an addition to the scope of a recognized technician in the organization's Schedule A.

#### **11.5.6 Outstanding nonconformities and fees**

Measurement Canada will not process requests for expansions, additions or minor revisions requiring Measurement Canada regional acceptance if the applicant has not adequately addressed or resolved outstanding nonconformities or has any type of delinquent account with Measurement Canada.

Outstanding nonconformities or outstanding fees may also result in enforcement action such as suspension.

[Additional information on section 11.5.6 in the guide](#) <sup>[link 45]</sup>

### **11.6 Changes to accredited organizations**

Once granted, the accreditation is not transferable. In the case of a change of the organization's legal entity, the accreditation is no longer valid. The organization must notify Measurement Canada and a new application for authorization of service providers must be submitted to and accepted by Measurement Canada before the organization can proceed to perform any inspection activities.

The applicant must revise their documented information accordingly and submit the changes to Measurement Canada for acceptance. Depending on the extent of the changes to the organization's documented information, an audit may be conducted by Measurement Canada.

When an accredited organization changes its structure or address, it must notify Measurement Canada, who will perform an assessment of the changes being made and determine what steps must be taken by the organization to maintain its accreditation.

[Additional information on section 11.6 in the guide](#) <sup>[link 46]</sup>

**Appendix 1—Application for authorization of service providers**

<http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00424.html>

**Appendix 2—Agreement for organizations accredited to perform examinations pursuant to the *Weights and Measures Act***

<http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00420.html>

**Appendix 3—Requirements for seals, initial examination marks and examination (inspection) stickers applicable to organizations authorized to perform examinations pursuant to the *Weights and Measures Act***

<http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00422.html>

**Appendix 4—Requirements for inspection certificates**

<http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00425.html>

**Appendix 5—Accreditation for the verification of electricity metering installations**

<http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00426.html>

[link 1] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00433.html>  
[link 2] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section1.0>  
[link 3] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section1.1>  
[link 4] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section1.2>  
[link 5] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section1.2.2>  
[link 6] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section1.3.2>  
[link 7] <http://laws-lois.justice.gc.ca/eng/acts/E-4/>  
[link 8] <http://laws-lois.justice.gc.ca/eng/acts/W-6/>  
[link 9] <http://laws-lois.justice.gc.ca/eng/regulations/SOR-86-131/>  
[link 10] [http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,\\_c.\\_1605/](http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._1605/)  
[link 11] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm04787.html>  
[link 12] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section2.2>  
[link 13] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section3.1>  
[link 14] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm04445.html>  
[link 15] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section3.2>  
[link 16] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00440.html>  
[link 17] [http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/h\\_lm04725.html](http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/h_lm04725.html)  
[link 18] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section3.2.1>  
[link 19] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm04874.html>  
[link 20] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section3.3>  
[link 21] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section4.3>  
[link 22] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section4.4>  
[link 23] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section5.3>  
[link 24] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section6.1>  
[link 25] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section6.3>  
[link 26] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section7.1.5.2>  
[link 27] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section7.2>  
[link 28] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section7.4>  
[link 29] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section7.5.3>  
[link 30] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00087.html>  
[link 31] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section8.1>  
[link 32] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section8.4.1>  
[link 33] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section8.4.3>  
[link 34] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00589.html>  
[link 35] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section8.5.2>  
[link 36] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section8.6>  
[link 37] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section9.11>  
[link 38] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section9.2>  
[link 39] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section9.3.2>  
[link 40] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section9.3.3>  
[link 41] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section10.3>  
[link 42] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00424.html>  
[link 43] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section11.1.6.1>  
[link 44] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section11.5.2>  
[link 45] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section11.5.6>  
[link 46] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section11.6>  
[link 47] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section5.1.2>  
[link 48] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section9.1.2>  
[link 49] <http://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section9.1.3>  
[link 50] <https://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm04965.html#Section1.5>  
[link 51] <https://www.ic.gc.ca/eic/site/mc-mc.nsf/eng/lm00419.html#Section11.5.1>