C-D-01-G:2017—Delegation of authority guide

(revised 2017-12)
Table of contents

Revisions table ............................................................................................................................................ 6
Introduction ............................................................................................................................................... 7
1 General ................................................................................................................................................ 8
  1.1 Applicability ................................................................................................................................... 8
  1.2 Scope of Measurement Canada’s delegation of authority program .............................................. 8
    1.2.1 Calibration and certification of temperature, pressure and dimensional measuring apparatus
          used in the natural gas sector .............................................................................................................. 8
    1.2.2 Calibration and recertification of electricity meter calibration consoles ................................ 8
    1.2.3 Calibration and initial certification of electricity meter calibration consoles .......................... 8
  1.3 Eligibility ........................................................................................................................................ 8
2 Definitions ........................................................................................................................................... 8
3 Responsibilities .................................................................................................................................. 8
  3.1 Measurement Canada................................................................................................................... 8
  3.2 All organizations ............................................................................................................................ 8
  3.3 Fees payable to Measurement Canada ........................................................................................ 8
Quality management systems – Requirements ....................................................................................... 8
4 Context of the organization ............................................................................................................... 9
  4.1 Understanding the organization and its context ............................................................................ 9
  4.2 Understanding the needs and expectations of interested parties ................................................. 9
  4.3 Determining the scope of the quality management system .......................................................... 9
  4.4 Quality management system and its processes ........................................................................... 9
5 Leadership .......................................................................................................................................... 9
  5.1 Leadership and commitment......................................................................................................... 9
    5.1.1 General .................................................................................................................................. 9
    5.1.2 Customer focus ..................................................................................................................... 9
  5.2 Policy ............................................................................................................................................. 9
    5.2.1 Establishing the quality policy ............................................................................................... 9
    5.2.2 Communicating the quality policy .......................................................................................... 9
  5.3 Organizational roles, responsibilities and authorities .................................................................... 9
6 Planning ............................................................................................................................................ 10
  6.1 Actions to address risks and opportunities .................................................................................. 10
  6.2 Quality objectives and planning to achieve them ........................................................................ 10
  6.3 Planning of changes .................................................................................................................... 10
7 Support ................................................................................................................................................ 10
  7.1 Resources ...................................................................................................................................... 10
    7.1.1 General ................................................................................................................................ 10
7.1.2 People ................................................................................................................................. 10
7.1.3 Infrastructure ..................................................................................................................... 10
7.1.4 Environment for the operation of processes ................................................................. 10
7.1.5 Monitoring and measuring resources ............................................................................. 10
7.1.6 Organizational knowledge ............................................................................................... 11
7.2 Competence .......................................................................................................................... 11
7.3 Awareness ............................................................................................................................ 11
7.4 Communication ..................................................................................................................... 11
7.5 Documented information .................................................................................................... 11
    7.5.1 General ......................................................................................................................... 11
    7.5.2 Creating and updating ................................................................................................. 11
    7.5.3 Control of documented information ........................................................................... 11
8 Operation ..................................................................................................................................... 11
    8.1 Operational planning and control .................................................................................... 11
    8.2 Requirements for products and services ......................................................................... 11
        8.2.1 Customer communication ....................................................................................... 11
        8.2.2 Determining the requirements for products and services ..................................... 11
        8.2.3 Review of the requirements for products and services .......................................... 11
        8.2.4 Changes to requirements for products and services ............................................. 11
    8.3 Design and development of products and services .......................................................... 11
    8.4 Control of externally provided processes, products and services .................................... 12
        8.4.1 General .................................................................................................................... 12
        8.4.2 Type and extent of control .................................................................................... 12
        8.4.3 Information for external providers ....................................................................... 12
    8.5 Production and service provision ..................................................................................... 12
        8.5.1 Control of production and service provision .......................................................... 12
        8.5.2 Identification and traceability ................................................................................. 12
        8.5.3 Property belonging to customers or external providers ......................................... 12
        8.5.4 Preservation ........................................................................................................... 12
        8.5.5 Post-delivery activities ............................................................................................ 12
        8.5.6 Control of changes .................................................................................................. 12
    8.6 Release of products or services ......................................................................................... 12
    8.7 Control of nonconforming outputs .................................................................................... 12
9 Performance evaluation .......................................................................................................... 12
    9.1 Monitoring, measurement, analysis and evaluation .......................................................... 12
        9.1.1 General .................................................................................................................... 12
        9.1.2 Customer satisfaction ............................................................................................. 12
        9.1.3 Analysis and evaluation .......................................................................................... 12
9.2 Internal audit

9.3 Management review

9.3.1 General

9.3.2 Management review inputs

9.3.3 Management review outputs

10 Improvement

10.1 General

10.2 Nonconformity and corrective action

10.3 Continual improvement

11 Additional conditions for the delegation of the authority to calibrate and certify electricity meter calibration consoles

11.1 Purpose

11.2 Scope

11.3 Definitions

11.4 Quality management system conditions

11.5 Technical conditions

11.6 Monitoring and measuring equipment conditions

11.7 Training and evaluation of personnel conditions

11.8 Recertification and initial certification policies

11.8.1 Recertification policies

11.8.2 Initial certification policies

11.9 Modifications to electricity meter calibration consoles

11.10 Monitoring of organizations

11.11 Certificate content and issuance

11.12 Modifications of certificates

11.13 Certification of electricity meter calibration consoles owned by other accredited organizations

12 Additional Conditions for the delegation of the authority to calibrate and certify pressure, temperature and dimensional measuring apparatus

12.1 Purpose

12.2 Scope

12.3 Delegation mechanism

12.4 Quality management system conditions

12.4.1 Management review

12.4.2 Documented information of calibration services provided

12.4.3 Control of nonconforming calibration work

12.5 Technical conditions

12.5.1 Traceability

12.5.2 Calibration and certification periods
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 Alan E. Johnston, President of Measurement Canada.

<table>
<thead>
<tr>
<th>Date of revision or addition</th>
<th>Language</th>
<th>Section</th>
<th>Nature of the revision or addition</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-12</td>
<td>English and French</td>
<td>1.2.3 and 13.10</td>
<td>Added guidance.</td>
</tr>
</tbody>
</table>
Introduction


The information contained in this supplementary document does not entail additional requirements. This document provides guidance, direction and clarification regarding the development, implementation and maintenance of quality management systems that are intended to satisfy the requirements contained in C-D-01:2017.
1 General

The purpose of this document is to give guidance to enable applicants and other users to have improved consistency, clarity and understanding when applying the requirements of C-D-01:2017. However, this guidance document does not add to, or otherwise change, the requirements of C-D-01:2017.

The level of auditing conducted by Measurement Canada to determine compliance with C-D-01 varies based on the types of organizations that apply. For example, Calibration Laboratory Assessment Service (CLAS)-certified organizations require less on-site auditing than other types of organizations.

1.1 Applicability

This document gives guidance to the following users:

- applicants who want to implement the latest version of C-D-01; and
- parties that need to assess the implementation of the delegation of authority program.

1.2 Scope of Measurement Canada’s delegation of authority program

1.2.1 Calibration and certification of temperature, pressure and dimensional measuring apparatus used in the natural gas sector

All types of dimensional measuring apparatus that are used in the natural gas sector are included.

1.2.2 Calibration and recertification of electricity meter calibration consoles

No guidance provided.

1.2.3 Calibration and initial certification of electricity meter calibration consoles

Normally, this expansion of scope is granted only to authorized service providers who have been delegated recertification authority under C-D-01 for at least one year and where a full cycle of internal and external monitoring has occurred with no nonconformities related to C-D-01.

1.3 Eligibility

No guidance provided.

2 Definitions

No guidance provided.

3 Responsibilities

3.1 Measurement Canada

No guidance provided.

3.2 All organizations

No guidance provided.

3.3 Fees payable to Measurement Canada

Appendix 1 of this guide contains additional information relating to fees.

Quality management systems – Requirements
4  Context of the organization

4.1 Understanding the organization and its context
No guidance provided.

4.2 Understanding the needs and expectations of interested parties
No guidance provided.

4.3 Determining the scope of the quality management system
No guidance provided.

4.4 Quality management system and its processes
Where the term procedure is used, it is meant to include other mechanisms for describing activities or actions, such as processes, process flow charts, other diagrams, etc.

Determining full compliance with these requirements is a two-step process: documented information review and on-site auditing. Documented information submitted to Measurement Canada for review should demonstrate a commitment to meeting C-D-01:2017 requirements. Technical procedures should reference the forms that are completed in the process. Evidence of the effectiveness of the documented information in meeting the requirements is usually confirmed at the time of audit.

Organizations may structure their documented information in any fashion, as long as all requirements are adequately addressed.

C-D-01 does not require that the organization document and maintain two separate systems. An organization that has achieved accreditation to the requirements set out in S-A-01 or has been recognized as a CLAS-certified organization may enhance its current documented information and system to address only additional requirements.

A gap analysis could be helpful in the identification of areas that need to be addressed.

5  Leadership

5.1 Leadership and commitment

5.1.1 General
No guidance provided.

5.1.2 Customer focus
No guidance provided.

5.2 Policy

5.2.1 Establishing the quality policy
No guidance provided.

5.2.2 Communicating the quality policy
No guidance provided.

5.3 Organizational roles, responsibilities and authorities
The management representative is responsible for liaising with Measurement Canada on matters relating to the delegation of authority program and the organization's quality management system.
6  Planning

6.1  Actions to address risks and opportunities
An organization should consider the risks if it or the measuring apparatus that it has calibrated and certified do not meet requirements.

6.2  Quality objectives and planning to achieve them
No guidance provided.

6.3  Planning of changes
For product realization, organizations need only address those areas specified in section 1.2 of the standard. That is, when addressing quality planning for calibration and certification purposes, all legal requirements must be implemented within the context of section 1.2, in order to obtain or maintain delegated authority.

Section 1.2 forms the auditing basis of the conditions in terms of processes that must be addressed by an organization planning to perform calibration and certification according to the Electricity and Gas Inspection Act.

7  Support

7.1  Resources

7.1.1  General
No guidance provided.

7.1.2  People
No guidance provided.

7.1.3  Infrastructure
No guidance provided.

7.1.4  Environment for the operation of processes
No guidance provided.

7.1.5  Monitoring and measuring resources

7.1.5.1  General
No guidance provided.

7.1.5.2  Measurement traceability
It is possible for an organization to certify its own measuring apparatus that it uses to conduct final inspections in accordance with S-A-01. In these instances, the organization is to consider how nonconforming calibration work performed has affected the validity of results for devices inspected using the measuring apparatus in question.

Organizations that apply to be delegated and/or have been delegated the authority to perform calibrations and certifications may, in some circumstances, be able to borrow certification equipment from the local Measurement Canada district office. The conditions under which the equipment may be borrowed is governed by bulletin GEN-37.
7.1.6 Organizational knowledge
No guidance provided.

7.2 Competence
No guidance provided.

7.3 Awareness
No guidance provided.

7.4 Communication
Organizations will not be required to establish documented information describing internal communication processes. The effectiveness of internal communications will be determined during the audit process.

7.5 Documented information
7.5.1 General
No guidance provided.

7.5.2 Creating and updating
No guidance provided.

7.5.3 Control of documented information
An organization is normally required to keep documented information (i.e. records) according to the applicable clauses of C-D-01. Certificates of calibration are to be maintained as required by section 7.5.3 of C-D-01.

8 Operation
8.1 Operational planning and control
No guidance provided.

8.2 Requirements for products and services
8.2.1 Customer communication
No guidance provided.

8.2.2 Determining the requirements for products and services
No guidance provided.

8.2.3 Review of the requirements for products and services
No guidance provided.

8.2.4 Changes to requirements for products and services
No guidance provided.

8.3 Design and development of products and services
No guidance provided.
8.4 Control of externally provided processes, products and services

8.4.1 General
No guidance provided.

8.4.2 Type and extent of control
No guidance provided.

8.4.3 Information for external providers
No guidance provided.

8.5 Production and service provision

8.5.1 Control of production and service provision
No guidance provided.

8.5.2 Identification and traceability
No guidance provided.

8.5.3 Property belonging to customers or external providers
No guidance provided.

8.5.4 Preservation
No guidance provided.

8.5.5 Post-delivery activities
No guidance provided.

8.5.6 Control of changes
No guidance provided.

8.6 Release of products or services
No guidance provided.

8.7 Control of nonconforming outputs
No guidance provided.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General
No guidance provided.

9.1.2 Customer satisfaction
No guidance provided.

9.1.3 Analysis and evaluation
9.2 Internal audit

The requirement states that auditors must not audit their own work. In circumstances where this cannot be achieved, such as in a small business, the organization must document the situation and propose a solution to Measurement Canada for assessment. The organization should expect to have to revise its documented internal audit information. Advice and guidance from relevant ISO documentation should be considered when developing a solution.

The objective is to ensure that the auditors conducting the internal audit are competent and as independent of the work or processes being audited as possible. The organization should demonstrate how the auditor will achieve objectivity and impartiality during the internal audit to ensure that there will not be any actual or potential conflict of interest.

The solution will be considered effective if Measurement Canada does not find any audit evidence contrary to the internal audit.

9.3 Management review

9.3.1 General

No guidance provided.

9.3.2 Management review inputs

Organizations will not be required to establish and document procedures describing the management review input process. The effectiveness of the management review will be determined during the audit process. With the exception of customer satisfaction, Measurement Canada auditors will expect to see all review inputs addressed during the management review process.

9.3.3 Management review outputs

Organizations will not be required to establish procedures describing the management review output process. Measurement Canada auditors will expect to see all review outputs addressed during the management review process; however, they will not expect improvements to products that exceed Measurement Canada legal requirements.

10 Improvement

10.1 General

No guidance provided.

10.2 Nonconformity and corrective action

No guidance provided.

10.3 Continual improvement

No guidance provided.

11 Additional conditions for the delegation of the authority to calibrate and certify electricity meter calibration consoles

11.1 Purpose

No guidance provided.
11.2 Scope
No guidance provided.

11.3 Definitions
No guidance provided.

11.4 Quality management system conditions
See guidance in 4.4 of this document.

11.5 Technical conditions
No guidance provided.

11.6 Monitoring and measuring equipment conditions
No guidance provided.

11.7 Training and evaluation of personnel conditions
Measurement Canada will issue a document indicating the person's participation in the training session, which will form part of the organization's documented information (i.e. records). This document should include the date, subject matter covered, etc., and will be issued by the person delivering the training.

The purpose of the assessment of technicians is to determine their level of competence.

After an organization has been delegated authority, it may add trained technicians to its delegation program. Any additional trained technicians will need to be evaluated by Measurement Canada at the earliest possible time, such as the next surveillance audit. After the initial successful evaluation, each trained technician is to be reassessed at least once every three years.

11.8 Recertification and initial certification policies

11.8.1 Recertification policies
No guidance provided.

11.8.2 Initial certification policies
Evaluation criteria are established in the document entitled EL-ENG-11-01—Initial Certification of Calibration Consoles by Organizations Delegated by Measurement Canada.

11.9 Modifications to electricity meter calibration consoles
No guidance provided.

11.10 Monitoring of organizations
No guidance provided.

11.11 Certificate content and issuance
No guidance provided.

11.12 Modifications of certificates
No guidance provided.
11.13 Certification of electricity meter calibration consoles owned by other accredited organizations

No guidance provided.

12 Additional Conditions for the delegation of the authority to calibrate and certify pressure, temperature and dimensional measuring apparatus

12.1 Purpose

No guidance provided.

12.2 Scope

No guidance provided.

12.3 Delegation mechanism

No guidance provided.

12.4 Quality management system conditions

See guidance in 4.4 of this document.

12.4.1 Management review

No guidance provided.

12.4.2 Documented information of calibration services provided

No guidance provided.

12.4.3 Control of nonconforming calibration work

In the implementation of this requirement, the organization should consider how it will handle nonconforming calibration work.

In defining this aspect of the program, consideration should be given to the different processes through which nonconforming work can be identified, such as the review of calibration certificates, internal audits, routine working standard checks and interlaboratory comparisons.

Organizations should also consider the process for assessing the validity of previous device inspection results when a measuring apparatus is found to be out of calibration.

12.5 Technical conditions

Measurement Canada will evaluate technical aspects of this document by means of recommended practices. These documents are available to organizations that qualify and have applied for this program.

12.5.1 Traceability

No guidance provided.

12.5.2 Calibration and certification periods

No guidance provided.

12.5.3 Environmental conditions

No guidance provided.
12.5.4 Calibration methodology
No guidance provided.

12.5.5 Validation of calibration methodology
No guidance provided.

12.5.6 Estimation of measurement uncertainty
No guidance provided.

12.5.7 Monitoring and measuring equipment
Monitoring activities will be conducted or authorized to be conducted by Measurement Canada. This work is to be conducted at least once every four years.

12.6 Calibration certificates
The following is a sample traceability statement for measuring apparatus:
I, the undersigned hereby certify that the measuring apparatus identified below has been calibrated in the manner prescribed by section 7 of the Electricity and Gas Inspection Regulations, and is accurate within the tolerances prescribed by section 8 of the said regulations.

12.7 Conditions for CLAS-certified organizations
No guidance provided.

13 Delegation of authority process

13.1 General
No guidance provided.

13.1.1 Application for delegation of authority
No guidance provided.

13.2 Evaluation of applicant's documented information
No guidance provided.

13.3 Delegation of authority audit
No guidance provided.

13.4 Delegation of authority by the President
Commemorative documents are not produced or issued to applicants that have been granted delegation of authority.

13.5 Maintenance of delegated authority
No guidance provided.

13.6 Suspension of delegated authority
No guidance provided.
13.7 Revocation of delegated authority
No guidance provided.

13.8 Expansions of scope and revisions

13.8.1 Expansions of scope
No guidance provided.

13.8.2 Minor revisions requiring Measurement Canada regional acceptance
No guidance provided.

13.8.3 Minor revisions requiring notification
No guidance provided.

13.9 Expansions of scope / outstanding nonconformities
No guidance provided.

13.10 Changes to delegated organizations
It is important that authorized service providers notify Measurement Canada early on of any ownership or other structural change being planned, so that a smooth and seamless transition can be planned for the continued recognition by Measurement Canada.
Appendix 1—Examples of Fees Payable to Measurement Canada

Example 1
Organization seeking delegated authority, initial audit for a calibration/certification conducted in January 2017:

Fee payable = audit fee: $1,000.

Example 2
Organization seeking delegated authority, initial audit for a calibration/certification combined with S-A-01 surveillance audit:

Fee payable = initial audit for calibration/certification: $1,000, surveillance audit: $1,000

Total fees = $2,000

Example 3
Maintenance fees:


Total fee payable for year 2017 = audit fee: $1,500