



ISO/IEC 17024 What do users say ?

Why do organizations pursue accreditation under ISO/IEC 17024? What are the benefits? Can the standard help them become world-class organizations, or contribute to globalizing the movement of people across borders?

This section recounts the benefits of the ISO/IEC 17024 standard as expressed by several ANSI-accredited certification and inspection organizations.

ISACA



Karyn Waller,
Senior Director of Certification

Peter Drucker, renowned US management author, stated, “The productivity of people requires continuous learning...It requires adoption in the West of the specific Japanese Zen concept where one learns to do better what one already does well.”

This is exactly what the ANSI accreditation process to ISO/IEC 17024 has provided for ISACA.

We have proudly maintained our ANSI accreditation of its Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM) and Certified in the Governance of Enterprise IT (CGEIT) certification programmes for many years. ISACA’s certifications are widely accepted for their rigorous exam and experience requirements, detailed job practices and continuous learning requirements.

The requirements described in ISO/IEC 17024 helped us carefully examine ourselves and our processes so we could continue to do things better – and to reaffirm what we were already doing right. The standard also provided a framework for managing a certification programme and guidelines as to expectations that ultimately have become our best practices.

ANSI’s accreditation requirements have become the “even better way” that we do business. We can now demonstrate globally an expression of the integrity and value of ISACA certifications. ■

Construction Manager Certification Institute



Nicholas C. Soto,
Director of Certification

Achieving ANSI accreditation to ISO/IEC 17024 has legitimized our certification programme. Since earning the accreditation in 2006, our institute has tripled the number of certification holders.

The growth in the programme was partially due to the open and fair process that the accreditation requires. However, ANSI also helped create the visibility, mobility and governing dependability that potential candidates desired.

In addition, the accreditation enabled us to showcase the programme to US government organizations, such as the General Services Administration, with a legitimate certification recognized across state and national jurisdictions.

The rigorous requirements of the accreditation, such as confidentiality, psychometrically valid exams and continued competence, have strengthened our message to individual candidates as well as privately owned organizations.

Having the accreditation has also given us clear policies to follow, which has created a stronger foundation for growth without jeopardizing the programme's integrity.

I would add that we value the significant differentiation from competing certifications that the accreditation has provided. ■

The ISO brand is recognized for its high standards and international coverage.



International Information Systems Security Certification Consortium Inc. (ISC)²



Bhaskar Dawadi,
Senior Manager

(ISC)², a global information security credentialing body, offers seven credentials in information security, including the Certified Information Systems Security Professional (CISSP), which is recognized as the “gold standard” of certifications in its category. All seven credentials are ANSI accredited under ISO/IEC 17024.

This means that all of our development, maintenance, and management policies and processes are scrutinized and audited yearly. Accreditation is third-party confirmation that our certifications are developed to rigorously high standards and that our best practices are recognized worldwide.

Accreditation under ISO/IEC 17024 is a detailed and laborious task. However, the benefits include a third-party complete review of every process, process improvement (where possible) and accreditation to ensure they are among the best in the world. ■

Board of Certified Safety Professionals



Thomas Adams,
CEO

The Board of Certified Safety Professionals (BCSP) recognized early that accreditation was going to be of great importance in the growth of its certification programme, and in particular overseas growth. That belief led BCSP to be one of the first five organizations to be accredited by ANSI under ISO/IEC 17024. Accreditation became, and continues to be, integral to the success of our “Gold Standard” marketing push.

Just as our certificants prove their value as safety professionals with the Certified Safety Professional (CSP) certification, we illustrate our value with ANSI accreditation. This shows that we follow precise procedures, and that an impartial third party attests that our CSP certification processes are of the highest quality.

Simply put, it is an objective measure of the excellence of our certification processes. With over 300 safety certifications, we feel this distinction elevates us above our competitors. ■



ISO/IEC 17024 has enabled the organization to raise the standard of exam integrity.

Vibration Institute



Brian Biby,
Board of Directors

The Vibration Institute operates a scheme to credential vibration analysts based on the ISO 18436 series, *Condition monitoring and diagnostics of machines – Requirements for qualification and assessment of personnel*.

Compliance to ISO/IEC 17024 has driven us to improve our procedures, practices and policies for conducting certification, proactive surveillance and scheme maintenance.

Management of the scheme by our diverse international panel of subject matter expert volunteers is rooted in sound test development methods and review practices.

Compliance has driven us to operate our certification scheme completely separately from any training or other conflicts of interests, whether real or perceived.

Accreditation to ISO/IEC 17024 by a well-respected accreditation body such as ANSI ensures confidence that a certification body is world class. This allows stakeholders to focus on differentiating certification quality according to the reputation of the certification body’s scheme content, depth and ability to discriminate well on an applicant’s performance, based on the scheme’s job task analysis and relevant standards.

Ultimately, the certification credential is only as good as the opinion of industry stakeholders that employ those certified persons. ■

Cardiovascular Credentialing International (CCI)



Aaron White,
Executive Director

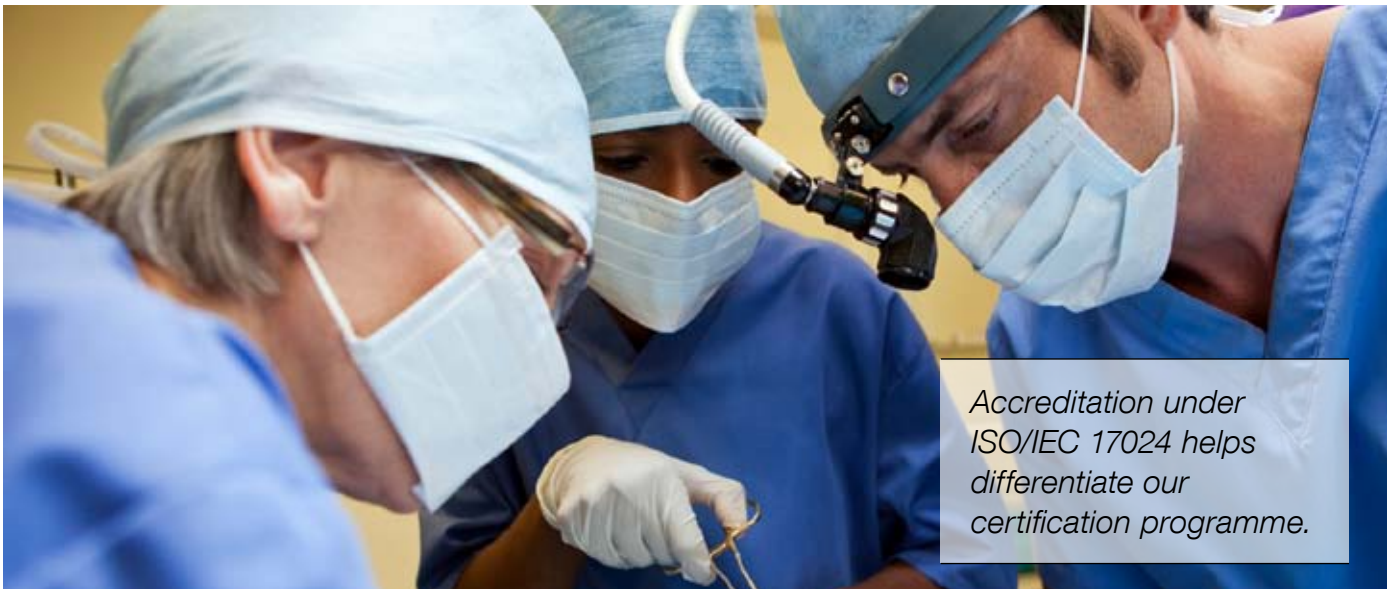
CCI is a not-for-profit, volunteer-led credentialing body with a vision to promote international awareness of its cardiovascular technology credentialing programmes.

While CCI's examinations are administered worldwide, most of our credentialing examinations have been administered in North America. Since 2008, when the first four of CCI's eight credentialing programmes gained ANSI accreditation to ISO/IEC 17024, we have highlighted the international presence of our credentials. The remaining four programmes were accredited in 2011.

In April 2012, I had the opportunity to exhibit at the World Congress of Cardiology in Dubai, UAE. It was clear from the first few hours of the conference that there was great interest in credentialing cardiovascular professionals in countries represented by attendees.

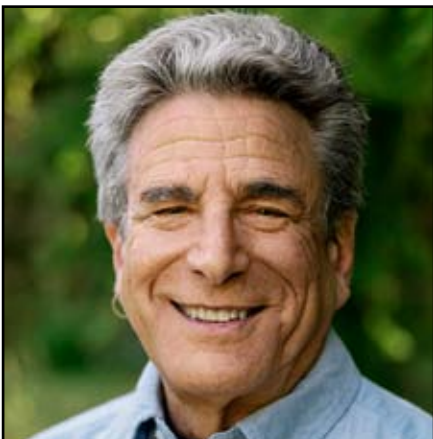
Emphasizing that all eight of CCI's credentialing programmes had been accredited to an ISO/IEC standard was vital in communicating their validity. The ISO brand is certainly recognized for its high standards and international coverage.

With our accreditation, we were pleased to make inroads into medical facilities that we otherwise would not have made. ■



*Accreditation under
ISO/IEC 17024 helps
differentiate our
certification programme.*

North American Board of Certified Energy Practitioners (NABCEP)



Ezra Auerbach,
Executive Director

For NABCEP, there are two major benefits of being accredited by ANSI to ISO/IEC 17024. First and foremost is the additional credibility and recognition that the accreditation brings to the programme. ANSI, ISO, and IEC are strong "brands" and so consumers, certificants, potential certificants and policy makers see value in the accreditation.

Helped by this accreditation, NABCEP has established itself as the most respected and credible personnel certification organization in the photovoltaic industry.

Moreover, the process that an organization engages in while achieving the accreditation is beneficial as it ensures a high degree of consistency and accountability throughout the entire credential development and granting process.

The organizational knowledge gained during the PV Installer Certification accreditation process has helped NABCEP improve the quality and consistency of its non-accredited certification programmes. Our PV Installer Certificants are better able to articulate the value that their certification offers because it is an ANSI-accredited credential. ■

National Commission for the Certification of Crane Operators (NCCCO)



Graham Brent,
Executive Director

Accreditation under ISO/IEC 17024 helps to differentiate our certification programme from our competitors' programmes in terms of quality of tests and their administration.

The standard ensures we operate transparently and adhere to due process in all of our affairs, including ethics and disciplinary matters. Compliance to the standard also confers a measure of legal protection due to the robustness of the assessment process.

The standard also assists us in international markets as well as with US-based companies – in fact, anyone who recognizes and values ISO standards following their experience with ISO 9000, *Quality management systems – Fundamentals and vocabulary*, and other management system standards.

Finally, meeting the requirements of ISO/IEC 17024 confirms to candidates and their employers that Certification of Crane Operators examinations have been developed to the highest standards of test integrity.

It is also worth noting that our application for ANSI accreditation required an extensive documentation overhaul of our management system, as well as additional inter-rater reliability analysis for our practical exam, even though NCCCO had been accredited by another personnel certification accreditation body for almost 10 years.

Other major strengths and benefits are the on-site visit and the in-person review of the practical (performance) exam. ■



National Registry of Food Safety Professionals



Lawrence J. Lynch,
President

The food industry, at all ends of the spectrum, faces increasing scrutiny on the safety of food products that ultimately reach consumers. Environmental Health Testing's (EHT) National Registry of Food Safety Professionals (NRFSP) Food Safety Manager certification has become one of the tools that the industry uses to assure consumers that the retail segment of the food industry has safeguards in place.

These safeguards notwithstanding, the NRFSP programme as originally conceived was accredited under another set of standards officially adopted by many US government agencies through their adoption of the United States Department of Agriculture Food Code.

EHT's decision to accredit the NRFSP programme under ISO/IEC 17024 has enabled the organization to raise the standard of exam integrity to provide greater consumer confidence in the process. It has also already caught the eye of some of the nation's largest retailers, which want to share in building consumer confidence. ■