MOLDAC
The National Accreditation Centre of the Republic of Moldova

Geneva, Switzerland
28-29 May, 2019
The position of Republic of Moldova on the European map

28 May, 2019
Chișinău’s Impressive Architecture

Parliament’s House

Ştefan cel Mare’s Monument

City Hall

Government’s House

328 May, 2019
MOLDAC – Key Facts

MOLDAC

• an AB with more than 15 years experience;
• a separate, independent, impartial, unique accreditation body and a non-profit organization;
• defined by legislation – adopted in order to harmonize the accreditation law with the requirements of Regulation (EC) no.765/2008 and ISO/IEC 17011 standard;
• stable personnel – total staff (permanent): 21
  experts pool: 199
  Lead Assessors – 12
  Technical Assessors – 90
  Technical Experts – 101

28 May, 2019
# MOLDAC fields of competence

<table>
<thead>
<tr>
<th>Type of CAB</th>
<th>Standard</th>
<th>No. of accredited entities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing laboratories</td>
<td>ISO/IEC 17025</td>
<td>80</td>
</tr>
<tr>
<td>Calibration laboratories</td>
<td>ISO/IEC 17025</td>
<td>3</td>
</tr>
<tr>
<td>Medical examination laboratories</td>
<td>ISO 15189</td>
<td>2</td>
</tr>
<tr>
<td>Product certification bodies</td>
<td>ISO/IEC 17065</td>
<td>13</td>
</tr>
<tr>
<td>Ecological product certification bodies</td>
<td>ISO/IEC 17065</td>
<td>3</td>
</tr>
<tr>
<td>QMS certification bodies</td>
<td>ISO/IEC 17021-1</td>
<td>2</td>
</tr>
<tr>
<td>FSMS certification bodies</td>
<td>ISO/IEC 17021-1</td>
<td>1</td>
</tr>
<tr>
<td>Inspection bodies</td>
<td>ISO/IEC 17020</td>
<td>15</td>
</tr>
</tbody>
</table>

28 May, 2019
The Evolution of MOLDAC

- CAECP became associate member of EA (2005)
- Creation of National Accreditation Center of the Republic of Moldova (MOLDAC) (2013)
- TWINNING Light Project with ACCREDIA (2015)
- Pre-peer evaluation of MOLDAC by the Team of European Cooperation for Accreditation EA (2015)
- Peer-evaluation of MOLDAC by EA team (2017)
- Recognition at European level by EA (2017)
- Recognition at International level by ILAC (2019)
- Re-peer Evaluation of MOLDAC by EA Team (2019)
- Peer-evaluation of MOLDAC by IAF (2019)
MOLDAC Recognition Agreements

- **EA BLA**
  - Testing laboratories (ISO/IEC 17025)
  - Calibration laboratories (ISO/IEC 17025)
  - Medical laboratories (ISO 15189)
  - MS Certification Bodies (ISO/IEC 17021)
  - Product Certification Bodies (ISO/IEC 17065)
  - Inspection Bodies (ISO/IEC 17020)

- **ILAC MRA**
  - Testing laboratories (ISO/IEC 17025)
  - Calibration laboratories (ISO/IEC 17025)
  - Medical laboratories (ISO 15189)
  - Inspection Bodies (ISO/IEC 17020)

- **IAF MLA**
  - MS Certification Bodies (ISO/IEC 17021)
  - Product Certification Bodies (ISO/IEC 17065)
MOLDAC Recognition Agreements

International Accreditation Forum, Inc. (IAF)

Memorandum of Understanding

It is known that the National Accreditation Centre from Republic of Moldova (MOLDAC) has been accepted as an Accreditation Body Member of the International Accreditation Forum, Inc.

Date: 04 February 2019

[Signatures]

[Address: National Accreditation Centre from Republic of Moldova]

Date: 04 February 2019

[Signature]

[Address: International Accreditation Forum, Inc.]
TWINTING Light Project
«Support for the National Accreditation Centre MOLDAC to successfully undergo the EA Peer Evaluation Process»

- a programme financed by European Union (EU),
- lasted 8 months (September 2015 - April 2016)
- performed by Italian Accreditation Body ACCREDIA
- representing a complex of actions for further support offered previously by EU to Republic of Moldova
- having as an objective the liquidation of technical barriers for trade.
Activities of Twinning project

The Project was organized in two components:

- possible weak points of the MOLDAC accreditation process and personnel’s knowledge.
- performing simulated peer evaluation of MOLDAC by ACCREDIA EA peer evaluators.

Main identified problems

- Identifying strengths and weaknesses in the accreditation process,
- Improvement of existing accreditation procedures and processes,
- Improvement of existing accreditation schemes,
- Development of new accreditation schemes, for example in forensic field, medical devices, GHG verification, PT providers, DOP/IGP certification scheme, etc.,
- Strengthening the technical preparation of the personnel involved in the accreditation process.
Methodology:

• Training courses for MOLDAC internal and external staff;
• Round tables with experts in the specific fields;
• Study Visits at ACCREDIA premises;
• Couching of MOLDAC personnel;
• Observing assessments (witnessing, on-site) performed by ACCREDIA experts.
Main activities carried out during the STUDY VISIT

Observing:
• an organization certified by Agroqualità CB, for DOP wines (DOC –controlled origin and DOCG –guaranteed controlled origin),
• simulated surveillance performed by ACCREDIA of the Agroqualità CB.
• reaccreditation assessment of Industrial Products CB Eurofins.
• working session at ACCREDIA headquarters.

Laboratory filed:
• at the National Metrological Institute of Torino.
• CL within the NEMCO Company.
• SIAD (a company dealing with gas production and gas mixes for different areas: energy, medicine, environment, food technology etc.).
• TL (genetic) in Forensic filed.
• Instituto Superiore di Sanità, department of pesticides, environment and products.
• ACCREDIA headquarters in Torino, Milano and Rome.
Issues to be overcome:

• Volume of planned activities for a short time and small number of MOLDAC staff members;
• The same people involved in the Project’s activities (trainings, discussions) were involved in the same time in the usual accreditation processes;
• MOLDAC is a self-financed institution (*time is money*).
**Success factors:**

MOLDAC’s collaboration with ACCREDIA was enormously beneficial, because:

- ACCREDIA assured a **flexible approach** while planning the activities, taking into account the volume of work that needed to be done by MOLDAC besides the project’s activities;
- There were spent more that **140 man-days, 30 travels** of ACCREDIA staff, and about € 200,000 in order to achieve Project’s goals;
- Were organized **13 training sessions** for more than 170 attendees;
- One Study Visit for **5 delegates** of MOLDAC at ACCREDIA premises – practical activities, including participation at assessments performed by ACCREDIA in areas which were new for MOLDAC (DOP, forensic, calibration);
- Intense work and lots of effort from MOLDAC staff, which worked **overtime**, with much motivation in order to achieve the proposed objectives;
- **245** of open questions identified by MOLDAC after the first simulated Peer-evaluation, included in a Plan which were needed to be solved in at most 5 months – all closed before the last simulated Peer-evaluation performed by ACCREDIA.
Achievements with support of ACCREDIA:

• Evaluation of Conformity Assessment Schemes – transition from National schemes to International Schemes according to ISO/IEC 17067
• Development/ Extension of new schemes – documented and implemented.
• Risk Evaluation – elaborated and documented process.
• MOLDAC Policy on Traceability (P-02) – establishment of the traceability routes.
• MOLDAC Policy on Use of Proficiency testing and of Other Inter-laboratory Comparisons (P-03) – revised.
• Organizers of ILCs at national level – evaluated, together with ACCREDIA experts.
• DOP/IGP scheme – implemented.
• Competence criteria for personnel – established for each accreditation schemes.

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Proposals for future improvements:

TWINNING Projects can be effective means of support. Issues that need to be always considered are:

- Use of only relevant experts – with current experience in the specified field;
- Bureaucracy – reducing the time from initiation to approval (nothing stays the same);
- Needs for flexibility – ability to adapt to changing needs/priorities;
- Experience – involved experts to have experience for the specific accreditation scheme;
- Twinning Project should be developed taking into account the stage at which body is at the moment.
MOLDAC TODAY

… and what happened next?
EA re-evaluation results

The evaluation team was impressed with the thoroughness of the MOLDAC process and the level of detail in procedures and controls. All MOLDAC management and staff were found to be professional and diligent in their work and their attention to detail was very clear.

MOLDAC have implemented a Risk Management system that was seen to be thorough and effective, taking account of risks to impartiality and other risks connected to its operations and accreditation processes.

The management system is fully maintained, and a very in-depth management systems review had recently been undertaken with clear and relevant actions stated.

It is clear that, since the initial assessment 2 years ago, MOLDAC has continued to develop and improve its systems and procedures.

The CABs visited during the witnessed assessments and CAB documents observed in file reviewed indicate that CABs are working to a high standard.

*However, 0* nonconformity, *10* concerns, and *8* comments were raised by the evaluation team. It is noted that a number of the findings relate to individual elements of the competence management and records system, although these processes are well defined there are some areas for improvement still required. Full details of all nonconformities, concerns and comments are given in Annex 1 to this report.
RE-EVALUATION: FEBRUARY 2019

• MOLDAC’s continuous development over the 2 years since the initial assessment was recognised;
• 0 non-conformities;
• 10 concerns;
• 8 comments.

This is one significant outcome from the ACCREDIA Twinning experience.
Acknowledgements

MOLDAC sincerely thanks:

• Mr. Filippo Trifiletti and Mr. Marco Cerri and their wonderful team, who actively participated within this project;
• The European Commission for financial support;
• The EU delegation in Republic of Moldova for the efficient management of the project;
• UNECE for interest in this case and the provided opportunity to share the experience with you;
• The Ministry of Economy and Infrastructure of the Republic of Moldova – for ongoing support for development of MOLDAC.
Thank you!

Eugenia SPOIALĂ
MOLDAC Director

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