

The IAM Endorsed Assessor Scheme

SCHEDULE OF REQUIREMENTS

Definitions

Assessor	The individual(s) acting for the EA
Assessment	means the provision of assessments based on the requirements identified from time to time by the IAM including, in particular, the PAM and the Schedule;
Certification	The process of independent assessment of PAS55 compliance and/or issue of a certificate stating this achievement
Client	means a person: to whom it is contemplated EA Services may be provided; to whom EA Services are being provided; and/or to whom EA Services have been provided
Code	means the Code of Practice and any documents expressly referred to in it. The Code of Practice shall prevail in the event of any conflict unless the IAM expressly states otherwise in writing;
Code of Conduct	means the current version of the Code of Conduct applicable to any category of member of the IAM from time to time.
Endorsed Assessor / EA ¹	means a person holding the status of “Endorsed Assessor” conferred by the IAM
EA Services	the provision of services as an Endorsed Assessor (including Assessment, Certification and Gap Analysis) pursuant to the Endorsed Assessor Scheme and any guidance issued by the IAM from time to time;
Endorsed Assessor Scheme	means the scheme of that name administered by the IAM
Gap analysis	means the process of establishing to what extent an organisation complies with PAS55
IAM	means the Institute of Asset Management (registered number 05056259) of Woodlands Grange, Woodlands Lane, Bradley Stoke, Bristol; and IAM Trading Limited (registered number 04990747) of the same address
PAM	means the IAM’s PAS55 Assessment Methodology (download free from www.theIAM.org/EA)
PAS55	means BSI PAS 55:2008
Schedule	means this document

¹ This is unrelated to the European abbreviation EA (European co-operation for Accreditation) or the formal accreditation of conformity bodies.

Scope

1. This document sets out the minimum requirements for competence, consistency and impartiality for bodies seeking to be accepted as IAM Endorsed Assessors in order to carry out either third-party gap analysis and/or certification in relation to BSI PAS 55:2008 (Specification for the optimized management of physical assets.)

Principles

General

2. This document does not give specific details for all situations that may occur and therefore should be treated as guidance. It should be noted that the aim of Endorsement is to give confidence to all parties that an Endorsed Assessor meets specified requirements.
3. These Requirements are not intended to replace proper training of Assessors in good audit practice and it is assumed that EA will adhere to accepted international good practices regarding process.
4. The IAM reserves the right to independently verify that these criteria are being met and that specific assessments achieve the standard required.
5. It is a requirement that that EA maintain a register of individuals, who are their competent assessors and can demonstrate that these assessors meet the criteria set down in this specification.
6. Use of the PAM is not mandatory. Where reference is made to the use of the PAM, it is acceptable for another tool / question set to be used that can be shown to be at least as good as the PAM for this purpose. However, the prospective EA must make clear its approach and bears the burden of proof for the equivalence to be demonstrated in its application.
7. It is recognised that some clauses here repeat PAS55 requirements. This is because it is considered helpful to repeat the underlying point here to emphasise its importance. This does not detract from the need for Assessors to be familiar with PAS55 nor does it imply that a PAS55 requirement is unimportant because it is not repeated here.

Responsibility

8. The client organization is responsible for ensuring conformity with the requirements for certification. The Endorsed Assessor is responsible for assessing objective evidence upon which to base a gap analysis recommendation, or a certification decision. Note that an assessment is based on sampling within an organization's management system and therefore does not guarantee 100 % conformity with requirements.

Openness

9. To gain confidence in the integrity and credibility of certification the EA may, if required, need to provide access to, or disclosure of appropriate and timely non-confidential information about its audit and certification process together with the certification status of any organization. In order to demonstrate openness, this may include information about the conclusions of specific audits to specific interested parties

Confidentiality

10. For the EA to carry out a gap analysis or assess conformity to the specification for certification, it is recognised that client confidential information may be required. It is essential that an EA keeps confidential any such information so deemed by the client.

Responsiveness to complaints

11. Clients using an EA to carry out gap analysis or certification will reasonably expect to have any associated complaints investigated. If these are found to be valid, they should be appropriately addressed and a mutually satisfactory resolution achieved.

Standards & Methodology

Specification

Certification will be against BSI PAS 55-1:2008

Approach

Requirement

12. The validation should be consistent with the IAM's PAS55 Assessment Methodology. Where questionnaires are used as part of the assessment they should as a minimum include the IAM question set and indicative criteria for assessment of capability against each element of PAS55 (Part 1)

Notes & Guidance

Assessment organizations may supplement question sets with their own material, provided that this does not introduce additional requirements to those set out in PAS55 or conflict with such requirements. For example it is accepted that assessment can include assessing more than one standard simultaneously, and the exercise may be wider than a compliance validation.

Threshold

Requirement

13. Certification will be based on the evidence based achievement of all elements of PAS55 to Level 3 of the IAM's PAS55 Assessment Methodology, within an accepted tolerance of minus 0.5 i.e. to 2.5.

Notes & Guidance

The nature of the assessment will be to place organizations within a band – with an individual low score biasing the assessment below 'compliance'.

14. When the score for a PAS55 element is in the range above 2.5 but below 3, in order for an organization to be certificated as compliant it must be able to demonstrate effective plans are in place to achieve a 3 rating within a maximum of 2 years (the certification organization may choose to set a shorter period).

Where adequate evidence exists, it is acceptable for assessors to discount 'outlier' question responses, and make some adjustment to criteria provided adequate evidence based justification is made.

15. These action plans shall be monitored for effectiveness during the certification organizations surveillance visits and evidence must be available to demonstrate a movement towards a 3 rating within the specified period.

Completeness

Requirement

16. Certification will include assessment against all elements of PAS55 and will include the whole of the asset management system. This includes demonstrating the integration and connectivity of Asset Management across the business vertically and horizontally.

17. It is therefore not permissible to grant a PAS55 certificate for one department or functional contributor (such as the maintenance department)

Notes & Guidance

This requires that all 28 elements are examined and that all key processes and parts of the organization responsible for managing assets are included in the assessment.

In particular the 'line of sight' concept is an important indicator of a structured approach. Although a relatively new asset management system is unlikely to be delivering full benefits it should be the role of the Assessor to confirm the organisation is implementing, monitoring and controlling these processes.

Duration of certification and surveillance

Requirement

18. Duration of certification should be for a maximum of 3 years, with additional surveillance visits as appropriate to verify actions required from initial reviews or 'work in progress' is progressed as agreed.

19. Surveillance visits should be at a frequency of not less than annually and may be needed more frequently if there are significant improvement issues requiring attention.

Notes & Guidance

It is not unusual for minor non compliances or 'scope for improvement' to be observed at the time of the initial assessment. Verification of improvement actions is not mandatory but verification of actions arising from non-compliances is required.

It would be expected that EA have in place a process for verification and confirming that actions are being progressed within an acceptable time frame consistent with good auditing practice.

Rigour

Sample size and coverage

Requirement

20. The depth and coverage of the assessment should be sufficient to ensure that observations are verified by factual evidence or, when relying on questionnaire responses, from a statistically robust sample.

Notes & Guidance

Normally this will require key questions to be asked of at least 3 staff who are adequately representative.

It is important that checks are made that understanding and practice are in place through the organization – i.e. It is necessary to question not only the policy makers but also those responsible for putting it into practice. In practice non compliant organizations often have large pieces of the AM system missing – this is usually quickly identified and can make sections of the assessment unnecessary (e.g. no AM policy).

These criteria are based on the assessment requirements for a typical infrastructure organization of >100 staff. The same principles will be applied to smaller organization, but it is accepted that it would not be practicable to apply the recommended minimum sample size and coverage criteria.

Avoidance of systematic bias

Requirement

21. The review process should include a sufficiently wide selection of employees and sources to demonstrate an unbiased picture of asset management as it is understood and applied both 'horizontally' across the organisations functions/assets and 'vertically' .

22. At re-certification a reduced but still representative selection of employees and sources is acceptable. The size and form of the sample should be influenced by the results of surveillance visits.

In both cases the assessing organization shall keep records explaining why the particular representative sample was selected.

Notes & Guidance

The sample size will depend on the size and complexity of the organization. Typically first time assessment reviews should include 20-40 interviews using the IAM question set plus additional group sessions or surveys to validate more widely the findings of the interviews, and explore the practical application.

Interview samples should normally contain a true cross section of staff (long standing experienced staff and new arrivals) and not be 'hand picked' staff who are closely involved with developing the AM system.

Assessments for recertification will need a lighter touch and the form and size of the sample should be influenced by the findings of surveillance visits i.e. an organization that has through a series of surveillance visits consistently demonstrated an effective asset management system compliant with PAS55 should expect a less intense recertification review than one in which areas of non-conformance, needing remedial action, have been regularly found.

Data sources

Requirement

23. Assessment should use multiple sources of information to verify compliance. This will include documentary evidence, records, data sources (such as performance measures) and interview feedback.

24. Available fact-based evidence will be supplemented with information recorded from interviews using an objective approach consistent with sample size and coverage requirements set out above. Interviews will cover as a minimum the question set and responses identified in the IAM's PAM.

Notes & Guidance

Where organizations are non compliant, it is normally not appropriate to use the complete interview question set identified by the IAM assessment methodology – as some questions are dependent on the existence elements of the AM system which are often not in place in developing organizations.

More than one competent assessor

Requirement

25. At least two assessors should be used in every assessment (as distinct from any one visit). Assessors should have personal knowledge of BSI PAS 55:2008 and verifiable competence in objective audit or assessment processes

26. Assessors should have sufficient asset management knowledge to be able to identify the specific requirements of PAS55 and adequate expertise to interpret industry sector terminology and adequacy (i.e. if the AM system is 'fit for purpose' for the nature of the business and scale of the application).

27. Cross-checking between assessors must be demonstrated, and scoring of assessments checked for consistency and objectivity.

Notes & Guidance

It is expected that some activities during an assessment may be carried out by staff skilled in audit but limited specific AM expertise. Overall, however, the nominated assessors require to have AM specific knowledge and assessments must be led and directed by such assessors.

In particular the interviewing of staff and the interpretation of PAS55 requirements for verifying compliance requires the use of assessors experienced in asset management (evidence of compliance may emerge from assessing the organizations "maturity").

Objectivity and Independence of advice

Requirement

28. Assessing organizations must make all observations and recommendations free of commercial bias. Such observations and recommendations must be independently verifiable

29. Where any recommendation introduces an unavoidable conflict of interest, clear indication must be made of the relevant commercial interests of the assessor organisation and cannot be contingent upon any ongoing relationship or commercial commitments between the assessor organisation and the assessed.

Notes & Guidance

The assessment should be strictly of compliance against PAS55 requirements.

It is often the case that assessing organizations will also be asked to advise organizations on developing improvement plans. Clearly these may represent opportunities for commercial solutions.

Clear division needs to be in place between the certification process and consulting work associated with business development. (see Code of Practice)

Competence

Requirement

30. Assessors should have at least 5 years of senior asset management related experience, in addition to demonstrable competency in objective audit or assessment processes Experience does not need to be in the industry sector of the assessed organisation.

Notes & Guidance

The IAM believes that assessment against PAS55 requires direct knowledge and experience of asset management in a range of commercial and regulatory environments.

Assessors should be able to demonstrate deep subject matter knowledge (beyond that contained in the PAS55 documents) and have first-hand experience of asset management responsibility.

Impartiality

Requirement

31. It is acknowledged that a client paying for gap assessment or certification is a source of revenue for an Endorsed Assessor and that this may be a threat to impartiality. To ensure confidence, it is essential that a Endorsed Assessor's decisions be based on objective evidence of conformity or nonconformity with PAS55 and that its decisions are not influenced by any other interests.

Notes & Guidance

The impartiality of the Assessor must be guaranteed.

Individual Assessors must not have been involved in directing or advising on the design, implementation and training of the Client's asset management system. Where other individuals in the Endorsed Assessor organisation have been involved with the Client, measures must be taken to ensure separation and impartiality for the Assessors. If it is not possible to keep Individual Assessors separate and clearly impartial, the Endorsed Assessor must not undertake the assessment.

The remuneration of individuals must not depend on the number of assessments carried out, nor on the results of such assessments.

The Assessor must observe professional secrecy with regard to all information gained in carrying out their assessment.

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² Version 2

The Schedule has been modified to incorporate clarifications following feedback during the Phase 1 'pilot' scheme.