



<u>PAD Work Instructions</u>	Work Instruction No.: PAD 12.16
01/11/2025 (09-04-2026)	Work Instruction: Personnel Competencies

Change follow up

Revision	Date	Changes

1. General**1.1 Scope**

- 1.1.1 This work instruction details the methods and criteria for determination of the competence criteria for personnel involved in the management and performance of Product Approval Directorate (PAD).

1.2 Objectives

- 1.2.1 To define criteria for personnel authorization in the PAD, including authorization criteria and authorization procedures for certification personnel.

1.3 Applicability

- 1.3.1 This work instruction is applicable to all personnel in the PAD, client managers, Sii engineers

2. Applicable documents**2.1 Documents mentioned in this work instruction**

- 2.1.1 ISO/IEC 17065- Conformity assessment—Requirements for bodies certifying products, processes and services
- 2.1.2 ISO/IEC 17025- General requirements for the competence of testing and calibration laboratories is the main standard used by testing and calibration laboratories.
- 2.1.3 ISO/IEC 17020- Conformity assessment—Requirements for the operation of various types of bodies performing inspection
- 2.1.4 SII 52- Preventing Conflict of Interest



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2.2 **Appendices and forms**

2.2.1 None.

3. **Definitions and terms**

3.1 **The Directorate**- The Product Approval Directorate (PAD).

3.2 **Director General**- The head of Sii Institute.

3.3 **The Product Approval Directorate (PAD)**- an organizational unit that operates on behalf of the Director General and who's role is to implement the PAD policies.

4. **Details and instructions**

4.1 **General**

4.1.1 All personnel involved in PAD certification shall:

- A. Meet the criteria described in this document for their position.
- B. Demonstrate competence and due professional ability consistent with their roles and responsibilities.
- C. Be independent of any influence.
- D. Demonstrate ethical conduct throughout the certification process.
- E. Have a formal academic education from an institution of higher education, engineer or technician (excluding administrative staff).
- F. The formal education and practical experience of personnel shall be related, as much as possible, to the sector which is the subject of the certification.
- G. Competencies based on knowledge for specific technical areas shall be considered as well.

4.2 **PAD independence and ethical conduct**

4.2.1 PAD personnel shall operate in accordance with the procedures for impartiality and ethical rules (SII procedure 52 "Preventing Conflict of interests", 69 "Basic Ethical rules", 39 "Data Confidentiality").

4.3 **Competencies of the PAD Directorate members**



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4.3.1 PAD Directorate is responsible for:

- A. Managing PAD affairs, including: policy and goals, and decision on any matter concerning the PAD management.
- B. Review certification files submitted by the laboratories, and based on review ,issue Pad Test certificate.
- C. Register PAD Test Certificate in the system files.
- D. Perform an annual audit for the related laboratories.
- E. Submit applications for PAD's scope extensions and reassessment as needed.
- F. Control PAD activities and prepare annual management review.
- G. Monitor performance of the PAD personnel.(Certifier 1 performs random checks of certification files approved by Certifier 2 and vice versa. One check per month or minimum twelve checks per year shall be performed. Both certifiers shall document the verdict in the list of issued certificates.
Certifier 1: Mr. Yoel Bargil Certifier 2: Mr. Daniel Gottreich.
Both certifiers shall record their review in the certificate log, including the date, file reference, and decision outcome.

4.4 Competencies of the Product Approval Directorate (PAD)

- 4.4.1 The Head of the PAD's responsibilities include the overall authority for the operation and implementation of the PAD system, including the following:
- A. Marketing the services .
 - B. Initiating and developing of new products and services.
 - C. Developing and managing of Service Packages for the PAD.
 - D. Giving cost estimates for services.
 - E. Supervision of laboratory activity (including audit performed by the Division's staff) within the framework of the PAD.
 - F. Improvement of the institutional infrastructure for data collection and processing in areas pertaining to the PAD.
 - G. Creation of strategic partnerships (laboratories, consumer associations, manufacturer associations.).
 - H. Managing and control of the PAD's activities.



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- I. Problem solving and conducting negotiations with clients.
- J. The Head of PAD will be the technical manager regarding the requirements of ISO/IEC 17020. The appointment to this position will be by the laboratory Division Director and the Head of PAD shall be subject to the Director and under his authority for the activities in these areas.
- K. The Head of PAD will operate according to the procedure of impartiality (SII 52).
- 4.4.2 The Head of the PAD shall possess all of the competencies and skills required of the position (as described below).
- A. The Head of the PAD shall hold a Bachelor's degree, preferable in engineering or sciences.
- B. The Head of the PAD have 10 years of industry experience, 3 of them in quality, and at least 3 years of managerial experience.
- C. Have comprehensive knowledge of ISO/IEC 17065 and all relevant standards and regulations.
- D. Comprehensive knowledge of ISO/IEC 17020/17025
- E. Comprehensive knowledge of the SII systems.
- F. Comprehensive knowledge of the standardization system in Israel and abroad.
- G. Proficiency in computer skills and techniques.
- H. Proficiency in problem solving skills and conflict resolution
- I. Proficiency in conducting negotiations.
- J. Proficiency in languages and strong English language skills.
- K. Proficiency in team management and interpersonal communication.

4.5 Competencies of Laboratory Section Heads

- 4.5.1 Laboratory Section Heads responsibilities include:



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- A. Contract review (in cooperation with Head of PAD).
 - B. Processing of client's request for certificate.
 - C. Providing client's with quotations estimates and preparing bids.
 - D. Coordinating the process of the PAD with Product certifiers
 - E. Maintaining communication with clients and providing them with good service.
 - F. Monitoring project realization.
 - G. Providing support for the Division's marketing efforts.
- 4.5.2 Operate in accordance with the procedure for impartiality.
- A. Client Managers shall hold a Bachelor's degree in economics, engineering, or another relevant background.
 - B. Laboratory Section Heads shall hold at least 3 years of relevant working experience.
 - C. Strong skills in customer service.
 - D. Knowledge of computer systems.
 - E. The ability to identify appropriate resources and relevant personnel to complete tasks.
 - F. Basic knowledge of ISO/IEC 17065 and PAD rules.
 - G. Knowledge of the English language.

4.6 Competencies of product testers

- 4.6.1 Details of required certification and training for laboratory workers that conduct product testing can be found in the specific procedures for the relevant laboratories that employ them.

4.7 Competencies of PAD's Internal Auditor

- 4.7.1 The PAD Internal Auditor's responsibilities include conducting audits of the PAD in accordance with the following standards ISO/IEC 17065, ISO/IEC 17020.
- 4.7.2 The PAD Internal Auditor shall possess all of the competencies and skills required of the position (as described below).



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- A. The PAD Internal Auditor will have the education of an engineer, a practical engineer, or a technician.
- B. The PAD Internal Auditor will have at least 7 years of experience as an auditor.
- C. Comprehensive knowledge of ISO/IEC 17065, ISO/IEC 17025, ISO/IEC 17020 and ISO 9001.
- D. Comprehensive knowledge of the PAD certification system rules.

4.8 Competencies of the Quality Manager

4.8.1 The Quality Manager's responsibilities include:

- A. Supervision/conducting of internal audits.
- B. Management of corrective actions and handling non-conformities.
- C. Supervision/conducting of management review.
- D.
- E. Management of document control.

4.8.2 The Quality Manager shall possess the competencies and skills required of the position (as described below).

- A. The Quality Manager shall have the education of an engineer, a practical engineer, or a technician.
- B. The Quality Manager shall have at least 5 years of experience of working in the field of quality management systems.
- C. The Quality Manager shall have the following competencies:
- D. Comprehensive knowledge of the PAD certification system and similar systems.
- E. Comprehensive knowledge of relevant standards (ISO/IEC 17065, ISO/IEC 17025, ISO/IEC 17020, ISO 9001).

4.9 Competencies of the PAD's laboratory auditor

- 4.9.1 The Laboratory Auditor shall serve as the representative of PAD in the supervision process of the laboratories.
- 4.9.2 The Laboratory Auditor shall possess comprehensive knowledge of ISO/IEC 17025.
- 4.9.3 The Laboratory Auditor shall have 4 years of experience in auditing according to ISO/IEC 17025.



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4.10 Personnel Records

4.10.1 In addition to the records kept in the Human Resources Unit of the SII according to the Institute's procedures, the authorization documentation of all personnel is maintained in the Laboratory Division.

4.10.2 All records shall contain the date of the most recent update of each record.

4.10.3 Personnel files in the PAD shall contain the following documents:

- A. Name and address.
- B. Professional experience
- C. Education.
- D. The assessment of competence.
- E. Results of performance monitoring.
- F. Diplomas and certificates of education and courses relevant to fields of activity of the employee.
- G. Authorizations within PAD.
- H. Declaration of impartiality and confidentiality.