

LCA Company Audit Requirements Re Standards for Service Delivery: A Guide for Service Providers



The Standards set out the minimum requirements for the delivery of the nine services related to the control of legionella bacteria in water systems relevant to LCA registration.

Each standard contains the following sections:

1. Scope of Service Delivery

This section of the standard is informative and is not subject to assessment by the LCA Assessor during the service provider's company audit. It contains a definition of the service provided and sets out the extent and limits of each service in such a way as to be flexible enough to accommodate legitimate variation and exacting enough to ensure the service is sound.

2. Capability of Service Provider's Staff

This section of the standard is informative and is not subject to assessment by the LCA Assessor during the service provider's company audit. The capability of the service provider's staff is covered by the Assessor when assessing compliance with training and competence under Section 2 of Service Provider Commitments in the Code of Conduct. This section of the Standards for Service Delivery covers the qualifications, training, knowledge and experience, etc., that staff will require to carry out their specific services on site.

3. Service Delivery

This section of the standard relates to the delivery of the specific legionella control service and details the systems and procedures the LCA would expect the service provider to have in place to cover and manage the following: definition of scope, gathering information (survey), design of programme (where applicable), implementation/initiation of service provided, execution of service provided, verification that the service provided is fit for purpose, etc. The details/requirements of each standard are different so please study the standards applicable to your registration Areas of Interest Form.

You will need to show the assessor how you comply with the requirements detailed in the relevant service delivery standard. During the company audit the Assessor will refer to a Checklist (one for each specific service standard) which lists questions about the 'auditable' elements of this section. He will effectively ask these questions of you, and will expect you to have assembled answers prior to his arrival. You will need to use your initiative to anticipate the questions that will be asked by asking yourself 'what parts of Section 3 are auditable?'

Each question is written in such a way that the answer will be 'yes', 'no', or 'not applicable' ('N/A').

A separate notes page contains:

- a) details of non conformances uncovered by the Assessor,
- b) the actions required,
- c) the dates by which this action should be completed ,
- d) a 'sign off' column to indicate actions completed satisfactorily.

Note: You should have checked the auditable requirements/points of section 3 against your existing service specific systems/procedures and identified any nonconformities/gaps by asking the following question about each of the auditable requirements in section 3: *Is the requirement already covered by a procedure? If not, incorporate it.*

4. Service Users: Commitments and Responsibilities

This section of the standard is informative and is not subject to company audit.

It details the service users' commitments and responsibilities regarding the delivery of the services by the service provider.

5. Further Information

This section of the standard is informative and is not subject to company audit. This is essentially a bibliography of guidance associated with the provision or acquisition of the specific service.