

Annex D

Desired personal behavior

Examples of personal behavior that are important for personnel involved in certification activities for any type of management system are described as follows:

- a) Be ethical, i.e. fair, truthful, sincere, honest and discreet;
- b) Be open-minded, i.e. willing to consider alternative ideas or points of view;
- c) Be diplomatic, i.e. tactful in dealing with people;
- d) Be collaborative, i.e. effectively interacting with others;
- e) Be observant, i.e. actively aware of physical surroundings and activities;
- f) Be perceptive, i.e. instinctively aware of and able to understand situations;
- g) Be versatile, i.e. adjusts readily to different situations;
- h) Be tenacious, i.e. persistent and focused on achieving objectives;
- i) Be decisive, i.e. reaches timely conclusions based on logical reasoning and analysis;
- j) Be self-reliant, i.e. acts and functions independently;
- k) Be professional, i.e. exhibiting a courteous, conscientious and generally business-like demeanor in the workplace;
- l) Be morally courageous, i.e. willing to act responsibly and ethically even though these actions may not always be popular and may sometimes result in disagreement or confrontation, and;
- m) Be organized, i.e. exhibiting effective time management, prioritization, planning, and efficiency.

Determination of behavior is situational, and weaknesses may only become apparent in a specific context. The certification body should take appropriate action for any identified weakness that adversely affects the certification activity.

IAI's three main differentiators are:

1. Accredited
2. Minimum experience requirements for each auditor
3. Online Certification verification