

---

---

**Conformity assessment — Requirements  
for the operation of various types of  
bodies performing inspection**

*Évaluation de la conformité — Exigences pour le fonctionnement de  
différents types d'organismes procédant à l'inspection*



**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2012

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
Case postale 56 • CH-1211 Geneva 20  
Tel. + 41 22 749 01 11  
Fax + 41 22 749 09 47  
E-mail [copyright@iso.org](mailto:copyright@iso.org)  
Web [www.iso.org](http://www.iso.org)

Published in Switzerland

# Contents

Page

Foreword .....	iv
Introduction.....	v
1 Scope .....	1
2 Normative references .....	1
3 Terms and definitions .....	1
4 General requirements .....	3
4.1 Impartiality and independence.....	3
4.2 Confidentiality.....	4
5 Structural requirements.....	4
5.1 Administrative requirements.....	4
5.2 Organization and management.....	4
6 Resource requirements .....	5
6.1 Personnel .....	5
6.2 Facilities and equipment.....	6
6.3 Subcontracting .....	8
7 Process requirements.....	8
7.1 Inspection methods and procedures .....	8
7.2 Handling inspection items and samples.....	9
7.3 Inspection records .....	9
7.4 Inspection reports and inspection certificates .....	9
7.5 Complaints and appeals .....	10
7.6 Complaints and appeals process .....	10
8 Management system requirements .....	11
8.1 Options .....	11
8.2 Management system documentation (Option A) .....	11
8.3 Control of documents (Option A) .....	12
8.4 Control of records (Option A) .....	12
8.5 Management review (Option A).....	13
8.6 Internal audits (Option A) .....	13
8.7 Corrective actions (Option A) .....	14
8.8 Preventive actions (Option A).....	14
Annex A (normative) Independence requirements for inspection bodies.....	15
Annex B (informative) Optional elements of inspection reports and certificates .....	17
Bibliography.....	18

## **Foreword**

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of conformity assessment, the ISO Committee on conformity assessment (CASCO) is responsible for the development of International Standards and Guides.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

Draft International Standards are circulated to the national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 17020 was prepared by the ISO Committee on conformity assessment (CASCO).

It was circulated for voting to the national bodies of both ISO and IEC, and was approved by both organizations.

This second edition cancels and replaces the first edition (ISO/IEC 17020:1998), which has been technically revised.

## Introduction

This International Standard has been drawn up with the objective of promoting confidence in bodies performing inspection.

Inspection bodies carry out assessments on behalf of private clients, their parent organizations, or authorities, with the objective of providing information about the conformity of inspected items with regulations, standards, specifications, inspection schemes or contracts. Inspection parameters include matters of quantity, quality, safety, fitness for purpose, and continued safety compliance of installations or systems in operation. The general requirements with which these bodies are required to comply in order that their services are accepted by clients and by supervisory authorities are harmonized in this International Standard.

This International Standard covers the activities of inspection bodies whose work can include the examination of materials, products, installations, plants, processes, work procedures or services, and the determination of their conformity with requirements and the subsequent reporting of results of these activities to clients and, when required, to authorities. Inspection can concern all stages during the lifetime of these items, including the design stage. Such work normally requires the exercise of professional judgement in performing inspection, in particular when assessing conformity with general requirements.

This International Standard can be used as a requirements document for accreditation or peer assessment or other assessments.

This set of requirements can be interpreted when applied to particular sectors.

Inspection activities can overlap with testing and certification activities where these activities have common characteristics. However, an important difference is that many types of inspection involve professional judgement to determine acceptability against general requirements, for which reason the inspection body needs the necessary competence to perform the task.

Inspection can be an activity embedded in a larger process. For example, inspection can be used as a surveillance activity in a product certification scheme. Inspection can be an activity that precedes maintenance or simply provides information about the inspected item with no determination of conformity with requirements. In such cases, further interpretation might be needed.

The categorization of inspection bodies as type A, B or C is essentially a measure of their independence. Demonstrable independence of an inspection body can strengthen the confidence of the inspection body's clients with respect to the body's ability to carry out inspection work with impartiality.

In this International Standard, the following verbal forms are used:

- “shall” indicates a requirement;
- “should” indicates a recommendation;
- “may” indicates a permission;
- “can” indicates a possibility or a capability.

# Conformity assessment — Requirements for the operation of various types of bodies performing inspection

## 1 Scope

This International Standard contains requirements for the competence of bodies performing inspection and for the impartiality and consistency of their inspection activities.

It applies to inspection bodies of type A, B or C, as defined in this International Standard, and it applies to any stage of inspection.

NOTE The stages of inspection include design stage, type examination, initial inspection, in-service inspection or surveillance.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*