Текст – добавленный текст
~~**Текст**~~ – исключённый текст
Текст – изменённый текст
Текст ISO/IEC 17020:2026 на русском в переводе А. Горбунова

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Во всём тексте заменено «this International Standard» на «this document».

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Изменения в тексте

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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.	**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. **The procedures used to develop this document and those intended for its further maintenance are described the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs)** **ISO and IEC draw attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO and IEC take no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO and IEC had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents and https: //patents.iec.ch.** ISO **and IEC** shall not be held responsible for identifying any or all such patent rights. **Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.** **For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT)**

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	see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards. **This document was prepared by the ISO Committee on Conformity Assessment (CASCO), in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/CLC/ITC 1, Criteria for conformity assessment bodies, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).** This **third** edition cancels and replaces the **second** edition (ISO/IEC 17020:20**12**), which has been technically revised. **The main changes are as follows:** **— the categorization of the inspection body's independence type has been changed to type A and type non-A;** **— a definition of "item" and a definition of "client" have been included;** **— a new subclause on the control of data and information and actions to address risks and opportunities has been added;** **— the common elements in CASCO standards have been incorporated;** **— the risk-based thinking applied in this edition has enabled some reduction in prescriptive requirements and their replacement by performance-based requirements;** **— there is greater flexibility than in the previous edition in the requirements for processes, procedures, documented information and organizational responsibilities.** **Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and wwwiec.ch/national-committees.**
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	**Introduction** This **document was developed to promote** confidence in bodies performing inspection. Inspection bodies **perform inspection activities** on behalf of private clients, their parent organizations, **regulatory** authorities, **or others**, 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

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~~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~~.	purpose, and **conformity of inspected item(s) with specified requirements (e.g.** safety compliance of installations or systems in operation**). This document provides requirements for the competence, impartiality and consistent operation of inspection bodies as a basis to promote confidence about and acceptance of inspection results by clients, regulatory authorities and others**.
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 **document** 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 regulatory 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 **document** 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.~~	**The** requirements **of this document** can be interpreted when applied to particular sectors.
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 embedded in a larger process. For example, inspection can be **specified** as a surveillance activity in a product certification scheme. **Likewise, results of other conformity assessment activities can be used as an input when performing inspection activities. Inspection can be an activity that precedes maintenance or simply provides information about the inspected item with no determination of conformity with requirements**.
~~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~~	

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~~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.~~	The categorization of inspection bodies as type A **and type non-A reflects the level** of their independence. **The impartiality requirements are equally applicable to both type A and type non-A inspection bodies**.
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~~	**1 Scope** This **document** contains requirements for the competence and impartiality of bodies performing inspection, and for the **consistent operation** of their inspection activities.
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 document (including any amendments) applies. ISO/IEC 17000, Conformity assessment - Vocabulary and general principles	**2 Normative references** The following documents are **referred to in the text in such a way that some or all of their content constitutes requirements** 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:**2020**, Conformity assessment - Vocabulary and general principles
3 Terms and definitions For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the following apply. **3.1**	**3 Terms and definitions** For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the following apply. **ISO and IEC maintain terminology databases for use in standardization at the following addresses:** **ISO Online browsing platform: available at https: //www.iso.org/obp** **IEC Electropedia: available at https: //www.electropedia.org/** **3.1**

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inspection examination of ~~**a product (3.2), process (3.3), service (3.4), or installation or their design**~~ and determination of its conformity with ~~**specific**~~ requirements or, on the basis of professional judgment, with general requirements NOTE 1~~ **Inspection of processes can include personnel, facilities, technology or methodology.**~~ NOTE 2 ~~**Inspection procedures or schemes can restrict inspection to examination only**~~. ~~**NOTE 3 Adapted from 17000:2004, definition 4.3.**~~ ~~**NOTE 4 The term "item" is used in this International Standard to encompass product, process, service or installation, as appropriate.**~~ ~~**3.2**~~ ~~**product**~~ ~~**result of a process**~~ ~~**NOTE 1 Four generic product categories are noted in ISO 9000 2005:**~~ ~~**— services (e.g. transport) (see definition in 3.4);**~~ ~~**— software (e.g. computer program, dictionary):**~~ ~~**— hardware (e.g. engine, mechanical part;**~~ ~~**— processed materials (e.g. lubricant).**~~ ~~**Many products comprise elements belonging to different generic product categories. Whether the product is then called service, software, hardware or processed material depends on the dominant element.**~~ ~~**NOTE 2 Products include results of natural processes, such as growth of plants and formation of other natural resources**~~ ~~**NOTE 3 Adapted from 17000:2004, definition 3.3.**~~ ~~**3.3**~~ ~~**process**~~ ~~**Set of interrelated or interacting activities which transforms inputs into outputs**~~ ~~**NOTE Adapted from ISO 9000:2005, definition 3.4.1.**~~ ~~**3.4**~~ ~~**service**~~	**inspection** examination of **an item (3.8)** and determination of its conformity with **detailed** requirements or, on the basis of professional judgement, with general requirements Note 1 to entry: **Examination can include direct or indirect observations, which can include measurements or output of instruments**. Note 2 to entry: **Inspection results normally include a statement of conformity regarding the item. However, schemes contracts can specify inspection as examination only**. **[SOURCE: ISO/IEC 17000:2020, 6.3, modified - In the definition, "object of conformity assessment" has been replaced by "item"; the original Notes 2 and 3 to entry have been removed; a new Note 2 to entry has been added.]**

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~~result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible~~ ~~NOTE 1 Provision of a service can involve, for example, the following:~~ ~~— an activity performed on a customer-supplied tangible product (e.g. automobile to be repaired);~~ ~~— an activity performed on a customer-supplied intangible product (e.g. the income statement needed to prepare a tax return);~~ ~~— the delivery of an intangible product (e.g. the delivery of information in the context of knowledge transmission);~~ ~~— the creation of ambience for the customer (e.g. in hotels and restaurants).~~ ~~NOTE 2 Adapted from ISO 9000:2005, definition 3.4.2, Note 2.~~	
3.5 **inspection body** body that performs inspection (3.1) ~~NOTE An Inspection body can be an organization, or part of an organization.~~	**3.2** **inspection body** body that performs inspection (3.1)
~~3.6~~ ~~inspection system~~ ~~rules, procedures, and management for carrying out inspection~~ ~~NOTE 1 An inspection system can be operated at international, regional, national or sub-national level.~~ ~~NOTE 2 Adapted from 17000:2004, definition 2. 7.~~	
3.7 **inspection scheme** ~~inspection system (3.6) to which the same specified requirements, specific rules and procedures apply~~ NOTE 1 Inspection schemes can be operated at international, regional, national or sub-national level. ~~NOTE 2 Schemes are sometimes also referred to as "programmes"~~ ~~NOTE 3 Adapted from 17000:2004, definition 2.8.~~	**3.3** **inspection scheme** **inspection programme** **set of rules and procedures that describes the item (3.8), identifies the specified requirements and provides the methodology for performing inspection (3.1)** Note 1 to entry: Inspection schemes can be operated at the international, regional, national, sub-national **or industry sector** level. **Note 2 to entry: A scheme that includes inspection can provide methodology for activities in either all or only in some of the conformity**

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	assessment functions (see ISO/IEC 17000:2020, Annex A). It can include methodology for inspection only (a determination function activity) or for other determination function activities. The scheme can include methodology for selection function activities and, in addition, it can include methodology for review, decision, attestation function activities **Note 3 to entry: The inspection scheme can specify independence requirements.** **[SOURCE: ISO/IEC 17000:2020, 4.9, modified - In the preferred term and the admitted term, "conformity assessment" has been replaced by "inspection"; in the definition, "objects of conformity assessment" has been replaced by "item"; "conformity assessment" has been replaced by "inspection": the original three Notes to entry have been replaced by three new ones.]**
3.8 **impartiality** ~~**presence of objectivity**~~ NOTE 1 Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the inspection body. NOTE 2 Other terms that are useful in conveying the element of impartiality are: ~~**independence,**~~ freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance.	**3.4** **impartiality** **objectivity with regard to the outcome of an inspection (3.1)** Note 1 to entry: Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence activities of the inspection body **(3.2)**. Note 2 to entry: Other terms that are useful in conveying the element of impartiality are: freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance. **[SOURCE: ISO/IEC 17000:2020, 5.3, modified - In the definition, "conformity assessment activity" has been replaced by "inspection"; Note 1 to entry has been changed and Note 2 to entry has been added.]**
3.9 **appeal** request by the ~~**provider of the item of inspection**~~ to the inspection body for reconsideration by that body of a decision it has made relating to ~~**that**~~ item	**3.5** **appeal** **request by the client (3.7) to an inspection body (3.2) for reconsideration by that body of a decision it has made relating to the conformity of the**

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~~**NOTE Adapted from 17000:2004, definition 6,4**~~	**item (3.8) inspected** Note 1 to entry: **An appeal is only possible if a statement of conformity has been issued.** **[SOURCE: ISO/IEC 17000:2020, 8.6, modified - In the definition, "person or organization that provides, or that is, the object of conformity assessment to a conformity assessment body or an accreditation body" has been replaced by "client to an inspection body"; "that object" has been replaced by "the conformity of the item inspected"; Note 1 to entry has been added.]**
3.10 **complaint** expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected ~~**NOTE Adapted from 17000:2004, definition 6.5.**~~	**3.6** **complaint** expression of dissatisfaction, other than appeal (3.5), by any person or organization to an inspection body (3.2), relating to the activities of that body, where a response is expected **[SOURCE: ISO/IEC 17000:2020, 8.7, modified -- In the definition, "a conformity assessment body or an accreditation body" has been replaced by "an inspection body".]** **3.7** **client** **person or organization requesting inspection (3.1) of an item (3.8)** **Note 1 to entry: The client can be different from the provider of the item.** **3.8** **item** **object of inspection (3.1) to which the specified requirements for the inspection apply** **Note 1 to entry: The term "item" is used in this document to encompass product, process, service, material, location, facility, premises, installation, or parts of thereof, or their design, as appropriate.** **Note 2 to entry: The object of inspection can be a group of objects or a single object.** **Note 3 to entry: An item can be inspected at any stages, e.g. design stage, type examination, initial inspection, in-service inspection or under surveillance.**

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	Note 4 to entry: Inspection of processes can include personnel, facilities, technology or methodology.
4 General requirements **4.1 Impartiality ~~and independence~~** **4.1.1** Inspection activities shall be undertaken impartially. **4.1.2** The inspection body shall be responsible for the impartiality of its inspection activities and shall not allow commercial, financial or other pressures to compromise impartiality. **4.1.3** The inspection body shall ~~**identify**~~ ~~**risks to its impartiality**~~ on an ongoing basis. This shall include ~~**those risks that arise from its activities, or from its**~~ relationships~~**, or from the relationships**~~ of its personnel. ~~**However, such relationships do not necessarily present an inspection body with a risk to impartiality.**~~ NOTE A relationship ~~**that threatens the impartiality of the inspection body**~~ can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding), and payment of a sales commission or other inducement for the referral of new clients~~**, etc.**~~ **4.1.4** If a ~~**risk**~~ to impartiality is identified, ~~**the inspection body shall be able**~~ to demonstrate how it eliminates or minimizes such ~~**risk**~~. **4.1.5** The inspection body shall have top management commitment to impartiality. **4.1.6** The inspection body shall be ~~**independent to the extent that is required with regard to the conditions under which it performs its services. Depending on these conditions, it shall meet the minimum requirements stipulated in Annex A, as outlined below.**~~ ~~**a) An inspection body providing third party inspections shall meet the type A requirements of Clause A.1 (third party inspection body).**~~ ~~**b) An inspection body providing first party inspections, second party inspections, or both, which forms a separate and identifiable part of an organization involved in the design, manufacture, supply, installation, use**~~	**4 General requirements** **4.1 Impartiality** **4.1.1** Inspection activities shall be undertaken impartially. **4.1.2** The inspection body shall be responsible for the impartiality of its inspection activities and shall not allow commercial, financial or other pressures to compromise its impartiality. **4.1.3** The inspection body shall **monitor its activities and its relationships to identify threats to its impartiality** on an ongoing basis. This **monitoring** shall include the relationships of its personnel. NOTE A relationship can be based on ownership, governance, management, personnel, shared resources, finances, contracts **or** marketing (including branding **and sponsoring**) and the payment of sales commissions or other inducements for the referral of new clients. **Such relationships do not necessarily present a body with a threat to impartiality.** **4.1.4** If a **threat** to impartiality is identified, **its effect shall be eliminated or minimized so that the impartiality is not compromised**. **The inspection body shall demonstrate how it eliminates or minimizes such threats**. **4.1.5** The inspection body shall have top management commitment to impartiality. **4.1.6** The inspection body shall be **structured and managed so as to safeguard impartiality.**

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~~or maintenance of the items it inspects and which supplies inspection services only to its parent organization (in-house inspection body) shall meet the type B requirements of Clause A.2.~~ ~~c) An inspection body providing first party inspections, second party inspections, or both, which forms an identifiable but not necessarily a separate part of an organization involved in the design, manufacture, supply, installation, use or maintenance of the items it inspects and which supplies inspection services to its parent organization or to other parties, or to both, shall meet the type C requirements of Clause A. 3.~~	**4.1.7 All personnel of the inspection body, either internal or external, that could influence the inspection activities shall act impartially. In particular, personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections.**
4.2 Confidentiality **4.2.1** The inspection body shall be responsible, through legally enforceable commitments, for the management of all information obtained or create during the performance of inspection activities. The inspection body shall inform the client, in advance, of the information it intends to place in the public domain, Except for information that the client makes publicly available, or when agreed between the inspection body and the client ~~(e.g. for the purpose of responding to complaints)~~, all other information is considered proprietary information and shall be regarded as confidential. NOTE Legally enforceable commitments can be, for example, contractual agreements. **4.2.2** When the inspection body is required by law or authorized by contractual commitments to release confidential information, the client ~~or individual~~ concerned shall, unless prohibited by law, be notified of the information ~~provided~~, **4.2.3** Information about the client obtained from sources other than the client (e.g. complainant, ~~regulators~~) shall be treated as confidential.	**4.2 Confidentiality** **4.2.1** The inspection body shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of inspection activities. The inspection body shall inform the client, in advance, of the information it intends to place in the public domain. Except for information that the client makes publicly available, or when agreed between the inspection body and the client, all other information is considered proprietary information and shall be regarded as confidential. NOTE Legally enforceable commitments can be, for example, contractual arrangements **or commitments related to confidentiality policy published on the inspection body's website or in the inspection body's documentation**. **4.2.2** When the inspection body is required by law or authorized by contractual arrangements to release confidential information, the client concerned shall be notified of the information **released**, unless prohibited by law. **4.2.3** Information about the client obtained from sources other than the client (e.g. complainant, **regulatory authorities**) shall be treated as confidential**,**

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	unless agreed by the source. **4.2.4 Personnel, including any committee members, contractors, personnel of external bodies, or persons acting on the inspection body's behalf, shall keep confidential all information obtained or created during the performance of the body's inspection activities.**
5 Structural requirements	**5 Structural requirements** **5.1 Independence** The inspection body shall **meet independence requirements specified in Annex A, based on the conditions under which it performs its inspection activities and, if applicable, as required by the inspection scheme.** (по сути замена п. 4.1.6 предыдущей редакции) **NOTE An inspection body can meet different independence requirements (i.e. type A, type non-A) for different inspection activities.**
5.1 ~~Administrative requirements~~ **5.1.1** The inspection body shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for all its inspection activities. NOTE A governmental inspection body is **~~deemed to be~~** a legal entity on the basis of its governmental status. **5.1.2** An inspection body that is part of a legal entity **~~involved in activities other than inspection~~** shall be identifiable within that entity. **~~5.1.3 The inspection body shall have documentation which describes the activities for which it is competent.~~** 5.1.4 The inspection body shall have adequate provision (e.g. insurance or	**5.2 Legal entity and liabilities** **5.2.1** The inspection body shall be a legal entity, or a defined part of a legal entity. The legal entity is legally responsible for the inspection body and all its inspection activities. NOTE A governmental inspection body is a legal entity on the basis of its governmental status. **5.2.2** An inspection body that is part of a legal entity shall be identifiable within that entity. **NOTE Identifiable means visible in the general organization and structure of the legal entity.** **5.2.3 The inspection body shall define and document the inspection activities for which it conforms to the requirements of this document.** **NOTE The description of the activities includes defining the general field and range of inspection (e.g. categories or sub-categories of products, processes, services, or installations) and the stage of inspection, and, where applicable, the regulations, inspection scheme, standards or specifications containing the requirements against which the inspection will be performed.** **5.2.4** The inspection body shall have adequate provisions (e.g. insurance or

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reserves) to cover liabilities arising from its operations.	reserves) to cover liabilities arising from its activities. **The inspection body shall:** **a) analyse the risks arising from the inspection activities;** **b) assess the potential liabilities associated with identified risks;** **c) assure that the level of provisions established is consistent with those liabilities.**
NOTE The liability can be assumed by the state in accordance with national laws, or by the organization of which the inspection body forms a part.	NOTE The liability can be assumed by the state in accordance with national laws, or by the organization of which the inspection body forms a part.
5.1.5 The inspection body shall have documentation describing the contractual conditions under which it provides the inspection, except when it provides inspection services to the legal entity of which it is a part.	**5.2.5** The inspection body shall have documentation describing the contractual conditions under which it provides the inspection, except when it provides inspection services to the legal entity of which it is a part. **In this case, internal agreements shall be established.** **NOTE The contractual conditions cover the general and specific conditions for the performance of the inspections.**
5.2 Organization and management	**5.3 Organization and management**
5.2.1 The inspection body shall ~~**be structured and managed so as to safeguard impartiality.**~~ ~~**5.2.2 The inspection body shall be organized and managed so as to enable it to maintain the capability to perform its inspection activities.**~~ ~~**NOTE Inspection schemes can require that the inspection body participates in the exchange of technical experience with other inspection bodies in order to maintain this capability.**~~ ~~**5.2.3 The inspection body shall define and document the responsibilities and reporting structure of the organization.**~~ ~~**5.2.4 Where the inspection body forms a part of a legal entity performing other activities, the relationship between these other activities and inspection activities shall be defined.**~~	**5.3.1** The inspection body shall: **a) define its organization and management structure, its place within any parent organization and the relationship between management, technical activities and support services;** **b) specify the responsibility, authority and interrelationships of all personnel who manage or perform work affecting the results of its inspection activities;** **c) maintain its capability to perform inspection activities as described in 5.2.3;** **d) document its procedures to the extent necessary to ensure the consistent application of its inspection activities and the validity of the results.** **NOTE An inspection body can perform simulated inspections to maintain the capability for inspection activities performed infrequently.**
5.2.5 The inspection body shall have ~~**available one or more person(s) as**~~ technical manager(s) who have overall responsibility to ensure that the inspection activities are carried out in accordance with this International Standard.	**5.3.2** The inspection body shall have technical **management** who has overall **authority and** responsibility for the: **a) development of inspection activities including inspection methods and associated processes;**

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~~NOTE This person fulfilling this function does not always have the title of technical manager.~~ ~~The person(s) fulfilling this function~~ shall be technically competent ~~and experienced in~~ the operation of the inspection body. ~~Where the inspection body has more than one technical manager, the specific responsibilities of each manager shall be defined and documented.~~ ~~5.2.6 The inspection body shall have one or more named person(s) who will deputize in the absence of any technical manager responsible for ongoing inspection activities.~~ ~~5.2.7 The inspection body shall have a job description or other documentation for each position category within its organization involved in inspection activities.~~	**b) performance of monitoring (see 6.1.5);** **c) access to the necessary resources;** **d) determination of requirements for competence of personnel;** **e) provision of technical aspects of contractual arrangements;** **f) performance of inspection activities.** **5.3.3 The inspection body technical management** shall be technically competent **for** the operation of an inspection body. **5.3.4 The inspection body shall have personnel who, irrespective of other responsibilities, have the authority and resources needed to perform their duties, including:** (см. п. 8.2.3 предыдущей редакции) **a) implementation, maintenance and improvement of the management system;** **b) identification of deviations from the management system;** **c) initiation of actions to prevent or minimize such deviations;** **d) reporting to inspection body's management on the performance of the management system and any need for improvement;** (см. п. 8.2.3 b) предыдущей редакции) **e) ensuring the effectiveness of the inspection body's activities.** **5.3.5 The inspection body shall document the duties, responsibilities and authorities for each function involved in its inspection activities in a job description or other documentation.** **NOTE The functions involved in inspection activities are inspectors and other positions which can have an effect on the management, performance, recording or reporting of inspections.**
6 Resource requirements **6.1 Personnel** **6.1.1** ~~**The inspection body shall define and document the competence requirements for all personnel involved in inspection activities, including requirements for education, training, technical knowledge, skills and experience.**~~ ~~**NOTE The competence requirements can be part of the job description or other documentation mentioned in 5.2.7.**~~	**6 Resource requirements** **6.1 Personnel** **6.1.2 The inspection body shall have a documented process for managing competence of its personnel involved in inspection activities. The process shall address the following:** **a) determination of the competence requirements including, where needed, for making professional judgement (e.g. education, training, technical knowledge, skills or experience);** **b) selection of personnel;**

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	c) initial training of personnel; **d) authorization of personnel;** **e) monitoring of competence of personnel;** **f) continual training.**
~~**6.1.2 The inspection body shall employ, or have contracts with, a sufficient number of persons with the required competencies, including, where needed, the ability to make professional judgements, to perform the type, range and volume of its inspection activities.**~~	**6.1.1 The inspection body shall have access to a sufficient number of competent persons to perform the type, range and volume of its inspection activities. The inspection body shall ensure that each person clearly understands their duties, responsibilities, and authorities within the scope of the functions they perform.**
6.1.3 The personnel ~~**responsible for**~~ inspection shall have ~~**appropriate qualifications, training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. They shall also have relevant**~~ knowledge of the following:	**6.1.3** The personnel **performing** the inspection shall have knowledge, **to the extent required, for the type of inspection undertaken,** of the following:
— the technology used for the manufacture of the products inspected, the operation of processes and the delivery of services;	a) the technology used for the manufacture of the products inspected, the operation of processes and the delivery of services;
— the way in which products are used, processes are operated and services are delivered;	b) the way in which products are used, processes are operated, and services are delivered;
— any defects which may occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services. ~~**They shall understand**~~ the significance of deviations ~~**found with regard to**~~ the normal use of the products, the operation of the processes and the delivery of services.	c) any defects which can occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services; d) the significance of deviations **in** the normal use of products, the operation of processes and the delivery of services.
~~**6.1.4 The inspection body shall make clear to each person their duties, responsibilities and authorities.**~~	
6.1.5 The inspection body shall have documented ~~**procedures for selecting, training, formally authorizing. and monitoring inspectors and other**~~ personnel involved in inspection activities. (содержание в новой редакции перенесено в п. 6.1.2)	
6.1.6 ~~**The documented procedures for**~~ training ~~**(see 6.1.5)**~~ shall ~~**address the following stages:**~~	**6.1.4 The initial training shall include** an induction period **and** a mentored working period with **authorized and competent personnel for the relevant inspection activity**.
a) an induction period; b) a mentored working period with experienced inspectors; c) continuing training to keep pace with developing technology and inspection	

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methods. ~~6.1.7 The training required shall depend upon the ability, qualifications and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring (see 6.1.8).~~ **6.1.8** ~~Personnel familiar with the inspection methods and procedures shall monitor all inspectors and other personnel involved in inspection activities for satisfactory performance.~~ Results of monitoring shall be used as a means of identifying training needs (see 6.1.~~7~~). NOTE Monitoring can include a combination of technique such as on-site observations, report reviews, interviews, simulated inspections and other techniques to assess performance, and will depend on the nature of inspection activities.	**6.1.5 Personnel involved in inspection activities shall be monitored at a defined frequency by authorized and competent personnel in accordance with a monitoring programme.** **NOTE The following can be considered in the design of the monitoring programme:** **- the risks and complexities of the inspections;** **- results of previous monitoring activities;** **- technical, procedural or legislative developments relevant to the inspections;** **- inspection activities which use new technology.** **6.1.6** Results of monitoring shall be used as a means of identifying training needs (see 6.1.**8**) **and shall be considered for maintenance of authorisation**. NOTE Monitoring can include a combination of techniques, such as on-site observations, report reviews, interviews, simulated inspections and other techniques to assess performance, and depends on the nature of the inspection activities.
6.1.9 Each inspector shall be observed ~~on-site~~, unless there is sufficient supporting evidence that the inspector is continuing to perform competently. ~~NOTE It is expected that on-site observations are performed in a way that minimizes the disturbance of the inspections, from the client's viewpoint~~ ~~6.1.10 The inspection body shall maintain records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities.~~ ~~6.1.11 The personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections.~~ ~~6.1.12 All personnel of the inspection body, either internal or external,~~	**6.1.7** Each inspector shall be observed **performing inspection**, unless there is sufficient supporting evidence that the inspector is continuing to perform competently. **NOTE 1 Depending on the fields, types and ranges of inspection covered by the inspector's authorizations, there can be more than one observation per inspector necessary to adequately cover the whole range of required competencies. Also, more frequent observations can be necessary if there is a lack of evidence of continuous competent performance.** **NOTE 2 Sufficient evidence of an inspector's continuous competent performance can be substantiated by a combination of information such as satisfactory:** **- performance of examinations and determinations;** **- outcome of monitoring;**

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~~that could influence the inspection activities shall act impartially.~~ ~~6.1.13 All personnel of the inspection body, including sub-contractors, personnel of external bodies, and individuals acting on the inspection body's behalf, shall keep confidential all information obtained or created during the performance of the inspection activities, except as required by law.~~	- outcome of separate evaluations to confirm the outcome of the inspections; - outcome of mentoring and training: - results of examination by a competent body, e.g. a body operating certification of persons. **6.1.8** The inspection body shall identify training needs and provide relevant training to personnel involved in the inspection activities to keep pace with technology developments, inspection methods and other relevant changes depending on their competence, experience and upon the results of monitoring (see 6.1.7). **6.1.9** The inspection body shall have documented information demonstrating competence of its personnel (see 6.1.2).
6.2 Facilities and equipment **6.2.1** The inspection body shall have available, suitable and adequate facilities and equipment to ~~permit all activities associated with the inspection activities to be carried out~~ in a competent and safe manner. NOTE The inspection body ~~need not be~~ the owner of the facilities or equipment that it uses. Facilities and equipment can be borrowed, rented, hired, leased or provided by another party (e.g. the manufacturer or installer of the equipment). However, the responsibility for the suitability and the calibration status of the equipment used in inspection, whether owned by the inspection body or not, lies solely with the inspection body. **6.2.2** The inspection body shall have rules for the access to, and the use of, specified facilities and equipment used to perform inspections. **6.2.3** The inspection body shall ensure the continued suitability of the facilities and the equipment mentioned in 6.2.1 for their intended use. **6.2.4** All equipment having a significant influence on the results of the inspection shall be defined and, where appropriate, uniquely identified. ~~6.2.5 All equipment (see 6.2.4) shall be maintained in accordance with documented procedures and instructions.~~ ~~6.2.6 Where appropriate, measurement equipment having a significant~~	**6.2 Facilities and equipment** **6.2.1** The inspection body shall have available, suitable and adequate facilities and equipment to **ensure that inspection activities and all associated activities are performed** in a competent and safe manner. NOTE The inspection body **is not necessarily** the owner of the facilities or equipment that it uses. Facilities and equipment can be borrowed, rented, hired, leased or provided by another party (e.g. the manufacturer or installer of the equipment). However, the responsibility for the suitability and the calibration status of the equipment used in the inspection activities, whether owned by the inspection body or not, lies solely with the inspection body. **6.2.2** The inspection body shall have rules for the access to, and the use of, specified facilities and equipment used to perform inspections. **6.2.3** The inspection body shall ensure the continued suitability of the facilities and of the equipment mentioned in 6.2.1 for their intended use. **NOTE Continued suitability can be established by visual inspection, functional checks, periodic maintenance or recalibration**. **6.2.4** All equipment having a significant influence on the results of the inspection shall be determined, and, where appropriate: a) be uniquely identified; **b) be subjected to in-service checks according to a procedure, when necessary, to maintain confidence in the performance of the equipment;**

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~~influence on the results of the inspection shall be calibrated before being put into service, and thereafter calibrated according to an established programme.~~ ~~6.2.7 The overall programme of calibration of equipment shall be designed and operated so as to ensure that, wherever applicable, measurements made by the inspection body are traceable to national or international standards of measurement, where available. Where traceability to national or international standards of measurement is not applicable, the inspection body shall maintain evidence of correlation or accuracy of inspection results.~~ ~~6.2.8 Reference standards of measurement held by the inspection body shall be used for calibration only and for no other purpose. Reference standards of measurement shall be calibrated providing traceability to a national or international standard of measurement.~~ ~~6.2.9 Where relevant, equipment shall be subjected to in-service checks between regular recalibrations.~~ ~~6.2.10 Reference materials shall, where possible, be traceable to national or international reference materials, where they exist.~~ ~~6.2.11 Where relevant for the outcome of inspection activities, the inspection body shall have procedures for the following:~~ ~~a) selection and approval of suppliers;~~ ~~b) verification of incoming goods and services;~~ ~~c) ensuring appropriate storage facilities.~~ ~~6.2.12 Where applicable, the condition of stored items shall be assessed at appropriate intervals to detect deterioration.~~	c) for measuring equipment, be calibrated before being put into service, and thereafter calibrated according to an established programme. NOTE 1 Inspection bodies can document and retain the rationale for decisions on the significance of influence of equipment on the inspection, including environmental conditions, when relevant. NOTE 2 The procedure in b) can specify the nature of such checks, the frequency and acceptance criteria. **6.2.5** The inspection body shall have a procedure for handling, transport, storage, use and planned maintenance of equipment in 6.2.4 to ensure proper functioning and to prevent contamination or deterioration. **6.2.6** The inspection body shall verify that equipment conforms to specified requirements before being placed into service or returned to service. **6.2.7** The inspection body shall ensure that when measurement results have a significant influence on the result of the inspection, or when so required by the inspection scheme, the measurement results are metrologically traceable to the International System of Units (SI) through at least one of the following: a) calibration provided by a competent laboratory; NOTE 1 Laboratories fulfilling the requirements of ISO/IEC 17025 are considered to be competent. b) certified values of certified reference materials provided by a competent producer with stated metrological traceability to the SI; NOTE 2 Reference material producers fulfilling the requirements of ISO 17034 are considered to be competent. c) direct realization of the SI units ensured by comparison, directly or indirectly, with national standards or international standards. NOTE 3 Details of practical realization of the definitions of some important units are given in Reference [3]. NOTE 4 ISO/IEC 17025:2017, Annex A provides additional information on metrological traceability. **6.2.8** When metrological traceability to the SI units is not technically possible, the metrological traceability to an appropriate reference shall be

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	ensured by, for example: **a) certified values of certified reference materials provided by a competent producer;** **NOTE Reference material producers fulfilling the requirements of ISO 17034 are considered to be competent.** **b) results of reference measurement procedures, specified methods or consensus standards that are clearly described and accepted as providing measurement results fit for their intended use and ensured by suitable comparison.**
6.2.13 If the inspection body uses computers or automated equipment in connection with inspections, it shall ensure that:	**6.2.9** If the inspection body uses **technology, in connection with inspections (e.g.** computers or automated equipment**, data processing, artificial intelligence, augmented reality or remote inspection techniques),** it shall ensure that**:**
a) ~~**computer software**~~ is adequate for use; NOTE This can be done by the following: — validation of calculations use; — periodic revalidation of related hardware and software, — revalidation whenever changes are made to related hardware or software; — software updates implemented as required.	**a) the technology is suitable and** adequate for use; NOTE This can be done by the following: - validation of calculations before use; - periodic revalidation of related hardware and software; - revalidation whenever changes are made to related hardware or software; - software updates implemented as required.
b) procedures are established and implemented for protecting the integrity and security of data;	b) procedures are established and implemented for protecting the integrity and security of data;
c) ~~**computer and automated**~~ equipment is maintained ~~**in order**~~ to ensure proper functioning.	c) equipment, **including hardware and software**, is maintained to ensure proper functioning.
6.2.14 The inspection body shall have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labeling or marking. The inspection body shall examine the effect of defects on previous inspections and~~**, when necessary, take appropriate corrective action**~~.	**6.2.10** The inspection body shall have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation **and clearly identified as defective by prominent labelling or marking**. The inspection body shall examine the effect of defects on previous inspections and **follow the procedure in 8.5.**
6.2.15 Relevant information on the equipment, including software, shall be recorded. This shall include identification and, where appropriate, information on calibration and maintenance.	**6.2.11** Relevant information on the equipment, including software, shall be recorded. This shall include identification and, where appropriate, information on calibration and maintenance.

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6.3 ~~Subcontracting~~	**6.3 Externally provided products and services**
	6.3.1 The inspection body shall ensure that only suitable externally provided products and services that affect inspection activities are used, when such products and services: **a) are intended for incorporation into its own inspection activities;** **b) are provided, in part or in full, directly to the client by the inspection body, as received from the external provider;** **c) are used to support the operation of the inspection body.** **NOTE Products can include, for example, equipment, installations, consumable materials and reference materials. Services can include, for example, calibration services, testing services in the framework of inspection process, inspection services, facility and equipment maintenance services, IT services, expertise services and auditing services.**
	6.3.2 The inspection body shall have a procedure and retain records for: **a) defining, reviewing and approving the inspection body's requirements for externally provided products and services;** **b) defining the criteria for evaluation, selection, monitoring of performance and re-evaluation of the external providers;** **c) ensuring that externally provided products and services conform to the inspection body's established requirements, or when applicable, to the relevant requirements of this document or of other relevant standards for conformity assessment bodies, before they are used;** **d) taking any actions arising from evaluations, monitoring of performance and re-evaluations of the external providers.**
6.3.1 The inspection body shall itself normally perform the inspections that it contracts to undertake. **~~Where an inspection body subcontracts any~~** part of the inspection**~~, it shall ensure and be able to demonstrate that the subcontractor is competent to perform the activities in question and, where applicable, complies with the relevant requirements stipulated in this International Standard or in other relevant conformity assessment standards.~~**	**6.3.3** The inspection body shall itself normally perform the inspections that it contracts to undertake. **The use of externally provided inspection activities for** part of the inspection **or the entire inspection shall be used in exceptional circumstances**.
NOTE 1 **~~Reasons to subcontract can include the following~~**	NOTE 1 **Examples of exceptional circumstances can be**:

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— an unforeseen or abnormal overload; — key inspection ~~staff members being incapacitated~~; — key facilities or ~~items of~~ equipment being temporarily unfit for use; — ~~part of the contract from the client involving inspection not covered by the inspection body's scope or being beyond the capability or resources of the inspection body.~~	a) an unforeseen or abnormal overload; b) key inspection **personnel being temporarily unavailable**; c) key facilities or equipment being temporarily unfit for use.
NOTE 2 The terms "subcontracting" and "outsourcing" are considered to be synonyms.	NOTE 2 The terms "subcontracting", "outsourcing" and **"externally provided inspection activities"** are considered to be synonyms.
NOTE 3 Where the inspection body engages individuals ~~or employees of other organizations~~ to provide additional resources or ~~expertise~~, these individuals are not considered to be ~~subcontractors~~ ~~provided~~ they ~~are formally contracted to~~ operate under the inspection body's system (see 6,1~~.2~~).	NOTE3 Where the inspection body engages individuals to provide additional resources or **competence**, these individuals are not considered to be **external service providers**, **as long as** they operate under the inspection body's **management** system (see 6.1). **NOTE4 The use of external service providers for activities referred to in 6.3.1, such as testing, calibration or IT services, is not restricted to exceptional circumstances, provided that the requirements of 6.3.1 and 6.3.2 are fulfilled.**
6.3.2 The inspection body shall inform the client of its intention to ~~subcontract any~~ part of the inspection.	**6.3.4** The inspection body shall inform the client of its intention to **use externally provided inspection activities for** part of the inspection**, or the entire inspection, to provide the client with an opportunity to object in advance**.
6.3.3 Whenever ~~subcontractors carry out work that~~ forms part of an inspection, the responsibility for any determination of conformity of the inspected item with requirements shall remain with the inspection body.	**6.3.5** Whenever **externally provided inspection activities** form part of an inspection **or the entire inspection**, the responsibility for **the inspection results and** any determination of conformity of the item inspected with the requirements shall remain with the inspection body.
6.3.4 The inspection body shall ~~record and~~ retain ~~details of its investigation of the competence of its subcontractors and of their conformity with the applicable requirements of this International Standard or in other relevant conformity assessment standards~~. ~~The inspection body shall maintain a register of all subcontractors.~~	**6.3.6** The inspection body shall retain **documented information for approved external service providers and for which services the approval applies**.

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7 Process requirements	**7 Process requirements** **7.1 Review of requests, tenders and contracts** **7.1.1 The inspection body shall have a procedure for the review of inspection requests, tenders and contracts. The procedure shall ensure that:** **a) the inspection to be performed is defined, the item to be inspected is clearly identified and the requirements to be fulfilled are adequately specified, documented and understood;** **NOTE 1 The requirements can be part of the inspection scheme.** b) **the inspection body has the capability, including adequate resources**, to meet the client requirements; (заменяет п. 7.1.5 a) предыдущей редакции) c) **the appropriate inspection methods are available or are to be developed to meet the client requirements**; (частично перекликается с п. 7.1.4 предыдущей редакции) d) the requirements, **including any** special conditions **of the client**, are adequately specified and understood, so that **clear** instructions can be issued to personnel performing the required **inspection activities**; (заменяет п. 7.1.5 b) предыдущей редакции) e) the requirements of the **request, tender,** contract or work order have been met. (заменяет п. 7.1.5 d) предыдущей редакции) **NOTE 2 For routine or repeated work requests, reviews of requests, tenders and contracts can be performed in a simplified way**. **7.1.2** The inspection body shall inform the client if a **requested** inspection is considered to be inappropriate. (заменяет 3-е предложение п. 7.1.1 предыдущей редакции) **7.1.3 Any differences between the request or tender and the contract shall be resolved before inspection activities start**. **7.1.4 Each contract shall be acceptable to both the inspection body and the client. Deviations requested by the client shall not impact the validity of the results**. **7.1.5 Records of review of requests, tenders and contracts, including any significant changes, shall be retained**.

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7.1 Inspection methods and procedures **7.1.1** The inspection body shall ~~**use the methods and procedures for inspection which are defined in the requirements against which inspection is to be performed. Where these are not defined, the shall develop specific**~~ methods and procedures ~~**to be used (see 7.1.3).**~~ The inspection body shall inform the client if the inspection ~~**method proposed by the client**~~ is considered to be inappropriate. (см. п. 7.1.2 новой редакции) NOTE The requirements against which the inspection is performed are normally specified in regulations, standards or specifications, inspection schemes or contracts. Specifications can include client or in-house requirements. **7.1.2** ~~**The inspection body shall have and shall use adequate documented instructions on inspection planning and on sampling and inspection techniques, where the absence of such instructions could jeopardize the effectiveness of the inspection process. Where applicable, the inspection body shall have sufficient knowledge of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results.**~~	**7.2 Inspection methods and procedures** **7.2.1** The inspection body shall **perform inspections using appropriate** methods and procedures. NOTE The requirements against which the inspection is performed are normally specified in regulations, standards, specifications, inspection schemes or contracts. Specifications can include client or in-house requirements. **7.2.5** The inspection **methods or procedures shall address**: a) the inspection techniques **to be used and, where appropriate, the measurements to be taken, including adequate information on the equipment and facilities to be used**; **NOTE An inspection scheme can include the methodology to evaluate the uncertainty of the measurement processes**. b) **activities for which the inspector's judgement may rely on the use of technology**; c) **inspection planning and sampling, where the absence of such instructions can jeopardize the effectiveness of the inspection process**; d) **when sampling is relevant to the validity of the outcome of inspection activities, the inspection body shall establish a sampling plan and method; where appropriate, sampling plans should be based on statistical methods; additionally, records of sampling shall be maintained, including details such as the method used, date and time, personnel involved, and any deviations from the plan, to ensure traceability**; e) information supplied by any other party **(including the client)** as part of the inspection process, **and how** the integrity **and the validity of such information shall be verified to the extent appropriate for the intended use of this** information; (заменяет п. 7.1.6 предыдущей редакции) f) **inspection results from artificial intelligence or digital developments**; g) **the use of safety equipment and the rules or instructions for**

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	performing inspections in a safe manner; (заменяет п. 7.1.9 предыдущей редакции) h) **where applicable, the criteria to make the decision on conformity of the inspection item**; i) **which particular equipment has a significant influence (if any) on the result of the inspection and when relevant, under which conditions (such as environmental)**. **7.2.2 Where inspection methods and procedures are not defined, the inspection body shall develop specific methods and procedures to be used (see 7.2.3)**.
7.1.3 ~~When the inspection body has to use inspection methods or procedures which are non-standard, such methods and procedures shall be appropriate and fully documented~~. NOTE A standard inspection method is one that has been published, for example, in international, regional or national standards, or by reputable technical organizations or by co-operation of several inspection bodies or in relevant scientific text or journals. This ~~means~~ that methods developed by any other means, including by the inspection body itself or by the client, are considered to be non-standard methods.	**7.2.3 The inspection body shall use standard inspection methods or procedures. In cases where non-standard inspection methods or procedures are used, they** shall be appropriate and documented. NOTE A standard inspection method **or procedure** is one that has been published, for example, in international, regional or national standards, or by reputable technical organizations or associations or by co-operation of several inspection bodies or in relevant scientific literature or journals. This implies that methods **or procedures** developed by any other means, including by the inspection body itself or by the client, are considered to be non-standard methods **or procedures**. **Modifications of standard methods or procedures are also considered to be non-standard methods or procedures**.
~~7.1.4 All instructions, standards or written procedures, worksheets, check lists and reference data relevant to the work of the inspection body shall be maintained up-to-date and be readily available to the personnel.~~ (см. п. 7.1.1 c) новой редакции) **7.1.5 ~~The inspection body shall have a contract or work order control system which ensures that~~**: a) **~~work to be undertaken is within its expertise and that the organization has~~** adequate resources to meet the requirements; (см. п. 7.1.1 b) новой редакции) **~~NOTE Resources can include, but are not limited to, facilities, equipment, reference documentation, procedures or human resources.~~** b) the requirements **~~of those seeking the inspection body's services~~** are adequately defined and that special conditions are understood, so that	**7.2.4 Development and modification of inspection methods or procedures shall be a planned activity and shall be assigned to competent personnel equipped with adequate resources**. **7.2.6 The inspection body shall validate non-standard inspection methods or procedures including when technology is used. The validation shall be appropriate to meet the needs of the given application or field of application. Records of the validation shall be retained.** **NOTE 1 Technology can be, for instance, but not limited to, digital developments, modelling, the use of artificial intelligence or remote techniques.** **NOTE 2 The techniques used for method validation can be one of, or a combination of, the following:**

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~~unambiguous~~ instructions can be issued to personnel performing the ~~duties to be~~ required; (см. п. 7.1.1 d) новой редакции) c) ~~work being undertaken is controlled by regular review and corrective action~~; d) the requirements of the contract or work order have been met. (см. п. 7.1.1 e) новой редакции) **7.1.6** ~~When the inspection body uses~~ information supplied by any other party as part of the inspection process, ~~it~~ shall verify the integrity of such information. (см. п. 7.2.5 e) новой редакции) **7.1.7** Observations or data obtained in the course of inspections shall be recorded in a timely manner so as to prevent loss of relevant information. **7.1.8** Calculations and data transfers shall be ~~subject to appropriate checks~~. NOTE Data can include textual material, digital data and anything else that is transferred from one location to another where errors could be introduced. (см. п. 7.4.1 новой редакции) **7.1.9** ~~The inspection body shall have documented instructions for carrying out inspection~~ in a safe manner. (см. п. 7.2.5 g) новой редакции)	**a) systematic assessment of the factors influencing the result;** **b) testing method robustness through variation of controlled parameters, such as inspector, equipment, etc.;** **c) comparison of results achieved with other validated methods**
7.2 Handling inspection items ~~and samples~~ **7.2.1** The inspection body shall ensure items ~~and samples~~ to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items ~~and samples~~. **7.2.2** The inspection body shall establish whether the item to be inspected ~~has been prepared~~. **7.2.3** ~~Any apparent abnormalities notified to, or noticed by, the inspector shall be recorded~~. Where there is any doubt as to the item's suitability for the inspection to be ~~carried out~~, or where the item does not conform to the description provided, the inspection body shall contact the client before proceeding. **7.2.4** The inspection body shall have documented procedures and appropriate facilities to avoid deterioration or damage to inspection items while under its responsibility.	**7.3 Handling of items** **7.3.1** The inspection body shall ensure **that** items to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items. **7.3.2** The inspection body shall establish whether the item to be inspected **is in a ready state for the intended inspection activities, where applicable**. Where there is any doubt as to the item's suitability for the inspection to be **performed**, or where the item does not conform to the description provided, **this shall be recorded and** the inspection body shall contact the client before proceeding. **7.3.3** The inspection body shall have documented procedures and appropriate facilities to avoid deterioration or damage to the item while under its responsibility.

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7.3 Inspection records **7.3.1** The inspection body shall maintain a record ~~**system (see 8. 4)**~~ to demonstrate the effective fulfilment of the inspection procedures and to enable an evaluation of the inspection. **7.3.2** The inspection report or certificate shall be internally traceable to the inspector(s) who performed the inspection. (см. п. 7.6.4 новой редакции)	**7.4 Inspection records** **7.4.1** Observations or data obtained in the course of inspections shall be recorded in a timely manner so as to prevent loss of relevant information. Calculations and data transfers shall be **checked in an appropriate and systematic manner**. NOTE Data can include textual material, digital data and anything else that is transferred from one **(physical or digital)** location to another where errors can be introduced. (это были п. 7.1.7 и п. 7.1.8 предыдущей редакции) **7.4.2** The inspection body shall maintain records to demonstrate the effective fulfilment of the inspection procedures and to enable an evaluation of the inspection **process**. **7.4.3 The records shall identify equipment having a significant influence on the result of the inspection, the date of use, for each inspection activity, and when relevant, the conditions (such as environmental) under which the equipment was used**. **7.4.4 The inspection body shall ensure that amendments to inspection records can be tracked to previous versions or to original observations. Both the original and amended data and files shall be retained, including the date**.
7.4 Inspection reports and inspection certificates **7.4.1** The work ~~**carried out**~~ by the inspection body shall be covered by a ~~**retrievable**~~ inspection report or inspection certificate. **7.4.2** Any inspection report/certificate shall include all of the following: a) identification of the issuing body b) unique identification and date of issue; c) date(s) of inspection; d) identification of the item(s) inspected; e) signature or other indication of approval, by authorized personnel; f) a statement of conformity where applicable; g) the inspection results, except where ~~**detailed in accordance with 7.4.3**~~.	**7.6 Inspection report or inspection certificate** **7.6.1** The work **performed** by the inspection body shall be covered by an inspection report or inspection certificate. **7.6.2** Any inspection report or certificate shall include**, at least**, the following: a) identification of the issuing body; b) unique identification of the inspection report; c) date of issue; d) date(s) of inspection; e) identification of the item(s) inspected; f) signature or other indication of approval, by authorized personnel; g) a statement of conformity, where applicable; h) the inspection results, except **in inspection certificates** where **they are available upon request and traceable to the report**; i) **facility name or location of inspection when relevant**.

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NOTE Optional elements that can be included in inspection reports or certificates are listed in Annex B. ~~**7.4.3 An inspection body shall issue an inspection certificate that does not include the inspection results [see 7.4.2 g)] only when the inspection body can also produce an inspection report containing the inspection results, and when both the inspection certificate and inspection report are traceable to each other.**~~ 7.4.4 All information listed in 7.4.2 shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results ~~**supplied**~~ by ~~**subcontractors**~~, these results shall be clearly identified. 7.4.5 Corrections or additions to an inspection report or inspection certificate after issue shall be recorded in accordance with the relevant requirements of this subclause (7.**4**). An amended report or certificate shall identify the report or certificate replaced.	**NOTE 1 The inspection certificate is typically issued when there is a statement of conformity, which is accompanied by an inspection report.** **NOTE 2 Examples of** optional elements that can be included in inspection reports or certificates are listed Annex B. **7.6.3** All information listed in 7.6.2 shall be reported correctly, accurately and clearly. Where the inspection report or inspection certificate contains results **delivered** by **external providers**, these results shall be clearly identified. **7.6.4** The inspection report or **inspection** certificate shall be traceable to the inspector(s) who performed the inspection. (это п. 7.3.2 предыдущей редакции) **7.6.5** Corrections, additions or **amendments** to an inspection report or inspection certificate after issue shall be recorded in accordance with the relevant requirements of this subclause (7.**6**). An amended report or certificate **shall be issued and** shall **clearly** identify the report or certificate replaced. **7.6.6 When agreed with the client, the results can be reported in a simplified way. Any information listed in 7.6.2 that is not reported to the client shall be readily available**. **NOTE Reporting continues to meet applicable scheme requirements, regulatory and contractual obligations**.
	7.5 Control of data and information **7.5.1 The inspection body's system used for the collection, processing, recording, reporting, storage or retrieval of data relevant to inspection activities shall be validated. Whenever there are any changes, including inspection body software configuration or modifications to commercial off-the-shelf software, they shall be authorized, documented and validated before implementation.** **NOTE Commercial off-the-shelf software in general use within its designed application range can be considered sufficiently validated.** **7.5.2 Technical data and inspection records shall:**

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	a) be safeguarded against unauthorized access, tampering and loss; **b) be maintained in a manner that ensures the integrity and security of the data and information; and** **c) include information on system failures and the appropriate immediate and corrective actions**.
7.5 Complaints and appeals **7.5.1** The inspection body shall have a documented ~~**process to receive, evaluate and make decisions on**~~ complaints ~~**and**~~ appeals. (см. п. 7.7.1 новой редакции) **7.5.2** A description of the handling process for complaints ~~**and**~~ appeals shall be available ~~**to any interested party upon request**~~. **7.5.3** Upon receipt of a complaint, the inspection body shall confirm whether the complaint relates to inspection activities ~~**for which it is responsible**~~ and, if so, shall ~~**deal with it**~~. **7.5.4** The inspection body shall be responsible for all decisions ~~**at all levels of the handling process for complaints and appeals**~~. **7.5.5** Investigation and decision on appeals shall not result in any discriminatory actions.	
7.6 Complaints and appeals process **7.6.1** ~~**The handling process for complaints and appeals**~~ shall include at least the following ~~**elements and methods**~~: a) a description of the process for receiving, ~~**validating,**~~ investigating the complaint ~~**or**~~ appeal, and deciding what actions ~~**are to**~~ be taken in response ~~**to it**~~; b) tracking and recording complaints ~~**and**~~ appeals, including actions undertaken to resolve ~~**them**~~; c) ensuring ~~**that any**~~ appropriate action is taken. **7.6.2** The inspection body receiving the complaint ~~**or**~~ appeal shall be responsible for gathering ~~**and verifying**~~ all necessary information to ~~**validate**~~	**7.7 Handling of appeals** **7.7.1** The inspection body shall have a documented **procedure for handling** appeals (эта часть из п. 7.5.1 предыдущей редакции) **that** shall include at least the following: a) a description of the process for receiving **and** investigating the appeal**,** and deciding what actions **shall** be taken in response**;** b) tracking and recording **the** appeals, including actions undertaken to resolve **it**; c) ensuring appropriate action is taken. **7.7.2** A description of the handling process for appeals shall be **publicly** available. (п. 7.5.2 предыдущей редакции) **7.7.4** The inspection body receiving the appeal shall be responsible for gathering all necessary information to **determine whether the appeal is**

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~~the complaint or appeal~~. **7.6.3** ~~Whenever possible~~, the inspection body shall acknowledge receipt of the complaint ~~or~~ appeal, and ~~shall~~ provide the complainant ~~or~~ appellant with progress reports and the outcome. **7.6.4** The decision ~~to be communicated to the complainant or appellant~~ shall be made by, or reviewed and approved by, ~~individual(s)~~ not involved in the ~~original inspection activities~~ in question. **7.6.5** ~~Whenever possible, the inspection body shall give formal notice of the end of the complaint and appeals handling process to the complainant or appellant~~.	**valid**. **7.7.3** The inspection body shall acknowledge receipt of the appeal, and provide the appellant with the outcome and, **if applicable,** progress reports. **7.7.5** The inspection body shall be responsible for all decisions **for the process for handling appeals**. (п. 7.5.4 предыдущей редакции) **7.7.6** The decision on the appeal shall be made by, or reviewed and approved by, persons not involved in the decision that is the subject of the appeal in question. **7.7.7** Investigation and decision on appeals shall not result in any discriminatory actions. (п. 7.5.5 предыдущей редакции)
	7.8 Handling of complaints 7.8.1 The inspection body shall have a documented **procedure for handling** complaints (эта часть из п. 7.5.1 предыдущей редакции) **that** shall include at least the following: (эта часть из п. 7.6.1 предыдущей редакции) a) a description of the process for receiving, **substantiating and** investigating the complaint, and deciding what actions **shall** be taken in response; b) tracking and recording **the** complaint, including **the** actions undertaken to resolve **it**; c) ensuring appropriate action is taken. (п. «a» - «c» - часть п. 7.6.1 предыдущей редакции) 7.8.2 A description of the process for handling complaints shall be **publicly** available. (п. 7.5.2 предыдущей редакции) 7.8.3 Upon receipt of a complaint, the inspection body shall confirm whether the complaint relates to **its** inspection activities and, if so, shall **resolve the complaint**. (п. 7.5.3 предыдущей редакции) 7.8.4 The inspection body receiving the complaint shall be responsible for gathering all necessary information **to determine whether the complaint is substantiated**. (п. 7.6.2 предыдущей редакции) 7.8.5 Whenever possible, the inspection body shall acknowledge receipt of the complaint, and provide the complainant with the outcome and**, if applicable**,

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	progress reports. (п. 7.6.3 предыдущей редакции) 7.8.6 Investigation and **resolution of complaints** shall not result in any discriminatory actions. (п. 7.5.5 предыдущей редакции) 7.8.7 **The resolution of complaints** shall be made by, or reviewed and approved by, **persons** not involved in the **subject of the complaint** in question. **Where resources do not permit this, any alternative approach shall not compromise impartiality.** (п. 7.6.5 предыдущей редакции)
8 Management system requirements **8.1 ~~Options~~** **8.1.1 General** The inspection body shall establish and maintain a management system **~~that is capable of achieving~~** the consistent fulfilment of the requirements of this **~~International Standard in accordance with either Option A or Option B~~**. **8.1.2 ~~Option A~~** The management system of the inspection body shall **~~address~~** the following: — **~~management system documentation (e.g. manual,~~** policies, **~~definition of~~** responsibilities, **~~see~~** 8.2); — **~~control of documents~~** (~~see~~ 8. 3) — **~~control of records (see 8.4)~~**; — management review (see 8.**~~5~~**); — internal audit (see 8.6); — corrective actions (see 8.**~~7~~**); — **~~preventive actions (see 8.8);~~** — **~~complaints and appeals (see 7.5 and 7.6).~~** **8.1.3 ~~Option B~~** An inspection body **~~that has established and maintains a management system,~~** in accordance with the requirements of ISO 9001, **~~and that is capable of supporting and demonstrating~~** the consistent fulfilment of the requirements of this **~~International Standard, fulfils the management system clause requirements (see 8.2 to 8. 8)~~**	**8 Management system requirements** **8.1 General** **8.1.1** The inspection body shall establish, **document, implement** and maintain a management system **to support and demonstrate** the consistent fulfilment of the requirements of this **document**. **8.1.2** The management system of the inspection body shall **include at least** the following: - policies and responsibilities (8.2); - **documented information** (8.3); - **actions to address risks and opportunities** (8.4); - management review (8.**7**) - internal audits (8.6); - corrective actions (8.**5**). **8.1.3** An inspection body **may meet 8.1.2 by establishing, implementing and maintaining a quality management system (e.g.** in accordance with the requirements of ISO 9001). **This quality management system shall support and demonstrate the consistent fulfilment of the requirements of this document**.

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8.2 ~~Management system documentation (Option A)~~ **8.2.1** The inspection body's top management shall establish, document, and maintain policies and objectives for fulfilment of this ~~**International Standard**~~ and shall ensure the policies and objectives are acknowledged and implemented at all levels of the inspection body's organization. **8.2.2** The top management shall provide evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of this ~~**International Standard**~~. **8.2.3** The inspection body~~**'s top management**~~ shall ~~**appoint a member of management**~~ who, irrespective of other responsibilities~~**, shall**~~ have ~~**responsibility**~~ and authority ~~**that include the following:**~~ ~~**a) ensuring that processes and procedures needed for the management system are established, implemented and maintained, and**~~ b) reporting to ~~**top**~~ management on the performance of the management system and any need for improvement. (перенесено в п. 5.3.2) новой редакции) ~~**8.2.4 All documentation, processes, systems, records, etc. related to the fulfilment of the requirements of this International Standard shall be included, referenced, or linked to documentation of the management system.**~~ ~~**8.2.5 All personnel involved in inspection activities shall have access to the parts of the management system documentation and related information that are applicable to their responsibilities.**~~	**8.2 Policies and responsibilities** **8.2.1** The inspection body's top management shall establish, document, and maintain policies and objectives for fulfilment of the requirements of this **document** and shall ensure that the policies and objectives are acknowledged and implemented at all levels of the inspection body's organization. **8.2.2 The policies and objectives shall address the competence, impartiality and consistent operation of the inspection body**. **8.2.3** The **inspection body's** top management shall provide evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of the requirements of this **document**.
8.3 ~~Control of documents (Option A)~~ **8.3.1** The inspection body shall ~~**establish procedures to**~~ control the documents (internal and external) that relate to the fulfilment of this ~~**International Standard**~~. **8.3.2** The procedures shall ~~**define the controls needed to**~~: a) ~~**approve**~~ documents for adequacy prior to issue;	**8.3 Documented information** 8.3.1 The inspection body shall control the documents (internal and external) that relate to the fulfilment of the requirements of this **document**. The procedures **for the control of documents** shall **ensure that**: a) documents **are approved** for adequacy prior to issue **by authorized personnel**;

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b) ~~review and update (~~as necessary~~) and re-approve documents~~; c) ~~ensure that~~ changes and the current revision status of documents are identified; d) ~~ensure that~~ relevant versions of applicable documents are available at points of use; e) ~~ensure that documents remain legible and read identifiable~~; f) ~~ensure that~~ documents of external origin are identified and their distribution controlled; g) ~~prevent~~ the unintended use of obsolete documents, and ~~apply~~ suitable identification to them if they are retained for any purpose. NOTE Documentation can be in any form or type of medium, and includes proprietary and in-house developed software.	b) **documents are periodically reviewed and updated** as necessary; c) changes and current revision status of documents are identified; d) relevant versions of applicable documents are available at points of use **and their distribution is controlled**; e) **documents are uniquely identified**; f) documents of external origin are identified and their distribution controlled; g) the unintended use of obsolete documents **is prevented** and **that** suitable identification **is applied** to them if they are retained for any purpose. NOTE Documentation can be in any form or type of medium, and includes proprietary and in-house developed software.
8.4 ~~Control of records (Option A)~~ **8.4.1** The inspection body shall ~~establish procedures to define~~ the controls needed for the identification, storage, protection, retrieval, ~~retention time~~ and ~~disposition~~ of its records ~~related to the fulfilment of this International Standard~~. **8.4.2** The inspection body shall ~~establish procedures for retaining~~ records for a period consistent with its contractual ~~and legal~~ obligations. Access to these records shall be consistent with the confidentiality ~~arrangements~~.	**8.3.2** The inspection body shall **implement** the controls needed for the identification, storage, protection**, back-up, archive**, retrieval, **retaining** and **disposal** of its records. **8.3.3** The inspection body shall **retain** records for a period consistent with its contractual obligations. Access to these records shall be consistent with the confidentiality **commitments and records shall be readily available**. **NOTE Additional requirements regarding inspection records are given in 7.4.** **8.3.4 All documentation, processes, systems and records related to the fulfilment of the requirements of this document shall be included in, or referenced from, the management system.** **8.3.5 All personnel involved in inspection activities shall have access to the documented information that is applicable to their responsibilities.**
	8.4 Actions to address risks and opportunities **8.4.1 The inspection body shall consider the risks and opportunities associated with the inspection activities to:** **a) give assurance that the management system achieves its intended results;**

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	b) enhance desirable effects to achieve the purpose and objectives of the inspection body; **c) prevent or reduce undesired impacts and potential failures in the inspection body;** **d) achieve improvement.** **8.4.2 The inspection body shall plan:** **a) actions to address these risks and opportunities;** **b) how to:** **1) integrate and implement these actions into its management system;** **2) evaluate the effectiveness of these actions.** **NOTE Although this document requires that the inspection body take actions to address risks, there is no requirement for formal methods for risk management or a documented risk management process. The inspection body can decide whether or not to develop a more extensive risk management methodology, e.g. through the application of other guidance or standards.** **8.4.3 Actions taken to address risks and opportunities shall be proportional to the potential impact on the validity of the inspection results and, if relevant, on the validity of the inspection scheme.** **NOTE 1 Options to address risks can include identifying and avoiding threats, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.** **NOTE 2 Opportunities can lead to expanding the scope of the inspection activities, addressing new clients, using new technology and other possibilities to address client needs.** **NOTE 3 Some techniques to ensure validity of inspection results can be:** **- reinspect items;** **- compare results from different inspectors on the same item;** **- analyse trends from individual inspectors;** **- comparison with results of other inspection bodies;** **- onsite monitoring:** **- review of reports.**

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	8.4.4 The inspection body shall seek feedback from its clients and, if relevant, its interested parties. The feedback shall be analysed and used to improve the management system and inspection activities. **NOTE Examples of the types of feedback include clients and, if relevant, its interested parties satisfaction surveys, communication records, the use of existing mechanism for feedback and review of reports with personnel, interested parties or clients.**
8.5 Management review ~~(Option A)~~ **~~8.5.1 General~~** **~~8.5.1.1~~** The inspection body**~~'s top~~** management shall **~~establish procedures to~~** review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this **~~International Standard~~**. **~~8.5.1.2 These reviews shall be conducted at least once a year. Alternatively, a complete review broken up into segments (a rolling review) shall be completed within a 12-month time frame.~~** **~~8.5.1.3 Records of reviews shall be maintained.~~** **~~8.5.2 Review inputs~~** The input to the management review shall include information related to the following: a) **~~results~~** of internal **~~and external~~** audits; b) feedback **~~from~~** clients and interested parties **~~related to the fulfilment of this International Standard~~**; c) **~~the status of preventive and~~** corrective actions; d) **~~follow-up~~** actions from previous management reviews; e) the fulfilment of objectives; f) changes **~~that could affect the management system~~**; g) appeals and complaints.	**8.7 Management review** **8.7.1** The inspection body management shall review its management system at planned intervals in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of the requirements of this **document**. **8.7.2** The input**s** to the management review shall **be recorded and shall** include information related to the following: c) **outcome** of **recent** internal audits; e) client, personnel, and, if relevant, interested parties feedback; f) corrective actions; g) **status of** actions from previous management reviews; h) the fulfilment of objectives; a) **internal and external** changes **that are relevant to the inspection body**; j) appeals and complaints; **b) suitability of policies and procedures;** **d) assessments by external bodies;** **i) changes in the volume and type of the work or in the range of**

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~~8.5.3 Review outputs~~ The outputs from the management review shall ~~include~~ decisions and actions related to: a) ~~improvement of~~ the effectiveness of the management system and its processes; b) improvement of the ~~inspection body~~ related to the fulfilment of this ~~International Standard~~; c) resource ~~needs~~.	**inspection activities;** **k) effectiveness of any implemented improvements;** **l) adequacy of resources including current human and equipment resources, projected workloads and the need for training of both new and existing personnel;** **m) results of risk identification including impartiality threat identification process and its conclusions;** **n) review of the effectiveness of processes established to ensure adequate competence of the personnel, including monitoring and training of inspectors and other personnel involved in inspection activities;** **o) other relevant factors**. **8.7.3** The outputs from the management review shall **record all** decisions and actions related to: a) the effectiveness of the management system and its processes; b) improvement of the **activities** related to the fulfilment **of the requirements** of this **document**; c) **provision of required** resources; **d) any need for changes**.
8.6 Internal audits ~~(Option A)~~ **8.6.1 ~~The inspection body shall establish procedures for internal audits to verify that it fulfils~~** the requirements of this **~~International Standard~~ ~~and that the~~** management system is effectively implemented and maintained. **~~NOTE ISO 19011 provides guidelines for conducting internal audits.~~** **8.6.2 ~~An audit programme shall be planned, taking~~** into consideration the importance of the **~~processes and areas to be audited, as well as~~** the results of previous audits.	**8.6 Internal audits** **8.6.1** The inspection body shall conduct internal audits at planned intervals (часть п. 8.6.3) **to provide information on whether it:** **a) conforms to:** **1) the inspection body's own requirements for its management system, including the inspection activities;** 2) the requirements of this **document**; b) **has effectively implemented and maintained the required** management system. **8.6.2 The inspection body shall**: a) **plan, establish, implement and maintain** an audit programme **including the frequency, methods, responsibilities, planning requirements and reporting, which shall take** into consideration the importance of **the inspection activities concerned, changes affecting the inspection body and**

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~~**8.6.3 The inspection body shall conduct periodic internal audits covering all procedures in a planned and systematic manner, in order to verify that the management system is implemented and is effective.**~~ ~~**8.6.4 Internal audits shall be performed at least once every 12 months. The frequency of internal audits may be adjusted depending on the demonstrable effectiveness of the management system and its proven stability.**~~ ~~**8.6.5 The inspection body shall**~~ ensure that: a) internal audits are ~~**conducted**~~ by ~~**qualified**~~ personnel knowledgeable in inspection, auditing and the requirements of this ~~**International Standard**~~; b) auditors do not audit their own work; c) personnel responsible for the area audited are informed of the ~~**outcome**~~ of the audit; d) ~~**any actions resulting from internal audits are taken in a timely and appropriate manner**~~, e) any opportunities for improvement **are identified**; f) ~~**the results of the audit are documented**~~.	the results of previous audits; b) ensure that internal audits are **performed** by personnel knowledgeable in **conducting** inspection **activities and** auditing and the requirements of this **document and that these personnel** do not audit their own work; c) **define the audit criteria and scope for each audit ensuring that all requirements of this document are covered by the internal audit programme; the requirements to be covered shall be considered for all fields of inspection and for all premises where inspection activities are managed or performed**; d) ensure that the **results** of the audits **are reported to relevant management and to the** personnel responsible for the area audited; e) **implement appropriate corrections and corrective actions without undue delay**; f) **identify** any opportunities for improvement; g) **retain records as evidence of the implementation of the audit programme and the audit results**.
8.7 Corrective actions ~~**(Option A)**~~ **8.7.1** The inspection body shall ~~**establish**~~ procedures for identification and management of nonconformities ~~**in its operations**~~. ~~**8.7.2 The inspection body shall also, where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence.**~~ ~~**8.7.3**~~ Corrective actions shall be appropriate to the ~~**impact**~~ of the ~~**problems**~~ encountered.	**8.5 Corrective actions** **8.5.1** The inspection body shall **have a** procedure for identification and management of nonconformities. (п. 8.7.4 a)) **This shall include any aspect of the management system and operations that do not conform to the inspection body's own procedures or this document, as well as inspection activities that do not conform to inspection body's procedures or agreed requirements of the client.** **8.5.4** Corrective actions shall be appropriate to the **effects** of the **nonconformities** encountered.

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~~**8.7.4 The procedures shall define requirements for the following:**~~ ~~**a) identifying nonconformities;**~~ b) determining the causes of nonconformity; c) ~~**correcting nonconformities**~~; d) evaluating the need for actions to ~~**ensure that nonconformities**~~ do not recur; e) ~~**determining the**~~ actions needed ~~**and implementing them**~~ in a timely manner, ~~**f) recording the results of actions taken;**~~ g) ~~**reviewing**~~ the effectiveness of corrective actions.	**8.5.2 When a nonconformity occurs, the inspection body shall:** **a) ensure that the responsibilities and authorities for the management of nonconformities are defined;** b) **react to the nonconformity and, as applicable:** 1) **take action to control and correct it**; (п. 8.7.4 c) частично) 2) **address the consequences**; c) evaluate the need for action to **eliminate the cause(s) of any nonconformity, in order that it does** not recur **or occur elsewhere, by**: 1) **reviewing and analysing the nonconformity**; 2) determining the causes of the nonconformity; (п. 8.7.4 b) 3) **determining if similar nonconformities exist, or can potentially occur**; d) **implement any** action needed, in a timely manner; e) review the effectiveness of **any** corrective action **taken**; **f) update risks and opportunities determined during planning, if necessary; and** **g) make changes to the management system, if necessary.** **8.5.3 In the case of nonconformities related to inspection activities that do not conform to the inspection body's own procedures or the requirements agreed with the client, the inspection body shall, in addition to 8.5.2 c) to g), also ensure that:** **- actions that are defined (including halting or repeating of work and withholding of reports, as necessary) are based upon the risk established by the inspection body;** **- an evaluation is made of the significance of the nonconformity, including an impact analysis on previous results;** **- a decision is taken on the acceptability of the inspection work affected by the nonconformity;** **- where necessary, the client is notified and work is recalled or disregarded;** **- the responsibility for authorizing the resumption of work is defined.**

ISO/IEC 17020:2012	ISO/IEC 17020:2026
	8.5.5 The inspection body shall retain records of: **a) the nature of the nonconformities, causes and any subsequent** actions taken **(8.5.2 to 8.5.4);** (п. 8.7.4 f) частично) **b) the effectiveness of any corrective action.**
~~**8.8 Preventive actions (Option A)**~~ ~~**8.8.1 The inspection body shall establish procedures for taking preventive actions to eliminate the causes of potential nonconformities.**~~ ~~**8.8.2 Preventive actions taken shall be appropriate to the probable impact of the potential problems.**~~ ~~**8.8.3 The procedures for preventive actions shall define requirements for the following:**~~ ~~**a) identifying potential nonconformities and their causes;**~~ ~~**b) evaluating the need for action to prevent the occurrence of nonconformities;**~~ ~~**c) determining and implementing the action needed;**~~ ~~**d) recording the results of actions taken;**~~ ~~**e) reviewing the effectiveness of the preventive actions taken.**~~ ~~**NOTE The procedures for corrective and preventive actions do not necessarily have to be separate.**~~	

Изменения в Приложении А

ISO 9001:2015	ISO 9001:2026
A.1 ~~**Requirements for inspection bodies (Type A)**~~ The inspection body ~~**referred to in 4.1.6 a)**~~ shall meet the requirements below. a) The inspection body shall be independent of the parties involved.	**A.1 Requirements for type A inspection bodies** **A type A** inspection body shall meet the requirements below. a) The inspection body shall be independent of the parties involved. **NOTE 1 The parties involved can include, but are not limited to, the client, either the owner or the user, or both, of the item inspected, or the organization involved in the design, manufacture, supply, installation, or maintenance of the items. The parties involved also include potential purchasers of the item inspected, and possibly a relevant regulatory authority or other statutory authority.** **NOTE 2 While the results of an inspection can have implications**

b) The inspection body and its personnel shall not engage in any activities that ~~may~~ conflict with their independence of judgment and integrity in relation to their inspection activities. In particular, they shall not be engaged in the design, manufacture, supply, installation, purchase, ownership, use ~~or~~ maintenance of the items inspected. NOTE ~~1~~ This does not preclude exchanging technical information between the client and the inspection body (e.g. explanation of findings, or clarifying requirements or training). NOTE ~~2~~ This does not preclude the purchase, ownership or use of inspected items that are necessary for the operations of the inspection body, or the purchase, ownership or use of the items for personal purposes by the personnel	**for the public, the public is not considered to be a "party involved".** b) The inspection body and its personnel shall not engage in any activities that **can** conflict with their independence of judgment and integrity in relation to their inspection activities. In particular, they shall not be engaged in the design, manufacture, supply, installation, purchase, ownership, use, maintenance of the item inspected**, or similar competitive items**. NOTE **3** This does not preclude exchanging technical information between the client and the inspection body (e.g. explanation of findings or clarifying requirements or training). NOTE **4** This does not preclude the purchase, ownership or use of inspected items that are necessary for the operations of the inspection body, or the purchase, ownership or use of the items for personal purposes by the personnel. **NOTE 5 "Similar competitive" means an item that is an alternative (in terms of price, quality and other technical specifications) to the item inspected and competing in the market.**
c) An inspection body shall not be a part of a legal entity that is engaged in design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected. NOTE ~~1~~ This does not preclude exchanging technical information between the client and any other part of the same legal entity of which the inspection body is a part (e.g. explanation of findings, or clarifying requirements or training). NOTE ~~2~~ This does not preclude the purchase, ownership, maintenance or use of inspected items that are necessary for the operations of another part of the same legal entity, or for personal purposes by the personnel.	The inspection body shall not be a part of a legal entity that is engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the item inspected **or similar competitive items**. NOTE **6** This does not preclude exchanging technical information between the client and any other part of the same legal entity of which the inspection body is a part (e.g. explanation of findings or clarifying requirements or training). NOTE 7 This does not preclude the purchase, ownership, maintenance or use of inspected items that are necessary for the operations of another part of the same legal entity, or for personal purposes by the personnel.
d) The inspection body shall not be linked to a separate legal entity engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected by the following: 1) common ownership, except where the owners have no ability to influence the outcome of an inspection;	d) The inspection body shall not be linked to a separate legal entity engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the item inspected **or similar competitive items** by the following: 1) common ownership, except where the owners have no ability to influence the outcome of an inspection;

EXAMPLE 1 A cooperative type of structure where there are large numbers of stakeholders, but they (individually or as a group) have no ability to influence the outcome of an inspection. EXAMPLE 2 A holding company consisting of several separate entities (sister companies) under a common mother company, where neither the sister companies nor the mother company can influence the outcome of an inspection. 2) common ownership appointees on the boards or equivalent of the organizations, except where these have functions that have no influence on the outcome of an inspection; EXAMPLE A bank financing a company insists on an appointed to the board who will overview how the company is managed but will not be involved in any decision-making. 3) directly reporting to the same higher level of management, except where this cannot influence the outcome of an inspection; ~~**NOTE**~~ Reporting to the same higher level of management is permitted on matters other than design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected, 4) ~~**contractual commitments, or other**~~ means that ~~**may**~~ ~~**have an**~~ ability to influence the outcome of an inspection.	EXAMPLE 1 A cooperative type of structure where there are large numbers of stakeholders, but they (individually or as a group) have no ability to influence the outcome of an inspection. EXAMPLE 2 A holding company consisting of several separate legal entities (sister companies) under a common mother company, where neither the sister companies nor the mother company can influence the outcome of an inspection. 2) common ownership appointees on the boards or equivalent of the organizations, except where these have functions that have no influence on the outcome of an inspection; EXAMPLE **3** A bank financing a company insists on an appointee to the board who will overview how the company is managed but will not be involved in any decision-making. 3) directly reporting to the same higher level of management, except where this cannot influence the outcome of an inspection; reporting to the same higher level of management is permitted on matters other than the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the item inspected **or similar competitive items**; 4) **any** means that **can establish the** ability **of the separate legal entity** to influence the outcome of an inspection, **including but not limited to contractual commitments that establish the separate legal entity's control or authority over the inspection body**.
A.2 Requirements for inspection bodies (Type B) The inspection body ~~**referred to in 4.1.6 b)**~~ shall meet the requirements below. ~~**a) Inspection services shall only be supplied to the organization of which the inspection body forms a part.**~~ ~~**b) A clear separation of the responsibilities of the inspection personnel from those of the personnel employed in the other functions shall be established by organizational identification and the reporting methods of the inspection body within the parent organization.**~~ ~~**c) The inspection body and its personnel shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their inspection activities. In particular, they shall not be in the design, manufacture, supply, installation, use or maintenance of the items**~~	**A.2 Requirements for type non-A inspection bodies** An inspection body **that does not meet the requirements of Clause A.1** shall meet the requirements below.

~~**inspected.**~~ ~~**NOTE 1 This does not preclude exchanging technical information between the inspection body and the other parts of the organization of which the inspection body forms a part, e.g. explanation of findings or clarifying requirements or training.**~~ ~~**NOTE 2 This does not preclude the purchase, ownership or use of inspected items that are necessary for the operations of the inspection body, or the purchase, ownership or use of the items for personal purposes by the personnel.**~~	
~~**A.3 Requirements for inspection bodies (Type C)**~~ ~~**The inspection body referred to in 4.1.6 c) shall meet the requirements below**~~ a) The ~~**inspection body**~~ shall provide safeguards within the organization to ensure adequate segregation of responsibilities and accountabilities between inspection and other activities. b) The design/manufacture/supply/installation/servicing/maintenance and the inspection of the same item ~~**carried out by a Type C**~~ inspection body shall not be undertaken by the same person. An exception to this is where a ~~**regulatory**~~ requirement explicitly allows an individual person from ~~**a Type C**~~ inspection body to undertake both the design/ manufacture/ supply/ installation/ servicing/ maintenance and the inspection of the same item, as long as this exception does not compromise the inspection results. ~~**NOTE Inspections carried out by Type C Inspection bodies cannot be classified as third party inspections for the same inspection activities because they do not meet the requirements of independence of operations for Type A inspection bodies.**~~	a) The **legal entity**, **(see 5.2.1)**, shall provide safeguards within the organization to ensure adequate segregation of responsibilities and accountabilities between inspection and other activities. b) The design, manufacture, supply, installation, servicing, maintenance and the inspection of the same item **performed by the** inspection body shall not be undertaken by the same person. An exception to this is where a **scheme** requirement explicitly allows an individual person from an inspection body to undertake both the design, manufacture, supply, installation, servicing, maintenance and the inspection of the same item, as long as this exception does not compromise the inspection results.

Изменения в Приложении B

The following optional elements can be included in inspection reports and certificates: a) designation of the document, i.e. as an inspection report or an inspection certificate, as appropriate; b) identification of the client; NOTE The owner of the inspected item can be mentioned in the report or certificate if the owner is not the client.	The following optional elements **are examples and** can be included in inspection reports and certificates: a) designation of the document, i.e. as an inspection report or an inspection certificate, as appropriate; b) identification of the client; NOTE The owner of the item inspected can be mentioned in the report or certificate if the owner is not the client.

c) description of the inspection work ordered; d) information on what has been omitted from the original scope of work; e) identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from, additions to or exclusions from the agreed methods and procedures; f) identification of equipment ~~used for measuring testing~~; g) where applicable, and if not specified in the inspection method or procedure, reference to or description of the sampling method and information on where, when, how and by whom the samples were taken; h) ~~information on where the inspection was carried out;~~ i) information on environmental conditions during the inspection, if relevant; j) a statement that the inspection results relate exclusively to the work ordered or the item~~(s)~~ ~~or the lot~~ inspected; k) a statement that the inspection report should not be reproduced, except in full; l) the inspector's mark or seal; ~~m) names (or unique identification) of the personnel members who have performed the inspection and, in cases when~~ secure electronic authentication ~~is not undertaken,~~ their signature ~~(see also 7.4.2)~~.	c) description of the inspection work ordered; d) information on what has been omitted from the original scope of work; e) identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from, additions to or exclusions from the agreed methods and procedures; f) identification of equipment **with significant influence**; g) where applicable, and if not specified in the inspection method or procedure, reference to or description of the sampling method and information on where, when, how and by whom the samples were taken; h) information on environmental conditions during the inspection, if relevant; i) a statement that the inspection results relate exclusively to the work ordered or the item inspected; j) a statement that the inspection report should not be reproduced, except in full; k) the inspector's mark or seal, secure electronic authentication **or** their signature.