

ISO/IEC 20000-6:2017-06 (E)

Information technology - Service management - Part 6: Requirements for bodies providing audit and certification of service management systems

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Principles	1
5	General requirements	1
5.1	Legal and contractual matters	1
5.2	Management of impartiality	2
5.3	Liability and financing	2
6	Structural requirements	2
7	Resource requirements	2
7.1	Competence of personnel	2
7.1.1	General considerations	2
7.1.2	Determination of competence criteria	2
7.1.3	Evaluation processes	3
7.1.4	Other considerations	3
7.2	Personnel involved in certification activities	3
7.3	Use of individual external auditors and external technical experts	3
7.4	Personnel records	3
7.5	Outsourcing	3
8	Information requirements	4
8.1	Public information	4
8.2	Certification documents	4
8.3	Reference to certification and use of marks	4
8.4	Confidentiality	4
8.5	Information exchange between a certification body and its clients	4
9	Process requirements	4
9.1	Pre-certification activities	4
9.1.1	Application	4
9.1.2	Application review	4
9.1.3	Audit programme	5
9.1.4	Determining audit time	5
9.1.5	Multi-site sampling	8
9.1.6	Multiple management systems standards	8
9.2	Planning audits	9
9.2.1	Determining audit objectives, scope and criteria	9
9.2.2	Audit team selection and assignments	9
9.2.3	Audit plan	9
9.3	Initial certification	10
9.4	Conducting audits	10

9.4.1	General	10
9.4.2	Conducting the opening meeting	10
9.4.3	Communication during the audit	10
9.4.4	Obtaining and verifying information	10
9.4.5	Identifying and recording audit findings	11
9.4.6	Preparing audit conclusions	11
9.4.7	Conducting the closing meeting	11
9.4.8	Audit report	11
9.4.9	Cause analysis of nonconformities	11
9.4.10	Effectiveness of corrections and corrective actions	11
9.5	Certification decision	11
9.6	Maintaining certification	11
9.7	Appeals	11
9.8	Complaints	11
9.9	Client records	11
9.10	Management system requirements for certification bodies	12
	Bibliography	13