

ISO 30301:2011-11 (E)

Information and documentation - Management systems for records - Requirements

Contents		Page
Foreword		iv
Introduction.....		v
1 Scope		1
2 Normative references.....		1
3 Terms and definitions		1
4 Context of the organization.....		2
4.1 Understanding of the organization and its context		2
4.2 Business, legal and other requirements		2
4.3 Defining the scope of the MSR		3
5 Leadership		3
5.1 Management commitment		3
5.2 Policy		3
5.3 Organizational roles, responsibilities and authorities		4
6 Planning		5
6.1 Actions to address risks and opportunities		5
6.2 Records objectives and plans to achieve them		5
7 Support.....		6
7.1 Resources		6
7.2 Competence		6
7.3 Awareness and training.....		6
7.4 Communication		7
7.5 Documentation		7
8 Operation.....		8
8.1 Operational planning and control.....		8
8.2 Design of records processes		8
8.3 Implementation of records systems.....		9
9 Performance evaluation.....		9
9.1 Monitoring, measurement, analysis and evaluation		9
9.2 Internal system audit.....		11
9.3 Management review		11
10 Improvement.....		12
10.1 Nonconformity control and corrective actions		12
10.2 Continual improvement		12
Annex A (normative) Processes and controls.....		13
Annex B (informative) Interrelationships between ISO 9001, ISO 14001, ISO/IEC 27001 and ISO 30301		16
Annex C (informative) Checklist for self-assessment.....		20
Bibliography.....		22