

ISO/TS 17582:2014-02 (E)

Quality management systems - Particular requirements for the application of ISO 9001:2008 for electoral organizations at all levels of government

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
1.1	General	1
1.2	Application	2
2	Normative references	2
3	Terms and definitions	3
3.1	Terms related to electoral quality management system	3
3.2	Terms related to electoral infrastructure and logistics	4
3.3	Terms related to voting	5
4	Quality management system	6
4.1	General requirements	6
4.2	Documentation requirements	7
5	Management responsibility	14
5.1	Management commitment	14
5.2	Client focus	15
5.3	Quality policy	15
5.4	Planning	15
5.5	Responsibility, authority and communication	16
5.6	Management review	17
6	Resource management	18
6.1	Provision of resources	18
6.2	Human resources	18
6.3	Infrastructure	19
6.4	Work environment	20
7	Product realization	21
7.1	Planning of product realization	21
7.2	Customer-related processes	22
7.3	Design and development	23
7.4	Purchasing	26
7.5	Production and service provision	27
7.6	Control of monitoring and measuring equipment	29
8	Measurement, analysis and improvement	30
8.1	General	30
8.2	Monitoring and measurement	30
8.3	Control of nonconforming product	32
8.4	Analysis of data	33
8.5	Improvement	33
Annex A (informative) Concept diagrams		35
Annex B (informative) Electoral processes		39
Bibliography		43