

# ISO/IEC 17025:2017-11 (E)

## General requirements for the competence of testing and calibration laboratories

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
Introduction .....		vi
1	Scope .....	1
2	Normative references .....	1
3	Terms and definitions .....	1
4	General requirements .....	3
4.1	Impartiality .....	3
4.2	Confidentiality .....	3
5	Structural requirements .....	4
6	Resource requirements .....	5
6.1	General .....	5
6.2	Personnel .....	5
6.3	Facilities and environmental conditions .....	6
6.4	Equipment .....	6
6.5	Metrological traceability .....	8
6.6	Externally provided products and services .....	8
7	Process requirements .....	9
7.1	Review of requests, tenders and contracts .....	9
7.2	Selection, verification and validation of methods .....	10
7.2.1	Selection and verification of methods .....	10
7.2.2	Validation of methods .....	11
7.3	Sampling .....	12
7.4	Handling of test or calibration items .....	12
7.5	Technical records .....	13
7.6	Evaluation of measurement uncertainty .....	13
7.7	Ensuring the validity of results .....	13
7.8	Reporting of results .....	14
7.8.1	General .....	14
7.8.2	Common requirements for reports (test, calibration or sampling) .....	15
7.8.3	Specific requirements for test reports .....	15
7.8.4	Specific requirements for calibration certificates .....	16
7.8.5	Reporting sampling - specific requirements .....	16
7.8.6	Reporting statements of conformity .....	17
7.8.7	Reporting opinions and interpretations .....	17
7.8.8	Amendments to reports .....	17
7.9	Complaints .....	17
7.10	Nonconforming work .....	18
7.11	Control of data and information management .....	19
8	Management system requirements .....	19
8.1	Options .....	19
8.1.1	General .....	19
8.1.2	Option A .....	20
8.1.3	Option B .....	20

8.2	Management system documentation (Option A) .....	20
8.3	Control of management system documents (Option A) .....	20
8.4	Control of records (Option A) .....	21
8.5	Actions to address risks and opportunities (Option A) .....	21
8.6	Improvement (Option A) .....	22
8.7	Corrective actions (Option A) .....	22
8.8	Internal audits (Option A) .....	23
8.9	Management reviews (Option A) .....	23
Annex A (informative) Metrological traceability .....		25
Annex B (informative) Management system options .....		27
Bibliography .....		29