ISO/IEC 17029:2019-10 (E)

Conformity assessment - General principles and requirements for validation and verification bodies

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 Principles 5
4.1 General 5
4.2 Principles for the validation/verification process 5
4.2.1 Evidence-based approach to decision making 5
4.2.2 Documentation 5
4.2.3 Fair presentation 5
4.3 Principles for validation/verification bodies 5
4.3.1 Impartiality 5
4.3.2 Competence 6
4.3.3 Confidentiality 6
4.3.4 Openness 6
4.3.5 Responsibility 6
4.3.6 Responsiveness to complaints 6
4.3.7 Risk-based approach 6

5 General requirements 7
5.1 Legal entity 7
5.2 Responsibility for validation/verification statements 7
5.3 Management of impartiality 7
5.4 Liability 8

6 Structural requirements 8
6.1 Organizational structure and top management 8
6.2 Operational control 9

7 Resource requirements 9
7.1 General 9
7.2 Personnel 9
7.3 Management process for the competence of personnel 10
7.4 Outsourcing 11

8 Validation/verification programme 11

9 Process requirements 11
9.1 General 11
9.2 Pre-engagement 12
9.3 Engagement 13
9.4 Planning 13
9.5 Validation/verification execution 14
9.6 Review 15
9.7 Decision and issue of the validation/verification statement 15

9.7.1 Decision 15
9.7.2 Issue of the validation/verification statement 15
9.8 Facts discovered after the issue of the validation/verification statement 16
9.9 Handling of appeals 16
9.10 Handling of complaints 17
9.11 Records 17

10 Information requirements 18
10.1 Publicly available information 18
10.2 Other information to be available 18

10.3 Reference to validation/verification and use of marks 19
10.4 Confidentiality 19

11 Management system requirements 19
11.1 General 19
11.2 Management review 20
11.3 Internal audits 21
11.4 Corrective action 21
11.5 Actions to address risks and opportunities 21
11.6 Documented information 22

Annex A (informative) Elements of validation/verification programmes 24

Annex C (informative) Illustration of validation/verification application 28

Bibliography 29