# DIN EN ISO 10012:2026-06 (E)

## Quality management - Requirements for measurement management systems (ISO 10012:2026)

## Contents

Page


**Foreword** ..... **v**

**Introduction** ..... **vi**

**1 Scope** ..... **1**

**2 Normative references** ..... **1**

**3 Terms and definitions** ..... **1**

**4 Context of the organization** ..... **6**
4.1 Understanding the organization and its context ..... 6
4.2 Understanding the needs and expectations of interested parties ..... 6
4.3 Determining the scope of the measurement management system ..... 6
4.4 Measurement management system ..... 7

**5 Leadership** ..... **7**
5.1 Leadership and commitment ..... 7
5.2 Measurement management policy ..... 8
5.3 Roles, responsibilities and authorities ..... 8
5.4 Customer focus ..... 9

**6 Planning** ..... **9**
6.1 Actions to address risks and opportunities ..... 9
6.2 Measurement management objectives and planning to achieve them ..... 9
6.3 Planning of changes ..... 10

**7 Support** ..... **10**
7.1 Resources ..... 10
7.1.1 General ..... 10
7.1.2 People ..... 11
7.1.3 Facilities and environmental conditions ..... 11
7.1.4 Equipment ..... 11
7.1.5 Organizational knowledge ..... 11
7.2 Competence ..... 11
7.3 Awareness ..... 12
7.4 Communication ..... 12
7.5 Documented information ..... 13
7.5.1 General ..... 13
7.5.2 Creating and updating documented information ..... 13
7.5.3 Control of documented information ..... 13

**8 Operation** ..... **14**
8.1 Operational planning and control ..... 14
8.1.1 General ..... 14
8.1.2 Operational risk management ..... 14
8.2 Requirements for measurement processes ..... 15
8.2.1 General ..... 15
8.2.2 Customer communications ..... 15
8.2.3 Determination of requirements related to the measurement processes ..... 15
8.2.4 Review of customer requirements for measurement processes ..... 16
8.2.5 Changes to requirements for measurement processes ..... 16
8.3 Design and development of measurement processes ..... 16
8.3.1 General ..... 16
8.3.2 Design and development planning ..... 17
8.3.3 Design and development inputs ..... 17

8.3.4 Design and development controls ..... 19
8.3.5 Design and development outputs ..... 20
8.3.6 Design and development changes ..... 22
8.4 Control of externally provided measurement processes, products and services ..... 22
8.4.1 General ..... 22
8.4.2 Type and extent of control ..... 23
8.4.3 Information for external providers ..... 23
8.5 Measurement process implementation ..... 24
8.5.1 Control of measurement processes ..... 24
8.5.2 Identification and traceability ..... 26
8.5.3 Property belonging to customers or external providers ..... 26
8.5.4 Preservation ..... 27
8.5.5 Measurement process post-delivery activities ..... 27
8.5.6 Control of changes ..... 27
8.6 Release of measurement process results ..... 27
8.6.1 Planned arrangements for release of results ..... 27
8.6.2 Documented information relating to release of results ..... 28
8.7 Control of nonconforming outputs ..... 28
8.7.1 Handling of nonconforming outputs ..... 28
8.7.2 Documented information ..... 29

**9 Performance evaluation ..... 29**
9.1 Monitoring, measurement, analysis, and evaluation ..... 29
9.1.1 General ..... 29
9.1.2 Customer satisfaction ..... 30
9.1.3 Analysis and evaluation ..... 30
9.2 Internal audit ..... 30
9.2.1 General ..... 30
9.2.2 Internal audit programme ..... 30
9.3 Management review ..... 31
9.3.1 General ..... 31
9.3.2 Management review inputs ..... 31
9.3.3 Management review results ..... 31

**10 Improvement ..... 32**
10.1 Continual improvement ..... 32
10.1.1 Measurement management system improvement ..... 32
10.1.2 Measurement process improvement ..... 32
10.2 Nonconformity and corrective action ..... 32

**Annex A** (informative) **Calibration intervals optimization ..... 34**

**Annex B** (informative) **Measurement uncertainty ..... 39**

**Annex C** (informative) **Measurement decision risk and rules ..... 41**

**Bibliography ..... 45**