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