

ISO/IEC 20000-6:2017-06 (E)

Information technology - Service management - Part 6: Requirements for bodies providing audit and certification of service management systems

| Contents | | Page |
|--------------------|--|-------------|
| Foreword | | v |
| Introduction | | vi |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 4 | Principles | 1 |
| 5 | General requirements | 1 |
| 5.1 | Legal and contractual matters | 1 |
| 5.2 | Management of impartiality | 2 |
| 5.3 | Liability and financing | 2 |
| 6 | Structural requirements | 2 |
| 7 | Resource requirements | 2 |
| 7.1 | Competence of personnel | 2 |
| 7.1.1 | General considerations | 2 |
| 7.1.2 | Determination of competence criteria | 2 |
| 7.1.3 | Evaluation processes | 3 |
| 7.1.4 | Other considerations | 3 |
| 7.2 | Personnel involved in certification activities | 3 |
| 7.3 | Use of individual external auditors and external technical experts | 3 |
| 7.4 | Personnel records | 3 |
| 7.5 | Outsourcing | 3 |
| 8 | Information requirements | 4 |
| 8.1 | Public information | 4 |
| 8.2 | Certification documents | 4 |
| 8.3 | Reference to certification and use of marks | 4 |
| 8.4 | Confidentiality | 4 |
| 8.5 | Information exchange between a certification body and its clients | 4 |
| 9 | Process requirements | 4 |
| 9.1 | Pre-certification activities | 4 |
| 9.1.1 | Application | 4 |
| 9.1.2 | Application review | 4 |
| 9.1.3 | Audit programme | 5 |
| 9.1.4 | Determining audit time | 5 |
| 9.1.5 | Multi-site sampling | 8 |
| 9.1.6 | Multiple management systems standards | 8 |
| 9.2 | Planning audits | 9 |
| 9.2.1 | Determining audit objectives, scope and criteria | 9 |
| 9.2.2 | Audit team selection and assignments | 9 |
| 9.2.3 | Audit plan | 9 |
| 9.3 | Initial certification | 10 |
| 9.4 | Conducting audits | 10 |

| | | |
|--------------------|---|----|
| 9.4.1 | General | 10 |
| 9.4.2 | Conducting the opening meeting | 10 |
| 9.4.3 | Communication during the audit | 10 |
| 9.4.4 | Obtaining and verifying information | 10 |
| 9.4.5 | Identifying and recording audit findings | 11 |
| 9.4.6 | Preparing audit conclusions | 11 |
| 9.4.7 | Conducting the closing meeting | 11 |
| 9.4.8 | Audit report | 11 |
| 9.4.9 | Cause analysis of nonconformities | 11 |
| 9.4.10 | Effectiveness of corrections and corrective actions | 11 |
| 9.5 | Certification decision | 11 |
| 9.6 | Maintaining certification | 11 |
| 9.7 | Appeals | 11 |
| 9.8 | Complaints | 11 |
| 9.9 | Client records | 11 |
| 9.10 | Management system requirements for certification bodies | 12 |
| Bibliography | | 13 |