

ISO/TS 29001:2007-12 (E)

Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organizations

| Contents | | Page |
|--------------------|---|-------------|
| Foreword | | vi |
| Introduction | | viii |
| 0.1 | General | viii |
| 0.2 | Process approach | ix |
| 0.3 | Relationship with ISO 9004 | x |
| 0.4 | Compatibility with other management systems | xi |
| 0.5 | Goal of this Technical Specification | xi |
| 1 | Scope | 1 |
| 1.1 | General | 1 |
| 1.1.1 | Field of Application -- Supplemental | 1 |
| 1.2 | Application | 1 |
| 1.2.1 | Application -- Supplemental | 2 |
| 2 | Normative references | 2 |
| 3 | Terms and definitions | 2 |
| 3.1 | Terms and definitions for the petroleum, petrochemical and natural gas industries | 2 |
| 4 | Quality management system | 4 |
| 4.1 | General requirements | 4 |
| 4.1.1 | Outsourced processes and/or services -- Supplemental | 4 |
| 4.2 | Documentation requirements | 5 |
| 4.2.1 | General | 5 |
| 4.2.2 | Quality manual | 5 |
| 4.2.2.1 | Quality manual -- Supplemental | 5 |
| 4.2.3 | Control of documents | 6 |
| 4.2.3.1 | Control of documents -- Supplemental | 6 |
| 4.2.3.2 | Control of document changes -- Supplemental | 6 |
| 4.2.4 | Control of records | 6 |
| 4.2.4.1 | Control of records -- Supplemental | 6 |
| 5 | Management responsibility | 7 |
| 5.1 | Management commitment | 7 |
| 5.2 | Customer focus | 7 |
| 5.3 | Quality policy | 7 |
| 5.3.1 | Quality policy -- Supplemental | 7 |
| 5.4 | Planning | 8 |
| 5.4.1 | Quality objectives | 8 |
| 5.4.2 | Quality management system planning | 8 |
| 5.5 | Responsibility, authority and communication | 8 |
| 5.5.1 | Responsibility and authority | 8 |
| 5.5.2 | Management representative | 8 |
| 5.5.3 | Internal communication | 9 |
| 5.6 | Management review | 9 |
| 5.6.1 | General | 9 |
| 5.6.1.1 | General -- Supplemental | 9 |
| 5.6.2 | Review input | 9 |
| 5.6.3 | Review output | 10 |

| | | |
|---------|--|----|
| 6 | Resource management | 10 |
| 6.1 | Provision of resources | 10 |
| 6.2 | Human resources | 10 |
| 6.2.1 | General | 10 |
| 6.2.2 | Competence, awareness and training | 10 |
| 6.2.2.1 | Training -- Supplemental | 11 |
| 6.3 | Infrastructure | 11 |
| 6.4 | Work environment | 11 |
| 7 | Product realization | 12 |
| 7.1 | Planning of product realization | 12 |
| 7.1.1 | Planning of product realization -- Supplemental | 12 |
| 7.2 | Customer-related processes | 12 |
| 7.2.1 | Determination of requirements related to the product | 12 |
| 7.2.2 | Review of requirements related to the product | 13 |
| 7.2.2.1 | Review of requirements related to the product -- Supplemental | 13 |
| 7.2.3 | Customer communication | 13 |
| 7.3 | Design and development | 14 |
| 7.3.1 | Design and development planning | 14 |
| 7.3.1.1 | Design and development planning -- Supplemental | 14 |
| 7.3.1.2 | Design documentation -- Supplemental | 14 |
| 7.3.2 | Design and development inputs | 14 |
| 7.3.2.1 | Design and development inputs -- Supplemental | 14 |
| 7.3.3 | Design and development outputs | 15 |
| 7.3.3.1 | Design and development outputs - Supplemental | 15 |
| 7.3.4 | Design and development review | 15 |
| 7.3.4.1 | Design and development review -- Supplemental | 15 |
| 7.3.5 | Design and development verification | 15 |
| 7.3.6 | Design and development validation | 16 |
| 7.3.7 | Control of design and development changes | 16 |
| 7.3.7.1 | Control of design and development changes -- Supplemental | 16 |
| 7.4 | Purchasing | 16 |
| 7.4.1 | Purchasing process | 16 |
| 7.4.1.1 | Purchasing process -- Supplemental | 16 |
| 7.4.1.2 | Criteria for supplier selection, evaluation, and re-evaluation -- Supplemental | 17 |
| 7.4.1.3 | Supplier provided processes that require validation -- Supplemental | 17 |
| 7.4.2 | Purchasing Information | 17 |
| 7.4.2.1 | Purchasing information -- Supplemental | 17 |
| 7.4.3 | Verification of purchased product | 18 |
| 7.4.3.1 | Verification of purchased product -- Supplemental | 18 |
| 7.5 | Production and service provision | 18 |
| 7.5.1 | Control of production and service provision | 18 |
| 7.5.1.1 | Control of production and service provision -- Supplemental | 18 |
| 7.5.1.2 | Process controls -- Supplemental | 18 |
| 7.5.2 | Validation of processes for production and service provision | 19 |
| 7.5.2.1 | Validation of processes for production and service provision -- Supplemental | 19 |
| 7.5.3 | Identification and traceability | 19 |
| 7.5.3.1 | Identification and traceability -- Supplemental | 19 |
| 7.5.3.2 | Identification and traceability maintenance and replacement -- Supplemental | 19 |
| 7.5.3.3 | Product status -- Supplemental | 19 |
| 7.5.4 | Customer property | 20 |
| 7.5.4.1 | Customer property -- Supplemental | 20 |
| 7.5.5 | Preservation of product | 20 |
| 7.5.5.1 | Preservation of product -- Supplemental | 20 |
| 7.5.5.2 | Periodic assessment of stock -- Supplemental | 20 |
| 7.6 | Control of monitoring and measuring devices | 21 |
| 7.6.1 | Control of monitoring and measuring devices -- Supplemental | 21 |
| 7.6.2 | Environmental conditions -- Supplemental | 21 |
| 8 | Measurement, analysis and improvement | 22 |
| 8.1 | General | 22 |

| | | |
|---------|--|-----------|
| 8.2 | Monitoring and measurement | 22 |
| 8.2.1 | Customer satisfaction | 22 |
| 8.2.2 | Internal audit | 22 |
| 8.2.2.1 | Internal audit -- Supplemental | 23 |
| 8.2.2.2 | Response times -- Supplemental | 23 |
| 8.2.3 | Monitoring and measurement of processes | 23 |
| 8.2.4 | Monitoring and measurement of product | 23 |
| 8.2.4.1 | Monitoring and measurement of product -- Supplemental | 23 |
| 8.2.4.2 | Acceptance inspection -- Supplemental | 23 |
| 8.3 | Control of nonconforming product | 24 |
| 8.3.1 | Release or acceptance of nonconforming product -- Supplemental | 24 |
| 8.3.2 | Field nonconformity analysis -- Supplemental | 24 |
| 8.3.3 | Customer notification -- Supplemental | 25 |
| 8.4 | Analysis of data | 25 |
| 8.4.1 | Analysis of data -- Supplemental | 25 |
| 8.5 | Improvement | 25 |
| 8.5.1 | Continual improvement | 25 |
| 8.5.2 | Corrective action | 26 |
| 8.5.2.1 | Corrective action -- Supplemental | 26 |
| 8.5.2.2 | Response times -- Supplemental | 26 |
| 8.5.3 | Preventive action | 26 |
| 8.5.3.1 | Preventive action -- Supplemental | 26 |
| | Bibliography | 27 |