

ISO/TS 29001:2010-05 (E)

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

Contents		Page
Foreword		vi
Introduction		vii
0.1	General	vii
0.2	Process approach	viii
0.3	Relationship with ISO 9004	ix
0.4	Compatibility with other management systems	x
0.5	Goal of this Technical Specification	x
1	Scope	1
1.1	General	1
1.1.1	Field of Application -- Supplemental	1
1.2	Application	2
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	3
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	7
5	Management responsibility	7
5.1	Management commitment	7
5.2	Customer focus	7
5.3	Quality policy	8
5.3.1	Quality policy -- Supplemental	8
5.4	Planning	8
5.4.1	Quality objectives	8
5.4.2	Quality management system planning	8
5.5	Responsibility, authority and communication	9
5.5.1	Responsibility and authority	9
5.5.2	Management representative	9
5.5.3	Internal communication	9
5.6	Management review	10
5.6.1	General	10
5.6.1.1	General -- Supplemental	10
5.6.2	Review input	10
5.6.3	Review output	11

6	Resource management	11
6.1	Provision of resources	11
6.2	Human resources	11
6.2.1	General	11
6.2.2	Competence, training and awareness	12
6.2.2.1	Training -- Supplemental	12
6.3	Infrastructure	12
6.4	Work environment	13
7	Product realization	13
7.1	Planning of product realization	13
7.1.1	Planning of product realization -- Supplemental	13
7.2	Customer-related processes	14
7.2.1	Determination of requirements related to the product	14
7.2.2	Review of requirements related to the product	14
7.2.2.1	Review of requirements related to the product -- Supplemental	14
7.2.3	Customer communication	15
7.3	Design and development	15
7.3.1	Design and development planning	15
7.3.1.1	Design and development planning -- Supplemental	15
7.3.1.2	Design documentation -- Supplemental	15
7.3.2	Design and development inputs	16
7.3.2.1	Design and development inputs -- Supplemental	16
7.3.3	Design and development outputs	16
7.3.3.1	Design and development outputs - Supplemental	16
7.3.4	Design and development review	17
7.3.4.1	Design and development review -- Supplemental	17
7.3.5	Design and development verification	17
7.3.6	Design and development validation	18
7.3.7	Control of design and development changes	18
7.3.7.1	Control of design and development changes -- Supplemental	18
7.4	Purchasing	18
7.4.1	Purchasing process	18
7.4.1.1	Purchasing process -- Supplemental	19
7.4.1.2	Criteria for supplier selection, evaluation, and re-evaluation -- Supplemental	19
7.4.1.3	Supplier-provided processes that require validation -- Supplemental	19
7.4.2	Purchasing information	19
7.4.2.1	Purchasing information -- Supplemental	19
7.4.3	Verification of purchased product	20
7.4.3.1	Verification of purchased product -- Supplemental	20
7.5	Production and service provision	20
7.5.1	Control of production and service provision	20
7.5.1.1	Control of production and service provision -- Supplemental	20
7.5.1.2	Process controls -- Supplemental	20
7.5.2	Validation of processes for production and service provision	21
7.5.2.1	Validation of processes for production and service provision -- Supplemental	21
7.5.3	Identification and traceability	21
7.5.3.1	Identification and traceability -- Supplemental	21
7.5.3.2	Identification and traceability maintenance and replacement -- Supplemental	22
7.5.3.3	Product status -- Supplemental	22
7.5.4	Customer property	22
7.5.4.1	Customer property -- Supplemental	22
7.5.5	Preservation of product	22
7.5.5.1	Preservation of product -- Supplemental	22
7.5.5.2	Periodic assessment of stock -- Supplemental	22
7.6	Control of monitoring and measuring equipment	23
7.6.1	Control of monitoring and measuring equipment -- Supplemental	23
7.6.2	Environmental conditions -- Supplemental	24
8	Measurement, analysis and improvement	24
8.1	General	24

8.2	Monitoring and measurement	25
8.2.1	Customer satisfaction	25
8.2.2	Internal audit	25
8.2.2.1	Internal audit -- Supplemental	25
8.2.2.2	Response times -- Supplemental	26
8.2.3	Monitoring and measurement of processes	26
8.2.4	Monitoring and measurement of product	26
8.2.4.1	Monitoring and measurement of product -- Supplemental	26
8.2.4.2	Acceptance inspection -- Supplemental	26
8.3	Control of nonconforming product	27
8.3.1	Release or acceptance of nonconforming product -- Supplemental	27
8.3.2	Field nonconformity analysis -- Supplemental	27
8.3.3	Customer notification -- Supplemental	28
8.4	Analysis of data	28
8.4.1	Analysis of data -- Supplemental	28
8.5	Improvement	28
8.5.1	Continual improvement	28
8.5.2	Corrective action	29
8.5.2.1	Corrective action -- Supplemental	29
8.5.2.2	Response times -- Supplemental	29
8.5.3	Preventive action	29
8.5.3.1	Preventive action -- Supplemental	29
Bibliography	30