

ISO/IEC 17065:2012-09 (E)

Conformity assessment - Requirements for bodies certifying products, processes and services

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	General requirements	4
4.1	Legal and contractual matters	4
4.2	Management of impartiality	6
4.3	Liability and financing	7
4.4	Non-discriminatory conditions	7
4.5	Confidentiality	7
4.6	Publicly available information	8
5	Structural requirements	8
5.1	Organizational structure and top management	8
5.2	Mechanism for safeguarding impartiality	9
6	Resource requirements	10
6.1	Certification body personnel	10
6.2	Resources for evaluation	11
7	Process requirements	12
7.1	General	12
7.2	Application	13
7.3	Application review	13
7.4	Evaluation	14
7.5	Review	15
7.6	Certification decision	15
7.7	Certification documentation	16
7.8	Directory of certified products	16
7.9	Surveillance	17
7.10	Changes affecting certification	17
7.11	Termination, reduction, suspension or withdrawal of certification	18
7.12	Records	18
7.13	Complaints and appeals	19
8	Management system requirements	19
8.1	Options	19
8.2	General management system documentation (Option A)	20
8.3	Control of documents (Option A)	20
8.4	Control of records (Option A)	21
8.5	Management review (Option A)	21
8.6	Internal audits (Option A)	22
8.7	Corrective actions (Option A)	22
8.8	Preventive actions (Option A)	23

Annex A (informative) Principles for product certification bodies and their certification activities ...	24
Annex B (informative) Application of this International Standard for processes and services	26
Bibliography	27