

# ISO/TS 54001:2019 (E)

## Quality management systems — Particular requirements for the application of ISO 9001:2015 for electoral organizations at all levels of government

---

### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
3.1	Terms related to electoral quality management system
3.2	Terms related to electoral infrastructure and logistics
3.3	Terms related to voting
4	Context of the organization
4.1	Understanding the organization and its context
4.2	Understanding the needs and expectations of interested parties
4.3	Determining the scope of the quality management system
4.4	Quality management system and its processes
5	Leadership
5.1	Leadership and commitment
5.1.1	General
5.1.2	Customer focus
5.2	Policy
5.2.1	Establishing the quality policy
5.2.2	Communicating the quality policy
5.3	Organizational roles, responsibilities and authorities
6	Planning
6.1	Actions to address risks and opportunities
6.2	Quality objectives and planning to achieve them
6.3	Planning of changes
7	Support
7.1	Resources
7.1.1	General
7.1.2	People
7.1.3	Infrastructure
7.1.3.1	General
7.1.3.2	Infrastructure for voter registration and registration of political organizations and candidates
7.1.3.3	Infrastructure for electoral logistics
7.1.3.4	Infrastructure for vote casting
7.1.3.5	Infrastructure for vote counting and declaration of results
7.1.4	Environment for the operation of processes
7.1.5	Monitoring and measuring resources
7.1.5.1	General
7.1.5.2	Measurement traceability
7.1.6	Organizational knowledge
7.2	Competence
7.2.1	General
7.2.2	General for the electoral body
7.2.3	Education and training of poll workers

- 7.3 Awareness
  - 7.4 Communication
  - 7.5 Documented information
    - 7.5.1 General
    - 7.5.2 Creating and updating
    - 7.5.3 Control of documented information
    - 7.5.4 Minimum documentation requirements
      - 7.5.4.1 General
      - 7.5.4.2 For voter registration
      - 7.5.4.3 For the registration of political organizations and candidates
      - 7.5.4.4 For electoral logistics
      - 7.5.4.5 For vote casting
      - 7.5.4.6 For vote counting and the declaration of results
      - 7.5.4.7 For electoral education
      - 7.5.4.8 For the oversight of campaign financing
      - 7.5.4.9 For dispute resolution
    - 7.5.5 Control of records
    - 7.5.6 Minimum records requirements
      - 7.5.6.1 General
      - 7.5.6.2 For voter registration
      - 7.5.6.3 For the registration of political organizations and candidates
      - 7.5.6.4 For electoral logistics
      - 7.5.6.5 For vote casting
      - 7.5.6.6 For vote counting and the declaration of results
      - 7.5.6.7 For electoral education
      - 7.5.6.8 For the oversight of campaign financing
      - 7.5.6.9 For dispute resolution
- 8 Operation
- 8.1 Operational planning and control
  - 8.2 Requirements for products and services
    - 8.2.1 Customer communication
    - 8.2.2 Determining the requirements for products and services
    - 8.2.3 Review of the requirements for products and services
    - 8.2.4 Changes to requirements for products and services
  - 8.3 Design and development of products and services
    - 8.3.1 General
    - 8.3.2 Design and development planning
    - 8.3.3 Design and development inputs
    - 8.3.4 Design and development controls
    - 8.3.5 Design and development outputs
    - 8.3.6 Design and development changes
  - 8.4 Control of externally provided processes, products and services
    - 8.4.1 General
    - 8.4.2 Type and extent of control
    - 8.4.3 Information for external providers
  - 8.5 Production and service provision
    - 8.5.1 Control of production and service provision
    - 8.5.2 Identification and traceability
    - 8.5.3 Property belonging to customers or external providers
    - 8.5.4 Preservation
    - 8.5.5 Post-delivery activities
    - 8.5.6 Control of changes
  - 8.6 Release of products and services
  - 8.7 Control of nonconforming outputs
- 9 Performance evaluation
- 9.1 Monitoring, measurement, analysis and evaluation
    - 9.1.1 General
    - 9.1.2 Customer satisfaction
    - 9.1.3 Analysis and evaluation
  - 9.2 Internal audit
  - 9.3 Management review
    - 9.3.1 General

- 9.3.2 Management review inputs
- 9.3.3 Management review outputs

**10 Improvement**

- 10.1 General
- 10.2 Nonconformity and corrective action
- 10.3 Continual improvement

**Annex A (informative) Concept diagrams**

**Annex B (informative) Electoral processes**

- B.1 Voter registration
- B.2 Registration of political organizations and candidates
- B.3 Electoral logistics
- B.4 Vote casting
- B.5 Vote counting and declaration of results
- B.6 Electoral education
- B.7 Oversight of campaign financing
- B.8 Resolution of electoral disputes

Page count: 54