ISO/IEC TR 17032:2019 (E)

Conformity assessment — Guidelines and examples of a scheme for the certification of processes

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 General description of a scheme for the certification of processes

- 4.1 Characteristics of process
- 4.2 Development and operation of a scheme
- 4.3 Outline of a scheme for the certification of processes
- 4.3.1 Certification of processes
- 4.3.2 Functional approach
- 4.4 Scheme owner
- 4.5 Engagement of interested parties
- 4.6 Scheme management
- 4.6.1 Scheme documentation
- 4.6.2 Reporting to the scheme owner
- 4.6.3 Outsourcing
- 4.6.4 Scheme integrity programme
- 4.6.5 Review of scheme operation
- 4.6.6 Marketing
- 4.6.7 Fraudulent claim of certification
- 4.6.8 Complaints and appeals

5 Contents of a scheme for the certification of processes

- 5.1 General
- 5.2 Scope of the scheme
- 5.3 Elements of a certification scheme
- 5.4 Selection elements in the scheme
- 5.4.1 Certification requirements
- 5.4.2 Sampling
- 5.4.3 Acceptance of conformity assessment results
- 5.4.4 Evaluation activities
- 5.4.5 Outsourcing of the conformity assessment activities
- 5.5 Certification process
- 5.5.1 Certification phases
- 5.5.2 Application for certification and the certification agreement
- 5.5.3 Evaluation
- 5.6 Review
- 5.7 Decision
- 5.8 Attestation
- 5.9 Use of certificates and marks of conformity
- 5.9.1 Control of the mark
- 5.9.2 Mark of conformity
- 5.9.3 Misuse of the mark
- 5.10 Surveillance and continuous conformity
- 5.11 Changes affecting certification
- 5.11.1 Changes in specified requirements
- 5.11.2 Other changes to the scheme

Annex A (informative) Examples of schemes for the certification of processes

- **A.1 General**
- **A.2 Overview of different generic categories of certification of process**
- **A.3 Example of an Information and Communication Technology process certification scheme — TickITplus**
- **A.3.1 General**
- **A.3.2 Background**
- **A.3.3 Scheme requirements**
- **A.3.4 Certification requirements**
- **A.3.5 Certification process**
- **A.3.6 Surveillance**
- **A.4 Example of an output assured process certification scheme — Leadership in Energy and Environmental Design (LEED)**
- **A.4.1 General**
- **A.4.2 Background**
- **A.4.3 Scheme requirements**
- **A.5 Example of an output assured process certification scheme — IECQ Approved Process Certification**
- **A.5.1 General**
- **A.5.2 Background**
- **A.5.3 Scheme requirements**
- **A.5.4 Certification requirements**
- **A.5.5 Certification process**
- **A.5.6 Surveillance**
- **A.6 Example of an output assured process certification scheme — IECQ HSPM Scheme**
- **A.6.1 General**
- **A.6.2 Background**
- **A.6.3 Scheme requirements**
- **A.6.4 Certification requirements**
- **A.6.5 Certification process**
- **A.6.6 Surveillance**
- **A.7 Example of a process chain and output certification scheme — Chain of custody**
- **A.8 Example of an output assured process certification scheme — Complex systems engineering designs for safety (e.g. fire safety engineering)**
- **A.8.1 General**
- **A.8.2 Background**
- **A.8.3 Scheme requirements**

Annex B (informative) Example of contents of a certification agreement

Annex C (informative) Example of information on process operation and management system

- **C.1 General**
- **C.2 Example of information provided**
- **C.2.1 General**
- **C.2.2 Process operation**
- **C.2.2.1 Operators**
- **C.2.2.2 Organization operating the process**
- **C.2.2.3 Purchased materials, components and services**
- **C.2.2.4 Process operation**
- **C.2.2.5 Quality control of the capability of the process operation**
- **C.2.2.6 Documentation and records**
- **C.2.2.7 Certification documentation**
- **C.2.3 Management system**
- **C.2.3.1 Management system specification**
- **C.2.3.2 Organization**
- **C.2.3.3 Management system maintenance**

Annex D (informative) Example of information to be included in certification documentation of conformity

Annex E (informative) Example of contents of a licensing agreement for the use of a certificate and mark of conformity

- **E.1 Parties**

E.2 Grant of licence
E.3 Rules for certification of process
E.4 Rights and obligations of licensee
E.5 Surveillance
E.6 Information on modifications in process operation
E.7 Complaints
E.8 Publicity
E.9 Confidentiality
E.10 Payment
E.11 Agreement period
E.12 Termination of licence
E.13 Changes to process requirements
E.14 Liability
E.15 Appeal or complaints

Annex F (informative) Example of information to be included in a licence for the use of certification documentation or mark of conformity

Page count: 35