

# ISO 10012:2026-02 (E)

## Quality management - Requirements for measurement management systems

---

### Contents

Page

- Foreword..... v
- Introduction ..... vi
- 1 Scope ..... 1
- 2 Normative references ..... 1
- 3 Terms and definitions ..... 1
- 4 Context of the organization ..... 6
  - 4.1 Understanding the organization and its context ..... 6
  - 4.2 Understanding the needs and expectations of interested parties ..... 6
  - 4.3 Determining the scope of the measurement management system ..... 6
  - 4.4 Measurement management system ..... 7
- 5 Leadership ..... 7
  - 5.1 Leadership and commitment ..... 7
  - 5.2 Measurement management policy ..... 8
  - 5.3 Roles, responsibilities and authorities ..... 8
  - 5.4 Customer focus ..... 9
- 6 Planning ..... 9
  - 6.1 Actions to address risks and opportunities ..... 9
  - 6.2 Measurement management objectives and planning to achieve them ..... 9
  - 6.3 Planning of changes ..... 10
- 7 Support ..... 10
  - 7.1 Resources ..... 10
    - 7.1.1 General ..... 10
    - 7.1.2 People ..... 11
    - 7.1.3 Facilities and environmental conditions ..... 11
    - 7.1.4 Equipment ..... 11
    - 7.1.5 Organizational knowledge ..... 11
  - 7.2 Competence ..... 11
  - 7.3 Awareness ..... 12
  - 7.4 Communication ..... 12
  - 7.5 Documented information ..... 13
    - 7.5.1 General ..... 13
    - 7.5.2 Creating and updating documented information ..... 13
    - 7.5.3 Control of documented information ..... 13
- 8 Operation ..... 14
  - 8.1 Operational planning and control ..... 14
    - 8.1.1 General ..... 14
    - 8.1.2 Operational risk management ..... 14
  - 8.2 Requirements for measurement processes ..... 15
    - 8.2.1 General ..... 15
    - 8.2.2 Customer communications ..... 15
    - 8.2.3 Determination of requirements related to the measurement processes ..... 15
    - 8.2.4 Review of customer requirements for measurement processes ..... 16
    - 8.2.5 Changes to requirements for measurement processes ..... 16
  - 8.3 Design and development of measurement processes ..... 16
    - 8.3.1 General ..... 16
    - 8.3.2 Design and development planning ..... 17
    - 8.3.3 Design and development inputs ..... 17

8.3.4	Design and development controls	19
8.3.5	Design and development outputs	20
8.3.6	Design and development changes	22
8.4	Control of externally provided measurement processes, products and services	22
8.4.1	General	22
8.4.2	Type and extent of control	23
8.4.3	Information for external providers	23
8.5	Measurement process implementation	24
8.5.1	Control of measurement processes	24
8.5.2	Identification and traceability	26
8.5.3	Property belonging to customers or external providers	26
8.5.4	Preservation	27
8.5.5	Measurement process post-delivery activities	27
8.5.6	Control of changes	27
8.6	Release of measurement process results	27
8.6.1	Planned arrangements for release of results	27
8.6.2	Documented information relating to release of results	28
8.7	Control of nonconforming outputs	28
8.7.1	Handling of nonconforming outputs	28
8.7.2	Documented information	29
<b>9</b>	<b>Performance evaluation</b>	<b>29</b>
9.1	Monitoring, measurement, analysis, and evaluation	29
9.1.1	General	29
9.1.2	Customer satisfaction	30
9.1.3	Analysis and evaluation	30
9.2	Internal audit	30
9.2.1	General	30
9.2.2	Internal audit programme	30
9.3	Management review	31
9.3.1	General	31
9.3.2	Management review inputs	31
9.3.3	Management review results	31
<b>10</b>	<b>Improvement</b>	<b>32</b>
10.1	Continual improvement	32
10.1.1	Measurement management system improvement	32
10.1.2	Measurement process improvement	32
10.2	Nonconformity and corrective action	32
	<b>Annex A (informative) Calibration intervals optimization</b>	<b>34</b>
	<b>Annex B (informative) Measurement uncertainty</b>	<b>39</b>
	<b>Annex C (informative) Measurement decision risk and rules</b>	<b>41</b>
	<b>Bibliography</b>	<b>45</b>