

DIN EN ISO 10012:2026-06 (E)

Quality management - Requirements for measurement management systems (ISO 10012:2026)

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
9	Performance evaluation.....	29
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
10	Improvement.....	32
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
	Annex A (informative) Calibration intervals optimization.....	34
	Annex B (informative) Measurement uncertainty.....	39
	Annex C (informative) Measurement decision risk and rules.....	41
	Bibliography.....	45