

ISO/IEC 17020:2026-03 (E)

Conformity assessment - Requirements for bodies performing inspection

Contents

Page

Foreword.....iv

Introduction.....v

1 Scope.....1

2 Normative references.....1

3 Terms and definitions.....1

4 General requirements.....3

4.1 Impartiality.....3

4.2 Confidentiality.....3

5 Structural requirements.....4

5.1 Independence.....4

5.2 Legal entity and liabilities.....4

5.3 Organization and management.....4

6 Resource requirements.....5

6.1 Personnel.....5

6.2 Facilities and equipment.....7

6.3 Externally provided products and services.....8

7 Process requirements.....10

7.1 Review of requests, tenders and contracts.....10

7.2 Inspection methods and procedures.....10

7.3 Handling of items.....11

7.4 Inspection records.....12

7.5 Control of data and information.....12

7.6 Inspection report or inspection certificate.....12

7.7 Handling of appeals.....13

7.8 Handling of complaints.....14

8 Management system requirements.....14

8.1 General.....14

8.2 Policies and responsibilities.....15

8.3 Documented information.....15

8.4 Actions to address risks and opportunities.....15

8.5 Corrective actions.....16

8.6 Internal audits.....17

8.7 Management review.....18

Annex A (normative) Independence requirements for inspection bodies.....20

Annex B (informative) Optional elements of inspection reports and certificates.....22

Bibliography.....23