



SLOVENSKI STANDARD

SIST EN 12507:2001

01-februar-2001

Transportne storitve - Vodilo za vpeljavo standarda EN ISO 9002 v cestnem transportu, skladiščenju in distribuciji

Transportation services - Guidance notes on the application of EN ISO 9002 to the road transportation, storage and distribution industries

Dienstleistungen im Transportwesen - Leitfaden zur Anwendung von EN ISO 9002 auf den Straßengüterverkehr, die Lagerhaltung und die Verteilerindustrie

Services de transport - Conseils relatifs à l'application de l'EN ISO 9002 aux industries du transport routier, du stockage et de la distribution

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Ta slovenski standard je istoveten z: EN 12507:1999

ICS:

03.100.10	Nabava. Dobava. Logistika	Purchasing. Procurement. Management of stock
03.120.10	Vodenje in zagotavljanje kakovosti	Quality management and quality assurance
03.220.20	Cestni transport	Road transport

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 12507

September 1999

ICS 03.080.20; 03.100.10

English version

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This European Standard was approved by CEN on 19 August 1999.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

This European Standard has been prepared by Technical Committee CEN/TC 320 "Transportation services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2000, and conflicting national standards shall be withdrawn at the latest by March 2000.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

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1 Scope

This European Standard gives guidance on the application of EN ISO 9002 to the road transport, storage and distribution industries.

2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

- EN ISO 9000 series

3 Definitions

For the purposes of this standard, the general definitions of ISO 8402:1994, "Quality management and quality assurance – Vocabulary" and EN ISO 9002:1994, "Quality systems - Model for quality assurance in production, installation and servicing". (ISO 9002:1994) apply.

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4 Quality system requirements

4.1 Management responsibility

4.1.1 Quality policy

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Quality policy should be consistent with other policies within the organization, e.g. health and safety, environment, and should reflect the organizational goals and objectives of the organization showing evidence of senior management commitment. Objective evidence to show the requirements are understood, implemented and maintained at all levels should be provided, i.e. by audit evidence, training records.

4.1.2 Organization

4.1.2.1 Responsibility and authority

The requirement is largely self-explanatory. The organization and management structure including lines of authority and communication are usually documented in an organization chart, although there may be other methods of showing this. Responsibilities and levels of authority for key individuals (including drivers), who control operations and/or initiate action to prevent non conformities, identify and record any problems relating to the product, initiate solutions and verify the implementation of solutions may be in the form of specific job descriptions or covered within individual quality system procedures (see 4.13).

4.1.2.2 Resources

Sufficient and appropriate resources in the form of equipment, facilities and trained personnel should be provided, applicable to the service undertaken, to meet the needs of the business and its customers.

Verification activities should cover those personnel who monitor and report completion of the service to the specified requirements, as well as those personnel who carry out internal quality audits (see 4.17), audits of subcontractors/suppliers and other inspection operations which may be undertaken, e.g. acceptance of customers products, periodic checking of goods in storage, inspection of repair/maintenance work.

It is necessary that training records provide evidence of personnel selection on the basis of capability to satisfy defined job criteria.

4.1.2.3 Management representative

There should be one individual acting as a focal point of contact on behalf of management employed by the supplier's management. The management representative may have other roles, but should have the responsibility and authority for ensuring that the requirements of the standard are implemented and maintained including the completion of internal quality audits (see 4.17).

For multi-site companies, there should be an identified member of staff with responsibility for the functioning of the quality system for each site.

4.1.3 Management review

This should be carried out by an adequate representation of management possessing the necessary authority and responsibility to be able to review the continuing suitability and effectiveness of the quality system. The objective evidence to be considered could include, e.g. the following: review and evaluation of quality goals results of internal quality audits, customer complaints and corrective and preventive action, quality trend analysis, service performance data, changes in legislation, new technologies.

The interval between reviews should be specified and is recommended to be at least once per year. Records of management reviews should indicate the actions decided upon, the effectiveness of such actions during subsequent reviews and the extent to which quality objectives have been achieved.

4.2 Quality system

4.2.1 General

The requirement for a documented quality system means that a written description of the organization's operating systems has to be prepared addressing all aspects of the standard. Procedures, work instructions and documents (including those of external origin) which form part of the quality system, should be referenced in the quality manual if not included. e.g. specific documents such as drivers handbooks, maintenance manuals.

4.2.2 Quality system procedures

All documentation should be cross-referenced for ease of use. When preparing procedures and instructions, the skills/training of personnel should be considered. Operating procedures should address the requirements of legislation applicable. e.g. speed limits and driving time according to the European Regulation or ADR Directives.

A 'drivers handbook' on the organization's procedures regarding, for example, the following: daily vehicle inspections and reporting, inspection and acceptance of customer's product, loading/unloading, incident reporting, emergency procedures, inclusion or reference to legislation applicable to drivers, is regarded as an operating procedure and an integral part of the quality system.

4.2.3 Quality planning

Where existing documented procedures do not cover the service agreed in the contract additional plans should be prepared to cover these aspects, ensuring they are consistent with all other requirements of the quality system. Quality plans should not be stand-alone documents. They can be included within other documentation but should show how the quality of the services provided are controlled. These planning actions are often covered under the Inspection and Test clauses and Process Control clauses.

4.3 Contract review

4.3.1 General

No additional guidance required.

4.3.2 Review

Every order from a customer, whether verbal, in writing or communicated electronically, should be regarded as a contract and has to specify clearly the service to be provided by the supplier. This can range from, e.g. a telephone request by an authorised person in the traffic office, to a long term major warehousing and distribution contract which should be reviewed by senior management. Contracts have to be entered into the organization's system in an appropriate and permanent format.

The review undertaken should ensure that the organization has the capability of meeting contractual requirements including the use of sub-contracted activities which may affect the contract, e.g. warehousing, transport. In addition, if applicable, any requirements differing from those in the tender/quotation should be resolved.

The procedure used to confirm how a contract, order, tender has been reviewed should be defined, i.e. the operational step which confirms that it has been done. e.g. entry onto computer, writing down a verbal order, order acknowledgement.

4.3.3 Amendment to contract

Procedures should cover how and by whom changes to contractual agreements during the implementation of the service are agreed and how these are communicated to the relevant personnel.

4.3.4 Records

No additional guidance required.

4.4 Design control

The scope of this standard does not include quality system requirements for design control.

4.5 Document and data control

4.5.1 General

In addition to the documented quality system (see 4.2) external documents used for reference purpose, should be controlled, e.g. national or international standards, codes of practice, legislative requirements, service manuals and data (when maintenance or repair work is completed by supplier).

4.5.2 Document and data approval and issue SIST EN 12507:2001

This requirement covers all documents and data related to the requirements of the standard. To ensure that current documentation is available to the personnel in the location where it is needed, procedures should address the identification of what documents are held (including current revision status), by whom they were compiled together with how they are reviewed and issued.

All standard forms used should be included either by reference or as examples with clear indication of issue status.

4.5.3 Document and data changes

The requirements of the standard are not considered to need additional guidance apart from the control of external documents (see 4.5.1). Procedures should cover how these are updated, e.g. periodic verification with issuing authority or through their bulletins, subscriber system providing updates.

The nature of changes to all documents, both internal and external to the organization can be indicated by:

- underlining the change part;
- using another typeface;
- issuing a separate sheet of paper.

4.6 Purchasing

4.6.1 General

This requirement of the contract from the purchaser's point of view ensures that any element of a contract which is sub-contracted, or where products or services are purchased, will meet specified requirements.

4.6.2 Evaluation of subcontractors

The selection of a subcontractor should be based on their ability to meet the requirements defined in the purchasing document. Procedures used should cover the criteria for selection which have to include one or more of the following taking into account the impact this could have on the organization's service:

- a) registration to a recognized standard (e.g. EN ISO 9000 series) by an accredited third party certification body;
- b) historical evidence of past consistent and reliable performance. There should be objective evidence of analysis of past performance with defined acceptance criteria;
- c) vendor appraisal/subcontractor assessment by means of a pertinent questionnaire and a visit to the supplier's premises to verify facilities, systems, records (Procedures should define the criteria to be applied and identify records to verify evaluation).

Products/services provided by typical 'subcontractors' can be:

- vehicles and trailers (including rental/leasing);
- vehicle maintenance/repair/testing;
- tank cleaning;
- hose/coupling testing;
- tyre services;
- tachograph analysis and calibration;
- agency drivers;
- training establishments;
- haulage and distribution;
- warehousing;
- maintenance of temperature control equipment;
- calibration services;
- computer software;
- pest control services.

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Records of acceptable subcontractors should be maintained, e.g. by master list(s), files, computer records, in a controlled format (with changes made by authorized personnel) providing details of the basis for selection which are periodically monitored for validity.

It should be noted that it may be necessary to notify the customer or purchaser when part or the whole of a supplier's service is subcontracted (the latter could be the subject of specific certification body requirements). This should be covered as part of contract review.

4.6.3 Purchasing data

Purchasing documents should describe clearly the product/service required. These should be reviewed and approved before being communicated to the subcontractor. An authorized record of details including relevant specifications given in a telephone order is acceptable, if covered within purchasing procedures.

4.6.4 Verification of purchased product

4.6.4.1 Supplier verification at subcontractor's premises

No additional guidance required.

4.6.4.2 Customer verification of subcontracted product

This requirement makes provision for the customer to verify purchased services at the location from which they have originated (subcontractor's or supplier's premises) or at his own premises. Where, and if, this activity is going to be undertaken should be established at the contract review stage.

NOTE: The above is only an established right when specified in contracts between supplier and customer, the supplier may grant this right to the purchaser even if it is not a stated contractual requirement.