



# Technical Specification

**ISO/IEC TS 17035**

## Conformity assessment — Guidelines for validation and verification programmes

*Évaluation de la conformité — Lignes directrices pour les  
programmes de validation et de vérification*

**First edition  
2024-09**

iTech Standards  
(<https://standards.iteh.ai>)  
Document Preview

[ISO/IEC TS 17035:2024](https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024)

<https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024>

iTeh Standards  
(<https://standards.iteh.ai>)  
Document Preview

[ISO/IEC TS 17035:2024](https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024)

<https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024>



**COPYRIGHT PROTECTED DOCUMENT**

© ISO/IEC 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
CP 401 • Ch. de Blandonnet 8  
CH-1214 Vernier, Geneva  
Phone: +41 22 749 01 11  
Email: [copyright@iso.org](mailto:copyright@iso.org)  
Website: [www.iso.org](http://www.iso.org)

Published in Switzerland

# Contents

	Page
<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 Validation/Verification programmes</b> .....	<b>4</b>
4.1 General.....	4
4.2 Programme content.....	5
4.2.1 Scope of validation/verification.....	5
4.2.2 Competence, impartiality and operation of validation/verification bodies.....	5
4.2.3 Steps for the validation/verification process.....	6
4.2.4 Evidence gathering activities.....	6
4.2.5 Reporting.....	7
4.3 Programme development.....	7
4.4 Programme maintenance, review and improvement.....	8
<b>5 Programme owner</b> .....	<b>9</b>
<b>Annex A (informative) Clarification of logo/symbol/mark</b> .....	<b>10</b>
<b>Annex B (informative) Recognition of validation/verification programmes</b> .....	<b>12</b>
<b>Annex C (informative) Questions to help recognize a validation/verification programme</b> .....	<b>14</b>
<b>Bibliography</b> .....	<b>17</b>

  
 (https://standards.iteh.ai)  
 Document Preview

[ISO/IEC TS 17035:2024](https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024)

<https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024>

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives) or [www.iec.ch/members\\_experts/refdocs](http://www.iec.ch/members_experts/refdocs)).

ISO and IEC draw attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO and IEC take no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO and IEC had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at [www.iso.org/patents](http://www.iso.org/patents) and <https://patents.iec.ch>. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html). In the IEC, see [www.iec.ch/understanding-standards](http://www.iec.ch/understanding-standards).

This document was prepared by the ISO Committee on Conformity Assessment (CASCO).

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).

<https://standards.iteh.ai/catalog/standards/iso/127f8185-736c-49aa-9a3b-478dada1fa5c/iso-iec-ts-17035-2024>

## Introduction

This document is aligned with ISO/IEC 17029 which provides principles and requirements for bodies providing validation/verification services. ISO/IEC 17029 is a generic standard that can apply to validation/verification bodies in any economic sector or industry. It is distinct from other standards for conformity assessment bodies in that it requires the object of conformity to be a claim, and for this to be validated and/or verified in accordance with a validation or verification programme. Validation/verification bodies operating in accordance with ISO/IEC 17029 can provide services as first-, second- or third-party activities.

This document is also aligned with sector-specific applications of ISO/IEC 17029, such as ISO 14065 which references the requirements of ISO/IEC 17029 and includes specific requirements related to bodies that validate or verify environmental information.

To validate or verify a claim, validation/verification bodies must often review large amounts of data and information, including aspects such as the suitability of the boundaries of the claim; the way data has been defined, collected and recorded; how quantification and calculation methods that support the claim have been undertaken; and provision of a professional judgement on matters that are material or significant to the claim.

The issuance of a validation or verification statement will normally be a one-off attestation based on the information available at that point in time. Validation/verification statements normally do not have a period of validity associated with them. Each subsequent validation/verification is a new separate conformity assessment and is not considered to be a surveillance activity that supports an original or previous validation/verification statement.

The result of validation or verification activities will frequently be a validation or verification statement. These statements normally provide an opinion from the validation or verification body on the plausibility of a claim that is made about the future based on projected data (validation), or the truthfulness of the claim based on historical data (verification). The results from a validation and verification programme can sometimes be combined to support a claim (e.g. a mixed engagement or in the management of similar or related programmes). Validation/verification bodies can also be asked to undertake a validation/verification process and issue a report of their findings, but without any formal statement or opinion on the plausibility or truthfulness of the claim being made.

NOTE This is often referred to undertaking validation or verification activities on the basis of Agreed Upon Procedures (AUP).

Within ISO/IEC 17029, there is a requirement for validation/verification bodies to operate within the context of at least one validation or verification programme. Within ISO/IEC 17029 requirements, there are many references to validation/verification programmes, and it is expected that validation/verification programmes give direction to the validation/verification body. The importance of appropriate validation/verification programmes when undertaking validation/verification activities in accordance with ISO/IEC 17029 is critical to the correct operation of this type of conformity assessment.

ISO/IEC 17029:2019, Annex A also provides a comprehensive informative list of elements to be considered in the development and operation of validation/verification programmes. The content of ISO/IEC 17029:2019, Annex A has been included and amplified in this document.

To assist in the development, operation and recognition of validation/verification programmes suitable for use with ISO/IEC 17029, this document covers the following:

- a) an overview of validation/verification programmes in the context of ISO/IEC 17029;
- b) development of validation/verification programmes;
- c) recognition of validation/verification programmes.



# Conformity assessment — Guidelines for validation and verification programmes

## 1 Scope

This document provides guidance to validation/verification programme owners, validation/verification bodies and interested parties on the development, content and operation of validation/verification programmes.

When implemented by validation/verification bodies, this document is intended to be used in conjunction with ISO/IEC 17029 and sector-specific applications of ISO/IEC 17029.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at <https://www.iso.org/obp>

— IEC Electropedia: available at <https://www.electropedia.org/>

### 3.1

#### claim

information declared by the client

Note 1 to entry: The claim is the object of conformity assessment by *validation* (3.2)/*verification* (3.3).

Note 2 to entry: The claim can represent a situation at a point in time or could cover a period of time.

Note 3 to entry: The claim should be clearly identifiable and capable of consistent evaluation or measurement against specified requirements by a *validation body* (3.4)/*verification body* (3.5).

Note 4 to entry: The claim can be provided in the form of a report, a statement, a declaration, a project plan, or consolidated data.

[SOURCE: ISO/IEC 17029:2019, 3.1]

### 3.2

#### validation

confirmation of a *claim* (3.1), through the provision of objective evidence, that the requirements for a specific intended future use or application have been fulfilled

Note 1 to entry: Objective evidence can come from real or simulated sources.

Note 2 to entry: Validation is considered to be a process to evaluate the reasonableness of the assumptions, limitations, and methods that support a claim about the outcome of future activities.

## ISO/IEC TS 17035:2024(en)

Note 3 to entry: Validation is applied to claims regarding an intended future use based on projected information (confirmation of plausibility).

Note 4 to entry: In this document, the expression “validation/verification” means either validation or *verification* (3.3), or both.

[SOURCE: ISO/IEC 17029:2019, 3.2, modified – The original Note 4 to entry has been deleted and a new Note 4 to entry has been added.]

### 3.3

#### **verification**

confirmation of a *claim* (3.1), through the provision of objective evidence, that specified requirements have been fulfilled

Note 1 to entry: Verification is considered to be a process for evaluating a claim based on historical data and information to determine whether the claim is materially correct and conforms with specified requirements.

Note 2 to entry: Verification is applied to claims regarding events that have already occurred or results that have already been obtained (confirmation of truthfulness).

Note 3 to entry: In this document, the expression “validation/verification” means either *validation* (3.2) or verification, or both.

[SOURCE: ISO/IEC 17029:2019, 3.3, modified – The original Note 3 to entry has been deleted and a new Note 3 to entry has been added.]

### 3.4

#### **validation body**

body that performs *validation* (3.2)

Note 1 to entry: A validation body can be an organization, or part of an organization.

Note 2 to entry: In this document, the expression “validation/verification body” means either validation body or *verification body* (3.5), or both.

[SOURCE: ISO/IEC 17029:2019, 3.4, modified – Note 2 to entry has been added.]

### 3.5

#### **verification body**

body that performs *verification* (3.3)

Note 1 to entry: A verification body can be an organization, or part of an organization.

Note 2 to entry: In this document, the expression “validation/verification body” means either *validation body* (3.4) or verification body, or both.

[SOURCE: ISO/IEC 17029:2019, 3.5, modified – Note 2 to entry has been added.]

### 3.6

#### **validation statement**

declaration by the *validation body* (3.4) of the outcome of the *validation* (3.2) process

Note 1 to entry: Validation statements can be referred to using specific programme terminology, such as “decisions”, “opinions” or “reports”.

Note 2 to entry: The validation statement reflects only the situation at the point in time it is issued.

Note 3 to entry: The validation statement can be confirming or not confirming the *claim* (3.1), with or without comments, according to the programme requirements.

Note 4 to entry: In this document, the expression “validation/verification statement” means either validation statement or *verification statement* (3.7), or both.

[SOURCE: ISO/IEC 17029:2019, 3.6, modified – Note 4 to entry has been added.]



### 3.7

#### **verification statement**

declaration by the *verification body* (3.5) of the outcome of the *verification* (3.3) process

Note 1 to entry: Verification statements can be referred to using specific programme terminology, such as “decisions”, “opinions” or “reports”.

Note 2 to entry: The verification statement reflects only the situation at the point in time it is issued.

Note 3 to entry: The verification statement can be confirming or not confirming the *claim* (3.1), with or without comments, according to the programme requirements.

Note 4 to entry: In this document, the expression “validation/verification statement” means either *validation statement* (3.6) or verification statement, or both.

[SOURCE: ISO/IEC 17029:2019, 3.7, modified – Note 4 to entry has been added.]

### 3.8

#### **validation programme**

rules, procedures and management for carrying out *validation* (3.2) activities in a specific sector

Note 1 to entry: Validation programmes can be operated at international, regional, national, sub-national or sector-specific level.

Note 2 to entry: A programme can also be called a “scheme”.

Note 3 to entry: A set of standards able to cover all the requirements of ISO/IEC 17029 can serve as a programme.

Note 4 to entry: In this document, the expression “validation/verification programme” means either validation programme or *verification programme* (3.9), or both.

[SOURCE: ISO/IEC 17029:2019, 3.8, modified – Note 4 to entry has been added.]

### 3.9

#### **verification programme**

rules, procedures and management for carrying out *verification* (3.3) activities in a specific sector

Note 1 to entry: Verification programmes can be operated at international, regional, national, sub-national or sector-specific level.

Note 2 to entry: A programme can also be called a “scheme”.

Note 3 to entry: A set of standards able to cover all the requirements of ISO/IEC 17029 can serve as a programme.

Note 4 to entry: In this document, the expression “validation/verification programme” means either *validation programme* (3.8) or verification programme, or both.

[SOURCE: ISO/IEC 17029:2019, 3.9, modified – Note 4 to entry has been added.]

### 3.10

#### **programme owner**

person or organization responsible for developing and maintaining a specific *validation programme* (3.8) or *verification programme* (3.9)

Note 1 to entry: The programme owner can be the *validation body* (3.4)/*verification body* (3.5) itself, a governmental authority, a trade association, a group of validation bodies/verification bodies, an external programme owner or others.

[SOURCE: ISO/IEC 17029:2019, 3.10]

### 3.11

#### **normative document**

document that provides rules, guidelines or characteristics for activities or their results

Note 1 to entry: The term “normative document” is a generic term that covers such documents as standards, technical specifications, codes of practice and regulations.

Note 2 to entry: A “document” is to be understood as any medium with information recorded on or in it.

Note 3 to entry: The terms for different kinds of normative documents are defined considering the document and its content as a single entity.

[SOURCE: ISO/IEC Guide 2:2004, 3.1]

## 4 Validation/Verification programmes

### 4.1 General

**4.1.1** In accordance with ISO/IEC 17029, validation/verification are always undertaken within the context of a validation/verification programme, in which case the operated validation/verification programme cannot exclude any of the requirements specified by ISO/IEC 17029. This document can be used by programmes that use another document for validation/verification bodies, in which case the programme should not exclude or contradict the requirements in that document.

**4.1.2** Programmes can be legal frameworks, a set of international, regional or national standards, global initiatives and sector applications, as well as individual agreements with clients of the validation/verification body.

**4.1.3** Conformity assessment schemes in general comprise the full set of rules and procedures:

- describing the object of conformity assessment (claim),
- identifying the specified requirements applicable to the claim, and
- providing the methodology for performing conformity assessment (validation/verification).

NOTE The specified requirements to be identified apply to the object (i.e. relate to describing the claim). The methodology relates to the way conformity assessment is performed (i.e. how, when, by whom), e.g. providing specific methods and procedures for certain activities or rules for validation/verification bodies.

**4.1.4** ISO/IEC 17029:2019, 3.11 defines the scope of validation/verification as the identification of the claim as being the object of conformity assessment and the identification of the applicable specified requirements.

**4.1.5** ISO/IEC 17029:2019, Clause 8 lists the following elements as content of programmes:

- a) scope of validation/verification;
- b) specific competence criteria for the validation/verification team and body;
- c) process for validation/verification;
- d) evidence gathering activities of validation/verification ;
- e) reporting of validation/verification.

NOTE ISO/IEC 17029:2019, Annex A also provides additional elements.

**4.1.6** The content of the programme (see [4.2](#)) is specified by the programme owner (see [4.3](#)).

**4.1.7** Where validation/verification is performed as conformity assessment, i.e. including a decision on whether or not to confirm the claim, the result or deliverable of the outcome of this process is a validation/verification statement (see ISO/IEC 17029:2019, 9.7).

Where validation/verification is performed as an activity contributing to the selection, determination, and review functions of the validation/verification process (see ISO/IEC 17029:2019, Annex B), other deliverables than a validation/verification statement result from this activity.