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**Quality management systems —  
Guidelines for configuration management**

*Systèmes de management de la qualité — Lignes directrices pour la  
gestion de la configuration*

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10007 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This second edition cancels and replaces the first edition (ISO 10007:1995), which has been technically revised.

This edition has sought to improve the alignment of ISO 10007 with the ISO 9000 family of International Standards and to simplify the structure of the document.

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## Introduction

The purpose of this International Standard is to enhance common understanding of the subject, to promote the use of configuration management, and to assist organizations applying configuration management to improve their performance.

Configuration management is a management activity that applies technical and administrative direction over the life cycle of a product, its configuration items, and related product configuration information.

Configuration management documents the product's configuration. It provides identification and traceability, the status of achievement of its physical and functional requirements, and access to accurate information in all phases of the life cycle.

Configuration management can be implemented based on the size of the organization and the complexity and nature of the product.

Configuration management can be used to meet the product identification and traceability requirements specified in ISO 9001.

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# Quality management systems — Guidelines for configuration management

## 1 Scope

This International Standard gives guidance on the use of configuration management within an organization. It is applicable to the support of products from concept to disposal.

It first outlines the responsibilities and authorities before describing the configuration management process that includes configuration management planning, configuration identification, change control, configuration status accounting and configuration audit.

Since this International Standard is a guidance document, it is not intended to be used for certification/registration purposes.

## 2 Normative references

The following referenced documents are indispensable for the application 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 9000:2000, *Quality management systems — Fundamentals and vocabulary*

## 3 Terms and definitions

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For the purposes of this document, the definitions given in ISO 9000 and the following apply.

### 3.1

#### change control

activities for control of the product after formal approval of its **product configuration information** (3.9)

### 3.2

#### concession

permission to use or release a product that does not conform to specified requirements

NOTE 1 A concession is generally limited to the delivery of the product that has nonconforming characteristics within specified limits for an agreed time or quantity of that product.

[ISO 9000:2000, definition 3.6.11]

NOTE 2 Concessions do not affect the **configuration baseline** (3.4) and include permission to produce a product that does not conform to specified requirements.

NOTE 3 Some organizations use terms such as “waivers” or “deviations” instead of “concession”.

### 3.3

#### configuration

interrelated functional and physical characteristics of a product defined in **product configuration information** (3.9)

**3.4 configuration baseline**

approved **product configuration information** (3.9) that establishes the characteristics of a product at a point in time that serves as reference for activities throughout the life cycle of the product

**3.5 configuration item**

entity within a **configuration** (3.3) that satisfies an end use function

**3.6 configuration management**

coordinated activities to direct and control configuration

NOTE Configuration management generally concentrates on technical and organizational activities that establish and maintain control of a product and its **product configuration information** (3.9) throughout the life cycle of the product.

**3.7 configuration status accounting**

formalized recording and reporting of **product configuration information** (3.9), the status of proposed changes and the status of the implementation of approved changes

**3.8 dispositioning authority**

person or a group of persons assigned responsibility and authority to make decisions on the **configuration** (3.3)

NOTE 1 Dispositioning authority can also be called a "configuration control board".

NOTE 2 Relevant interested parties within and outside the organization should be represented on the dispositioning authority.

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**3.9 product configuration information**

requirements for product design, realization, verification, operation and support

**4 Configuration management responsibility**

**4.1 Responsibilities and authorities**

The organization should identify and describe responsibilities and authorities related to the implementation and verification of the configuration management process. The following should be considered:

- the complexity and nature of the product;
- the needs of the different product life cycle stages;
- the interfaces between activities directly involved in the configuration management process;
- the other relevant interested parties that may be involved, within and outside the organization;
- the identification of the responsible authority for verifying implementation activities;
- the identification of the dispositioning authority.

**4.2 Dispositioning authority**

Prior to approval of a change, the dispositioning authority should verify that

- the proposed change is necessary, and the consequences would be acceptable,



- the change has been properly documented and categorized, and
- the planned activities for the implementation of the change into documents, hardware and/or software are satisfactory.

## 5 Configuration management process

### 5.1 General

The activities that are performed within the configuration management process are described below. It is essential that these activities be coordinated for this process to be effective.

The configuration management process should focus on customer requirements for the product and should take into account the context in which it will be performed. The configuration management process should be detailed in a configuration management plan. This should describe any project-specific procedures and the extent of their application during the life cycle of the product.

### 5.2 Configuration management planning

Configuration management planning is the foundation for the configuration management process. Effective planning coordinates configuration management activities in a specific context over the product life cycle. The output of configuration management planning is the configuration management plan.

The configuration management plan for a specific product should

- be documented and approved,
- be controlled,
- identify the configuration management procedures to be used,
- make reference to relevant procedures of the organization wherever possible, and
- describe the responsibilities and authorities for carrying out configuration management throughout the life cycle of the product.

The configuration management plan may be a stand-alone document, or a part of another document, or composed of several documents.

In some situations, the organization will need to require a supplier to provide a configuration management plan. The organization may wish to retain such plans either as stand-alone documents or to incorporate them into its own configuration management plan.

Annex A describes a potential structure and content for a configuration management plan.

### 5.3 Configuration identification

#### 5.3.1 Product structure and selection of configuration items

The selection of configuration items and their inter-relationships should describe the product structure.

Configuration items should be identified using established selection criteria. Configuration items should be selected whose functional and physical characteristics can be managed separately to achieve the overall end-use performance of the item.

Selection criteria should consider

- statutory and regulatory requirements,