SLOVENSKI STANDARD
SIST EN ISO 29001:2020

01-september-2020

Nadomešča:
SIST-TS CEN ISO/TS 29001:2012

Petrokemična industrija ter industrija za predelavo nafte in zemeljskega plina - Sektorsko specifični sistemi vodenja kakovosti - Zahteve za proizvodne in storitvene organizacije (ISO 29001:2020)

Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organizations (ISO 29001:2020)

Erdöl-, petrochemische und Erdgasindustrie - Sektorspezifische Qualitätsmangementsysteme - Anforderungen an Hersteller- und Serviceorganisationen (ISO 29001:2020)

Industries du pétrole, de la pétrochimie et du gaz naturel - Systèmes de management de la qualité spécifiques au secteur - Exigences pour les organismes de fourniture de produits et de services (ISO 29001:2020)

Ta slovenski standard je istoveten z: **EN ISO 29001:2020**

ICS:

03.100.70	Sistemi vodenja	Management systems
03.120.10	Vodenje in zagotavljanje kakovosti	Quality management and quality assurance
75.020	Pridobivanje in predelava nafte in zemeljskega plina	Extraction and processing of petroleum and natural gas

SIST EN ISO 29001:2020   **en,fr,de**

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN ISO 29001

May 2020

ICS 03.100.70; 75.020

Supersedes CEN ISO/TS 29001:2011

English Version

Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organizations (ISO 29001:2020)

Industries du pétrole, de la pétrochimie et du gaz naturel - Systèmes de management de la qualité spécifiques au secteur - Exigences pour les organismes de fourniture de produits et de services (ISO 29001:2020)

Erdöl-, petrochemische und Erdgasindustrie - Sektorspezifische Qualitätsmangementsysteme - Anforderungen an Hersteller- und Serviceorganisationen (ISO 29001:2020)

This European Standard was approved by CEN on 26 April 2020.

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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 CEN-CENELEC Management Centre has the same status as the official versions.

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

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Ref. No. EN ISO 29001:2020 E

EN ISO 29001:2020 (E)

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European foreword

This document (EN ISO 29001:2020) has been prepared by Technical Committee ISO/TC 67 "Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries" in collaboration with Technical Committee CEN/TC 12 "Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries" the secretariat of which is held by NEN.

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 November 2020, and conflicting national standards shall be withdrawn at the latest by November 2020.

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

This document supersedes CEN ISO/TS 29001:2011.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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Endorsement notice

The text of ISO 29001:2020 has been approved by CEN as EN ISO 29001:2020 without any modification.

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INTERNATIONAL STANDARD

ISO 29001

First edition
2020-05

Petroleum, petrochemical and natural gas industries — Sector-specific quality management systems — Requirements for product and service supply organizations

Industries du pétrole, de la pétrochimie et du gaz naturel — Systèmes de management de la qualité spécifiques au secteur — Exigences pour les organismes de fourniture de produits et de services

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064cf051271b/sist-en-iso-29001-2020

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.

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 ISO documents 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).

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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.

This document was prepared by Technical Committee ISO/TC 67, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 12, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This first edition cancels and replaces ISO/TS 29001:2010, which has been technically revised. The main changes compared to the previous edition are as follows:

— alignment with ISO 9001:2015.

The boxed text is reproduced from ISO 9001:2015 unaltered and in its entirety. The petroleum, petrochemical and natural gas industry sector-specific supplemental requirements and guidance are provided outside the boxed text.

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.

Introduction

0.1 General

ISO 9001:2015, *Quality management systems — Requirements*

0.1 General

The adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on this International Standard are:

a) the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;

b) facilitating opportunities to enhance customer satisfaction;

c) addressing risks and opportunities associated with its context and objectives;

d) the ability to demonstrate conformity to specified quality management system requirements.

This International Standard can be used by internal and external parties.

It is not the intent of this International Standard to imply the need for:

— uniformity in the structure of different quality management systems;

— alignment of documentation to the clause structure of this International Standard;

— the use of the specific terminology of this International Standard within the organization.

The quality management system requirements specified in this International Standard are complementary to requirements for products and services.

This International Standard employs the process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking.

The process approach enables an organization to plan its processes and their interactions.

The PDCA cycle enables an organization to ensure that its processes are adequately resourced and managed, and that opportunities for improvement are determined and acted on.

Risk-based thinking enables an organization to determine the factors that could cause its processes and its quality management system to deviate from the planned results, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise (see [Clause A.4](#)).

Consistently meeting requirements and addressing future needs and expectations poses a challenge for organizations in an increasingly dynamic and complex environment. To achieve this objective, the organization might find it necessary to adopt various forms of improvement in addition to correction and continual improvement, such as breakthrough change, innovation and re-organization.

In this International Standard, the following verbal forms are used:

— "shall" indicates a requirement;

— "should" indicates a recommendation;

— "may" indicates a permission;

— "can" indicates a possibility or a capability.

Information marked as "NOTE" is for guidance in understanding or clarifying the associated requirement.

0.2 Quality management principles

ISO 9001:2015, *Quality management systems — Requirements*

0.2 Quality management principles

This International Standard is based on the quality management principles described in ISO 9000. The descriptions include a statement of each principle, a rationale of why the principle is important for the organization, some examples of benefits associated with the principle and examples of typical actions to improve the organization's performance when applying the principle.

The quality management principles are:

— customer focus;

— leadership;

— engagement of people;

— process approach;

— improvement;

— evidence-based decision making;

— relationship management.

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0.3 Process approach

0.3.1 General

ISO 9001:2015, *Quality management systems — Requirements*

0.3.1 General

This International Standard promotes the adoption of a process approach when developing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements. Specific requirements considered essential to the adoption of a process approach are included in 4.4.

Understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its intended results. This approach enables the organization to control the interrelationships and interdependencies among the processes of the system, so that the overall performance of the organization can be enhanced.

The process approach involves the systematic definition and management of processes, and their interactions, so as to achieve the intended results in accordance with the quality policy and strategic direction of the organization. Management of the processes and the system as a whole can be achieved using the PDCA cycle (see 0.3.2) with an overall focus on risk-based thinking (see 0.3.3) aimed at taking advantage of opportunities and preventing undesirable results.

The application of the process approach in a quality management system enables:

a) understanding and consistency in meeting requirements;

b) the consideration of processes in terms of added value;

c) the achievement of effective process performance;

d) improvement of processes based on evaluation of data and information.

Figure 1 gives a schematic representation of any process and shows the interaction of its elements. The monitoring and measuring check points, which are necessary for control, are specific to each process and will vary depending on the related risks.
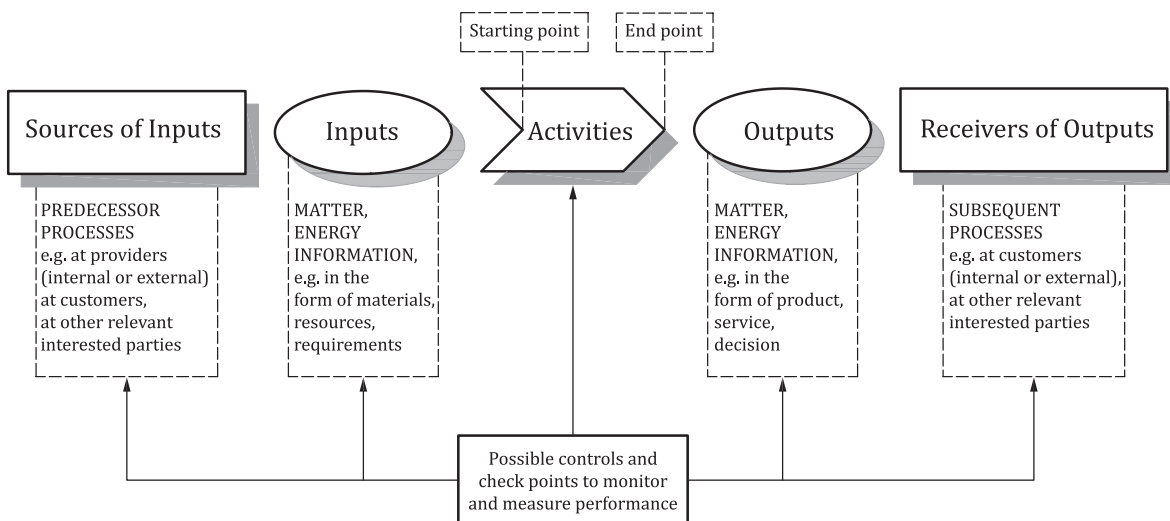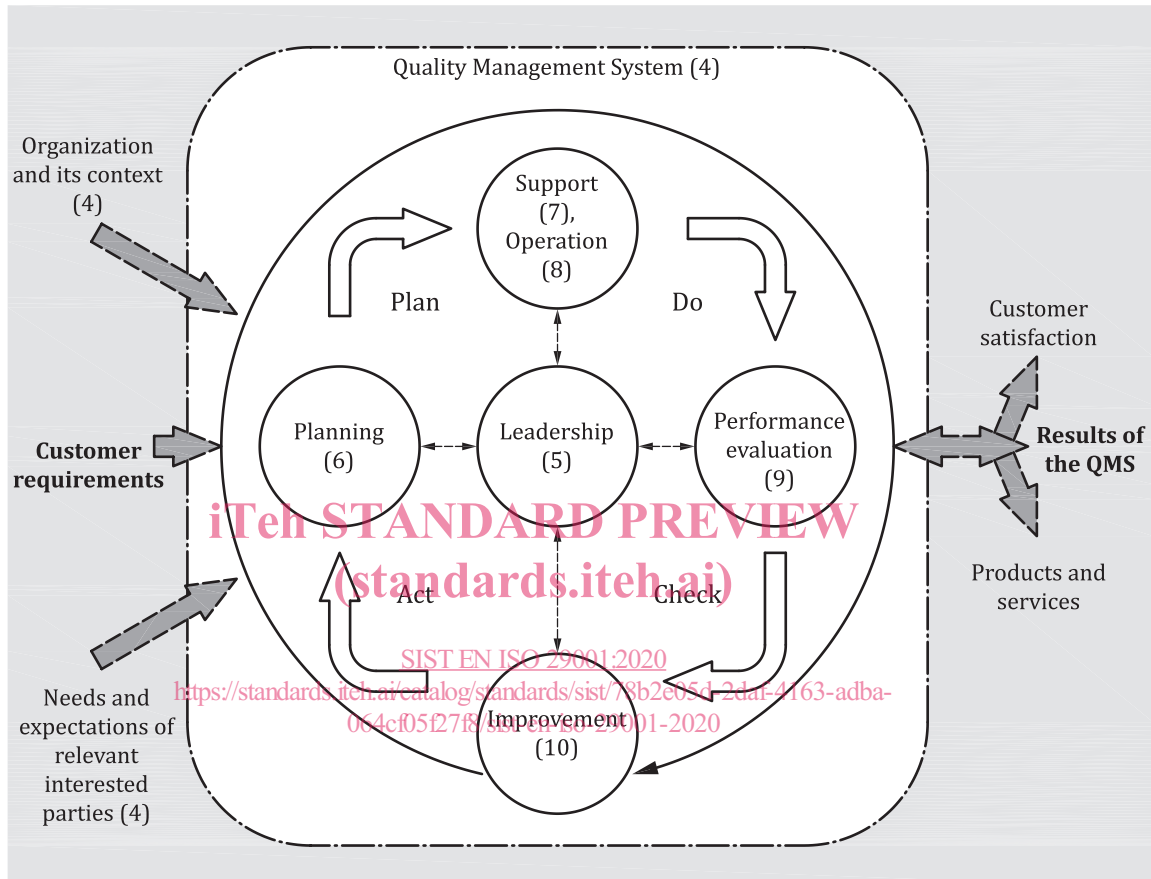

Figure 1 — Schematic representation of the elements of a single process

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0.3.2 Plan-Do-Check-Act cycle

ISO 9001:2015, *Quality management systems — Requirements*

0.3.2 Plan-Do-Check-Act cycle

The PDCA cycle can be applied to all processes and to the quality management system as a whole. Figure 2 illustrates how Clauses 4 to 10 can be grouped in relation to the PDCA cycle.

NOTE   Numbers in brackets refer to the clauses in this International Standard.

Figure 2 — Representation of the structure of this International Standard in the PDCA cycle

The PDCA cycle can be briefly described as follows:

— **Plan**: establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customers' requirements and the organization's policies, and identify and address risks and opportunities;

— **Do**: implement what was planned;

— **Check**: monitor and (where applicable) measure processes and the resulting products and services against policies, objectives, requirements and planned activities, and report the results;

— **Act**: take actions to improve performance, as necessary.