



SLOVENSKI STANDARD
oSIST prEN ISO/IEC 17020:2025
01-april-2025

Ugotavljanje skladnosti - Zahteve za delovanje različnih organov, ki izvajajo kontrolo (ISO/DIS 17020:2025)

Conformity assessment - Requirements for bodies performing inspection (ISO/DIS 17020:2025)

Konformitätsbewertung - Anforderungen an Stellen, die Inspektionen durchführen (ISO/IEC DIS 17020:2025)

Évaluation de la conformité - Exigences pour le fonctionnement de différents types d'organismes procédant à l'inspection (ISO/DIS 17020:2025)

Ta slovenski standard je istoveten z: prEN ISO/IEC 17020

<https://standards.iteh.ai/catalog/standards/sist/005-0100-2025/iso-17020-2025>

ICS:

03.120.20	Certificiranje proizvodov in podjetij. Ugotavljanje skladnosti	Product and company certification. Conformity assessment
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oSIST prEN ISO/IEC 17020:2025

en,fr,de



DRAFT International Standard

ISO/IEC DIS 17020

Conformity assessment — Requirements for bodies performing inspection

ICS: 03.120.20

ISO/CASCO

Secretariat: **ISO**

Voting begins on:
2025-02-07

Voting terminates on:
2025-05-02

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This document is circulated as received from the committee secretariat.

This draft is submitted to a parallel vote in ISO and in IEC.

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Published in Switzerland

ISO/IEC DIS 17020:2025(en)

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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 Documents 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes 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 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. ISO 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.

This document was prepared by ISO CASCO.

This third edition cancels and replaces the second edition (ISO/IEC 17020:2012), which has been technically revised.

The main changes are as follows:

— xxx xxxxxxxx xxx xxxxx

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.

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Introduction

This document has been drawn up with the objective of promoting confidence in bodies performing inspection.

Inspection bodies carry out assessments on behalf of private clients, their parent organizations, or authorities, with the objective of providing information about the conformity of inspected items with regulations, standards, specifications, inspection schemes or contracts. Inspection parameters include matters of quantity, quality, safety, fitness for purpose, and continued compliance of inspected item(s) (e.g. continued safety compliance of installations or systems in operation). This document provides requirements for the competence, impartiality and consistent operation of inspection bodies as a basis for confidence about and acceptance of inspection results by clients, authorities and others.

This document covers the activities of inspection bodies whose work can include the examination of materials, products, installations, plants, processes, work procedures or services, and the determination of their conformity with requirements and the subsequent reporting of results of these activities to clients and, when required, to authorities. Inspection can concern all stages during the lifetime of these items, including the design stage. Such work normally requires the exercise of professional judgement in performing inspection, in particular when assessing conformity with general requirements.

This document can be used as a requirements document for accreditation or peer assessment or other assessments.

This set of requirements can be interpreted when applied to particular sectors.

Inspection activities can overlap with testing, validation and verification and certification activities where these activities have common characteristics. However, an important difference is that many types of inspection involve professional judgement to determine acceptability against general requirements, for which reason the inspection body needs the necessary competence to perform the task.

Inspection can be an activity embedded in a larger process. For example, inspection can be used as a surveillance activity in a product certification scheme. Likewise, results of other conformity assessment activities like testing can be used as an input when performing inspection activities. Inspection can be an activity that precedes maintenance or simply provides information about the inspected item with no determination of conformity with requirements. In such cases, further interpretation of the results in terms of considering the suitability, adequacy and effectiveness of the results (review function of conformity assessment) and a conclusion that fulfilment of specified requirements has or has not been demonstrated (decision function of conformity assessment) might be needed.

The categorization of inspection bodies as type A and type non-A is essentially a measure of their independence and not related to impartiality requirements which are equally applicable to both type A and type non-A inspection bodies.

In this Document, 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.

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Conformity assessment — Requirements for bodies performing inspection

1 Scope

This document contains requirements for the competence of bodies performing inspection and for the impartiality and consistency of their inspection activities.

It applies to inspection bodies of type A and type non-A, as defined in this document, and it applies to any stage of inspection.

NOTE The stages of inspection can include design stage, type examination, initial inspection, in-service inspection or surveillance.

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.

ISO/IEC 17000:2020, 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/>

<https://standards.iteh.ai/catalog/standards/sist/0c65cf68-2ffe-4f30-9a04-d4f351a667b4/osist-pren-iso-iec-17020-2025>

3.1 inspection

examination of an item and determination of its conformity with specified requirements or, on the basis of professional judgement, with general requirements or regulations

Note 1 to entry: Examination can include direct or indirect observations, which can include measurements or the output of instruments.

Note 2 to entry: Inspection can result in a statement of conformity of the item (i.e. include review, decision and attestation functions of conformity assessment). However, schemes or contracts can specify inspection as examination only (i. e. limiting to selection and determination functions of conformity assessment).

Note 3 to entry: Inspection of processes can include personnel, facilities, technology or methodology.

SOURCE ISO/IEC 17000:2020, definition 6.3 modified, notes 2 and 3 to entry have been added.

3.2

inspection body

body that performs inspection

3.3

inspection scheme

set of rules and procedures that describes the object of inspection, identifies the specified requirements and provides the methodology for performing the inspection

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Note 1 to entry: Inspection schemes can be operated at international, regional, national, sub-national or industry sector level.

Note 2 to entry: Schemes are sometimes also referred to as “programmes”.

Note 3 to entry: A scheme can cover all or part of the conformity assessment functions, i.e. it can include examination only (selection and determination functions) or result in an attestation or a statement of conformity (review and decision functions).

Note 4 to entry: when relevant, the inspection scheme can define specific independence requirements.

SOURCE ISO/IEC 17000:2020, definition 4.9 modified, notes 2, 4 and 5 to entry have been added.

3.4

impartiality

objectivity with regard to the outcome of an inspection

Note 1 to entry: Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence activities of the inspection body.

Note 2 to entry: Other terms that are useful in conveying the element of impartiality are: freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance.

SOURCE ISO/IEC 17000:2020, definition 5.3 modified, note 1 to entry changed and note 2 to entry added.

3.5

appeal

request by the client to the inspection body for reconsideration by that body of a decision it has made relating to the conformity of the item inspected

SOURCE ISO/IEC 17000:2020, definition 8.6 modified.

3.6

complaint

expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected

SOURCE ISO/IEC 17000:2020, definition 8.7.

3.7

client

person or organisation requesting inspection of an item

Note to entry: the client can not be responsible for providing the item.

3.8

item

object of inspection to which the specified requirements for the inspection apply

Note 1 to entry: The term “item” is used in this document to encompass product, process, service, material, location, premises, installation, or their design, as appropriate.

Note 2 to entry: A group of items can be the object of inspection.

3.9

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competence

ability to apply knowledge and skills to achieve intended results

SOURCE ISO/IEC 17024:2012, 3.6.

NOTE FROM SECRETARIAT to ballotters: the text shaded in grey in the document correspond to the obligatory requirements from the CASCO Common Elements and as such are not open for comments

4 General requirements

4.1 Impartiality

4.1.1 Inspection activities shall be undertaken impartially.

4.1.2 The inspection body shall be responsible for the impartiality of its inspection activities and shall not allow commercial, financial or other pressures to compromise its impartiality.

4.1.3 The inspection body shall monitor its activities and its relationships to identify on an ongoing basis threats to its impartiality. This monitoring shall include the relationships of its personnel.

NOTE A relationship can be based on ownership, governance, management, personnel, shared resources, finances, contracts or marketing (including branding). Such relationships do not necessarily present a body with a threat to impartiality.

4.1.4 If a threat to impartiality is identified, its effect shall be eliminated or minimized so that the impartiality is not compromised. The inspection body shall demonstrate how it eliminates or minimizes such threats.

4.1.5 The inspection body shall have top management commitment to impartiality.

4.1.6 The inspection body shall be structured and managed so as to safeguard impartiality.

4.1.7 All personnel of the inspection body, either internal or external, that could influence the inspection activities shall act impartially. In particular, personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections.

4.2 Confidentiality

4.2.1 The inspection body shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of inspection activities. The inspection body shall inform the client, in advance, of the information it intends to place in the public domain. Except for information that the client makes publicly available, or when agreed between the inspection body and the client, all other information is considered proprietary information and shall be regarded as confidential.

NOTE Legally enforceable commitments can be, for example, contractual agreements commitments related to confidentiality policy published on Inspection Body's website or in Inspection Body's documentation.

4.2.2 When the inspection body is required by law or authorized by contractual arrangements to release confidential information, the client concerned shall be notified of the information provided, unless prohibited by law.

4.2.3 Information about the client obtained from sources other than the client (e.g. complainant, regulatory authorities) shall be treated as confidential.