
**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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Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	2
4 Context of the organization	3
4.1 Understanding the organization and its context	3
4.2 Understanding the needs and expectations of interested parties	4
4.3 Determining the scope of the quality management system	4
4.4 Quality management system and its processes	5
5 Leadership	6
5.1 Leadership and commitment	6
5.1.1 General	6
5.1.2 Customer focus	7
5.2 Policy	7
5.2.1 Establishing the quality policy	7
5.2.2 Communicating the quality policy	7
5.3 Organizational roles, responsibilities and authorities	8
6 Planning	8
6.1 Actions to address risks and opportunities	8
6.2 Quality objectives and planning to achieve them	10
6.3 Planning of changes	10
7 Support	11
7.1 Resources	11
7.1.1 General	11
7.1.2 People	11
7.1.3 Infrastructure	11
7.1.4 Environment for the operation of processes	12
7.1.5 Monitoring and measuring resources	13
7.1.6 Organizational knowledge	14
7.2 Competence	14
7.3 Awareness	15
7.4 Communication	15
7.5 Documented information	16
7.5.1 General	16
7.5.2 Creating and updating	16
7.5.3 Control of documented information	17
8 Operation	18
8.1 Operational planning and control	18
8.2 Requirements for products and services	19
8.2.1 Customer communication	19
8.2.2 Determining the requirements for products and services	19
8.2.3 Review of the requirements for products and services	20
8.2.4 Changes to requirements for products and services	20
8.3 Design and development of products and services	21
8.3.1 General	21
8.3.2 Design and development planning	21
8.3.3 Design and development inputs	22
8.3.4 Design and development controls	22
8.3.5 Design and development outputs	23
8.3.6 Design and development changes	23

8.4	Control of externally provided processes, products and services.....	24
8.4.1	General.....	24
8.4.2	Type and extent of control.....	24
8.4.3	Information for external providers.....	25
8.5	Production and service provision.....	26
8.5.1	Control of production and service provision.....	26
8.5.2	Identification and traceability.....	27
8.5.3	Property belonging to customers or external providers.....	27
8.5.4	Preservation.....	27
8.5.5	Post-delivery activities.....	28
8.5.6	Control of changes.....	28
8.6	Release of products and services.....	29
8.7	Control of nonconforming outputs.....	29
9	Performance evaluation.....	30
9.1	Monitoring, measurement, analysis and evaluation.....	30
9.1.1	General.....	30
9.1.2	Customer satisfaction.....	30
9.1.3	Analysis and evaluation.....	31
9.2	Internal audit.....	32
9.3	Management review.....	32
9.3.1	General.....	32
9.3.2	Management review inputs.....	33
9.3.3	Management review outputs.....	33
10	Improvement.....	34
10.1	General.....	34
10.2	Nonconformity and corrective action.....	34
10.3	Continual improvement.....	35
	Annex A (informative) Clarification of new structure, terminology and concepts.....	36
	Annex B (informative) Other International Standards on quality management and quality management systems developed by ISO/TC 176.....	41
	Annex C (informative) Risk and opportunity management and conformity assessment processes.....	45
	Bibliography.....	51

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).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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.