



**ISO 17020 White Paper for
Conformity Assessment - Requirements
for the Operation of Various
Types of Bodies Performing Inspection**



WHAT IS ISO 15189?

ISO 17020, entitled "General Criteria for the Operation of Various Types of Bodies Performing Inspection", is an internationally recognized standard for the competence of inspection bodies. ISO 17020 should not be confused with ISO 9001, which is specific to quality management systems. ISO 9001 does not require evaluation of the technical competence of an inspection body and it should not be regarded as an 'acceptable' alternative to ISO 17020.

This International Standard specifies general criteria for the competence of impartial bodies performing inspection irrespective of the sector involved. It also specifies independence criteria. This standard is intended for the use of inspection bodies and their accreditation bodies as well as other bodies concerned with recognizing the competence of inspection bodies

Benefits of ISO 17020 Accreditation

- Uniformity in execution and reporting method for the people carrying out the activity.
- Reduced penalty in case of disputes
- Meeting the accreditation requirements
- Reduced customer complaints
- Proof of conforms to specified requirements

Overview of ISO 17020

The requirements of ISO 17020 are contained in 14 major sections including:

- | | |
|---------------------------------------------------------------|----------------------------------------------------|
| 1. Administrative requirements | 8. Inspection methods and procedures |
| 2. Requirements for independence, impartiality, and integrity | 9. Handling of inspection samples and items |
| 3. Confidentiality | 10. Control of records |
| 4. Organization and management | 11. Inspection reports and inspection certificates |
| 5. Quality system | 12. Subcontracting |
| 6. Personnel | 13. Complaints and appeals |
| 7. Facilities and equipment | 14. Cooperation with other inspection bodies |

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Like ISO 9001 and ISO 17025, ISO 17020 requires procedures in several important areas, including:

Procedure to ensure that persons or organizations external to the inspection body cannot influence the results of inspections by the ISO 17020-accredited organization

1. Procedure for feedback
2. Procedure for corrective action
3. Procedure for the care and maintenance of equipment
4. Procedure for selecting qualified suppliers
5. Procedure for purchasing
6. Procedure for inspection of materials received by the organization
7. Procedure for appropriate storage facilities
8. Procedure for protecting the integrity of data produced by the organization
9. Procedure for ensuring the security of data produced by the organization
10. Procedure for dealing with defective equipment
11. Procedure(s) for performing inspections
12. Procedure(s) for performing non-standard inspections
13. Procedure(s) for avoiding deterioration or damage to inspection items
14. Procedure for dealing with complaints
15. Procedure for dealing with appeals against the results of inspections



In addition Sterling recommends the following additional procedures as a minimum supplement to the required procedures:

1. Control of non-conforming work
2. Preventive action
3. Internal auditing
4. Management review
5. Training
6. Calibration of equipment
7. Contract review
8. Document control
9. Records control
10. Reporting the results of an inspection

Capabilities

Sterling offers comprehensive services that will help you achieve your ISO 17020 quality goals. We can:

1. Conduct an initial gap analysis
2. Help you establish policies and objectives
3. Identify documentation requirements
4. Make assignments and prepare schedules
5. Prepare documentation
6. Coordinate document preparation, reviews, approvals, and production
7. Prepare the following key documents:
 - (a) Quality Policy
 - (a) Quality Manual
 - (b) Procedures, Forms, Checklists and Templates
 - (c) Master List of Documents
8. Manage implementation schedules, training, follow-up actions
9. Help you select a Registrar that has experience in your industry
10. Prepare status reports and monitor progress
11. Conduct training
12. Conduct internal audits
13. Request registration
14. Conduct vendor and supplier audits
15. Conduct customer satisfaction surveys
16. Develop quality system intranets to help you manage your documents



With a team of highly qualified consultants and trainers having vast industrial experience, we partner organizations across the world to implement and achieve ISO 17020 Accreditation.

Our consulting approach is highly professional, time bound and effective resulting in ease of implementation and adds value to the business processes of the client organization.

Contact us at info@uaeiso.com to get your organization ISO 17020 Accredited.

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