

Contents

Page

| | |
|--|----|
| Foreword | iv |
| Introduction..... | v |
| 1 Scope | 1 |
| 2 Normative references | 1 |
| 3 Terms and definitions | 1 |
| 4 General requirements | 3 |
| 4.1 Impartiality and independence..... | 3 |
| 4.2 Confidentiality..... | 4 |
| 5 Structural requirements..... | 4 |
| 5.1 Administrative requirements..... | 4 |
| 5.2 Organization and management..... | 4 |
| 6 Resource requirements | 5 |
| 6.1 Personnel | 5 |
| 6.2 Facilities and equipment..... | 6 |
| 6.3 Subcontracting | 8 |
| 7 Process requirements..... | 8 |
| 7.1 Inspection methods and procedures | 8 |
| 7.2 Handling inspection items and samples..... | 9 |
| 7.3 Inspection records | 9 |
| 7.4 Inspection reports and inspection certificates | 9 |
| 7.5 Complaints and appeals | 10 |
| 7.6 Complaints and appeals process | 10 |
| 8 Management system requirements | 11 |
| 8.1 Options | 11 |
| 8.2 Management system documentation (Option A) | 11 |
| 8.3 Control of documents (Option A) | 12 |
| 8.4 Control of records (Option A) | 12 |
| 8.5 Management review (Option A)..... | 13 |
| 8.6 Internal audits (Option A) | 13 |
| 8.7 Corrective actions (Option A) | 14 |
| 8.8 Preventive actions (Option A)..... | 14 |
| Annex A (normative) Independence requirements for inspection bodies..... | 15 |
| Annex B (informative) Optional elements of inspection reports and certificates | 17 |
| Bibliography..... | 18 |