



ISO 17020 White Paper

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.

Overview of ISO 17020

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

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



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Capabilities

Lakshy 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: Quality Policy
8. Quality Manual
9. Procedures
10. Master List of Documents
11. Manage implementation schedules, training, follow-up actions
12. Help you select a Registrar that has experience in your industry
13. Prepare status reports and monitor progress
14. Conduct training
15. Conduct internal audits
16. Request registration
17. Conduct vendor and supplier audits
18. Conduct customer satisfaction surveys
19. Develop quality system intranets to help you manage your documents