

Australian/New Zealand Standard™

**General criteria for the operation of
various types of bodies performing
inspection**



Standards Australia



STANDARDS
NEW ZEALAND
Pūrongo Aotearoa

AS/NZS ISO/IEC 17020:2000

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Australian Industry Group
Australian Quarantine and Inspection Service (Commonwealth)
Consumer Electronics Suppliers Association
Consumers Federation of Australia
Joint Accreditation System of Australia and New Zealand
Ministry of Commerce, New Zealand
Ministry of Defence, New Zealand
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Australian/New Zealand Standard™

General criteria for the operation of various types of bodies performing inspection

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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR/10, Conformity Assessment. It is identical with, and has been reproduced from, ISO/IEC 17020:1998.

This Standard was originally prepared as EN 45004:1995, *General criteria for the operation of bodies performing inspection*, by the European Committee for Standardization (CEN) and the European Committee for Electrotechnical Standardization (CENELEC). The ISO Committee on Conformity Assessment (ISO/CASCO) chose EN 45004 to meet a perceived need for an international consensus-based normative document on requirements for inspection bodies, to replace ISO/IEC Guide 39:1988 and ISO/IEC Guide 57:1991. It was adopted as ISO/IEC 17020 by ISO/CASCO, and approved by the ISO member bodies and the IEC National Committees, using the ‘fast-track’ procedure.

This Standard supersedes HB 18.39:1991, *Guidelines for third-party certification and accreditation – Guide 39 – General requirements for the acceptance of inspection bodies*, [ISO/IEC Guide 39] and HB 18.57:1992, *Guidelines for third-party certification and accreditation – Guide 57 – Guidelines for the presentation of inspection results* [ISO/IEC Guide 57] in Australia and New Zealand.

Throughout the text of this Standard, ‘... this European Standard ...’ should be read to mean ‘... this Australian Standard ...’ or ‘... this New Zealand Standard’.

Annex ZZ provides a list of corresponding International and European Standards for which equivalents are not given in the text (see Clauses 1.4, 2.21 and 14.2).

References to International Standards should be replaced by Australian or Joint Australian/New Zealand Standards as follows:

<i>Reference to International Standard or other publication</i>	<i>Australian or Joint Australian/New Zealand Standard or Handbook</i>
ISO/IEC	
Guide 2 Standardization and related activities—General vocabulary	HB 18 Guidelines for third-party certification and accreditation HB 18.2 Guide 2—General terms and their definitions concerning standardization and related activities
Guide 22 General criteria for supplier’s declaration of conformity	HB 18.22 Guide 22—Information on manufacturer’s declaration of conformity with Standards or other technical specifications
Guide 25 General requirements for the competence of calibration and testing laboratories	HB 18.25 Guide 25—General requirements for the competence of calibration and testing laboratories
Guide 58 Calibration and testing laboratory accreditation systems—General requirements for operation and recognition	HB 18.58 Guide 58—Calibration and testing laboratory accreditation systems—General requirements for operation and recognition
	AS/NZS
Guide 61 General requirements for assessment and accreditation of certification/registration bodies	3841 Guide 61: General requirements for assessment and accreditation of certification/registration

ISO/IEC		AS/NZS	
Guide 62	General requirements for bodies operating assessment and certification/registration of quality systems	3842	Guide 62: General requirements for bodies operating assessment and certification/registration of quality systems
Guide 65	General requirements for bodies operating product certification systems	3842	Guide 65: General requirements for bodies operating product certification systems

The terms 'normative' and 'informative' have been used in this Standard to define the application of the annex to which they apply. A 'normative' annex is an integral part of a Standard, whereas an 'informative' annex is only for information and guidance.

FOREWORD

The objective of this Standard is to promote confidence in those bodies that perform inspections, and that conform to the Standard. The general criteria with which these bodies are required to comply, in order that their services be accepted by clients and by supervisory authorities, need to be standardized.

Inspection bodies carry out assessments on behalf of private clients, their parent organizations, and/or regulatory authorities, with the objective of providing information to those parties relative to conformity with regulations, standards, or specifications. Inspection parameters may include matters of quantity, quality, safety, fitness for use, and continued compliance.

This Standard, therefore, covers the functions of bodies whose work may include the examination of materials, products, installations, plant, 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 supervisory authorities. Inspection of a product, an installation or plant may concern all stages during the lifetime of these items, including the design stage. Such work normally requires the exercise of professional judgement in providing the service, in particular when assessing conformity.

The requirement for the independence of inspection bodies varies according to legislation and market needs. This Standard therefore includes, in annexes A, B and C, criteria for independence.

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AUSTRALIAN/NEW ZEALAND STANDARD

General criteria for the operation of various types of bodies performing inspection

1 Scope

1.1 This European standard specifies general criteria for the competence of impartial bodies performing inspection irrespective of the sector involved. It also specifies independence criteria.

1.2 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.

1.3 This set of criteria may have to be interpreted when applied to particular sectors, or to in-service inspection.

1.4 This standard does not cover testing laboratories, certification bodies or the suppliers' declaration of conformity, the criteria for which are contained in other European Standards of the EN 45000 series.

2 Definitions

For the purpose of this standard the following definitions apply.

2.1 Inspection

Examination of a product design, product, service, process or plant, and determination of their conformity with specific requirements or, on the basis of professional judgement, general requirements.

NOTE 1 Inspection of processes includes personnel, facilities, technology and methodology.

NOTE 2 The results of inspection may be used to support certification.

2.2 Inspection body

Body, that performs inspection.

NOTE A body can be an organization, or part of an organization.

For other definitions those given in EN 45020:1993 are applicable.

3 Administrative requirement

3.1 The inspection body, or the organization of which it forms a part, shall be legally identifiable.

3.2 An inspection body that is part of an organization involved in functions other than inspection shall be identifiable within that organization.