

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

## Critères généraux pour le fonctionnement de différents types d'organismes procédant à l'inspection

# Allgemeine Kriterien für den Betrieb verschiedener Typen von Stellen, die Inspektionen durchführen

## National Foreword

This European Standard EN ISO/IEC 17020:2004 was adopted as Luxembourgish Standard ILNAS-EN ISO/IEC 17020:2004.

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ILNAS-EN ISO/IEC 17020:2004

EUROPEAN STANDARD **EN ISO/IEC 17020**  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

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ICS 03.120.20

Supersedes EN 45004:1995

English version

**General criteria for the operation of various types of bodies  
performing inspection (ISO/IEC 17020:1998)**

Critères généraux pour le fonctionnement de différents  
types d'organismes procédant à l'inspection (ISO/IEC  
17020:1998)

Allgemeine Kriterien für den Betrieb verschiedener Typen  
von Stellen, die Inspektionen durchführen (ISO/IEC  
17020:1998)

This European Standard was approved by CEN and CENELEC on 15 July 2004.

CEN and CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN Management Centre or to any CEN or CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN or CENELEC member into its own language and notified to the CEN Management Centre has the same status as the official versions.

CEN and CENELEC members are the national standards bodies and national electrotechnical committees, respectively, of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



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## Foreword

The text of ISO/IEC 17020:1998 has been prepared by Technical Committee ISO/CASCO "Committee on conformity assessment" of the International Organization for Standardization (ISO) and has been taken over as EN ISO/IEC 17020:2004 by Technical Committee CEN/CLC/TC 1 "Criteria for conformity assessment bodies", the secretariat of which is held by SN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2005, and conflicting national standards shall be withdrawn at the latest by March 2005.

This document supersedes EN 45004:1995.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

### Endorsement notice

The text of ISO/IEC 17020:1998 has been approved by CEN and CENELEC as EN ISO/IEC 17020:2004 without any modifications.

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## 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.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard ISO 17020 was prepared by the European Committee for Standardization (CEN) and the European Committee for Electrotechnical Standardization (CENELEC) as EN 45004, and was adopted, under a special "fast-track procedure", by the ISO Committee on Conformity Assessment (ISO/CASCO) in parallel with its approval by the ISO member bodies and the IEC National Committees.

The ISO Committee on Conformity Assessment (ISO/CASCO), now mandated to produce International Standards, chose EN 45004 to meet a perceived market need for an international consensus-based normative document on requirements for inspection bodies, replacing ISO/IEC Guide 39:1988, *General requirements for the acceptance of inspection bodies*, and ISO/IEC Guide 57:1991, *Guidelines for the presentation of inspection results*.

Throughout the text of this standard, read "... this European Standard ..." to mean "... this International Standard ...".

Annexes A to C form an integral part of this International Standard. Annexes D and ZZ are for information only.

Annex ZZ provides a list of corresponding International and European Standards for which equivalents are not given in the text.

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This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 1995, and conflicting national standards shall be withdrawn at the latest by September 1995.

According to the CEN/CENELEC Internal Regulations, the following countries are bound to implement this European Standard: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom.

## Introduction

This European Standard has been drawn up with the objective of promoting confidence in those bodies performing inspection which conform to it.

It has been drawn up in the light of experience of European bodies performing inspections taking into account requirements and recommendations of European and international documents such as the ISO 9000 (EN/ISO 9000) series of standards and ISO/IEC Guide 39.

Inspection bodies have carried out assessments on behalf of private clients, their parent organizations, and/or official 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 safety compliance of plant or systems in operation. 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 harmonized in a European standard.

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.

This standard has also been produced to support the introduction of the conformity assessment procedures specified in the EC Council decision concerning the modules for the various phases of the conformity assessment procedures which are intended to be used in the technical harmonization directives.

The relevant requirements of the EN/ISO 9000 series of standards applying to the quality systems for inspection bodies are incorporated in this standard.

This standard forms part of the following series of standards covering testing, inspection, certification and accreditation:

- EN 45001, General criteria for the operation of testing laboratories
- EN 45002, General criteria for the assessment of testing laboratories
- EN 45003, General criteria for the laboratory accreditation bodies
- EN 45004, General criteria for the operation of bodies performing inspection
- EN xxxx<sup>1)</sup>, General criteria for the accreditation of various types of bodies performing inspection
- EN 45011, General criteria for certification bodies operating product certification
- EN 45012, General criteria for certification bodies operating quality system certification
- EN 45013, General criteria for certification bodies operating certification of personnel
- EN 45014, General criteria for suppliers' declaration of conformity
- EN 45020, General terms and their definitions concerning standardisation and related activities

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1) In preparation.