



Institut luxembourgeois de la normalisation
de l'accréditation, de la sécurité et qualité
des produits et services

ILNAS-EN ISO/IEC 17011:2017

Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies (ISO/IEC 17011:2017)

Évaluation de la conformité - Exigences
pour les organismes d'accréditation
procédant à l'accréditation d'organismes
d'évaluation de la conformité (ISO/IEC

Konformitätsbewertung - Anforderungen
an Akkreditierungsstellen, die
Konformitätsbewertungsstellen
akkreditieren (ISO/IEC 17011:2017)

12/2017



National Foreword

This European Standard EN ISO/IEC 17011:2017 was adopted as Luxembourgish Standard ILNAS-EN ISO/IEC 17011:2017.

Every interested party, which is member of an organization based in Luxembourg, can participate for FREE in the development of Luxembourgish (ILNAS), European (CEN, CENELEC) and International (ISO, IEC) standards:

- Participate in the design of standards
- Foresee future developments
- Participate in technical committee meetings

<https://portail-qualite.public.lu/fr/normes-normalisation/participer-normalisation.html>

THIS PUBLICATION IS COPYRIGHT PROTECTED

Nothing from this publication may be reproduced or utilized in any form or by any mean - electronic, mechanical, photocopying or any other data carries without prior permission!

ILNAS-EN ISO/IEC 17011:2017

EUROPEAN STANDARD **EN ISO/IEC 17011**

NORME EUROPÉENNE

EUROPÄISCHE NORM

December 2017

ICS 03.120.20

Supersedes EN ISO/IEC 17011:2004

English version

**Conformity assessment - Requirements for accreditation
bodies accrediting conformity assessment bodies (ISO/IEC
17011:2017)**

Évaluation de la conformité - Exigences pour les
organismes d'accréditation procédant à l'accréditation
d'organismes d'évaluation de la conformité (ISO/IEC
17011:2017)

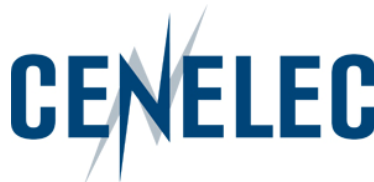
Konformitätsbewertung - Anforderungen an
Akkreditierungsstellen, die
Konformitätsbewertungsstellen akkreditieren
(ISO/IEC 17011:2017)

This European Standard was approved by CEN on 10 November 2017.

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-CENELEC Management Centre or to any CEN and 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 and CENELEC member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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



**CEN-CENELEC Management Centre:
Rue de la Science 23, B-1040 Brussels**

Contents	Page
European foreword.....	3

European foreword

This document (EN ISO/IEC 17011:2017) has been prepared by Technical Committee ISO/CASCO "Committee on conformity assessment" in collaboration with Technical Committee CEN/CLC/JTC 1 "Criteria for conformity assessment bodies" the secretariat of which is held by BSI.

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 June 2018 and conflicting national standards shall be withdrawn at the latest by December 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN ISO/IEC 17011:2004.

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

Endorsement notice

The text of ISO/IEC 17011:2017 has been approved by CEN as EN ISO/IEC 17011:2017 without any modification.

Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies

*Évaluation de la conformité — Exigences pour les organismes
d'accréditation procédant à l'accréditation d'organismes d'évaluation
de la conformité*



**COPYRIGHT PROTECTED DOCUMENT**

© ISO/IEC 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 General requirements	5
4.1 Legal entity.....	5
4.2 Accreditation agreement.....	5
4.3 Use of accreditation symbols and other claims of accreditation.....	6
4.4 Impartiality requirements.....	7
4.5 Financing and liability.....	8
4.6 Establishing accreditation schemes.....	9
5 Structural requirements	9
6 Resource requirements	10
6.1 Competence of personnel.....	10
6.1.1 General.....	10
6.1.2 Determination of competence criteria.....	10
6.1.3 Competence management.....	12
6.2 Personnel involved in the accreditation process.....	12
6.3 Personnel records.....	13
6.4 Outsourcing.....	13
7 Process requirements	13
7.1 Accreditation requirements.....	13
7.2 Application for accreditation.....	14
7.3 Resource review.....	14
7.4 Preparation for assessment.....	14
7.5 Review of documented information.....	15
7.6 Assessment.....	15
7.7 Accreditation decision-making.....	16
7.8 Accreditation information.....	17
7.9 Accreditation cycle.....	19
7.10 Extending accreditation.....	20
7.11 Suspending, withdrawing or reducing accreditation.....	20
7.12 Complaints.....	20
7.13 Appeals.....	21
7.14 Records on conformity assessment bodies.....	22
8 Information requirements	22
8.1 Confidential information.....	22
8.2 Publicly available information.....	22
9 Management system requirements	23
9.1 General.....	23
9.2 Management system.....	24
9.3 Document control.....	24
9.4 Records control.....	24
9.5 Nonconformities and corrective actions.....	25
9.6 Improvement.....	25
9.7 Internal audits.....	25
9.8 Management reviews.....	26
Annex A (informative) Knowledge and skills for performing accreditation activities	27
Bibliography	29