



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

ILNAS-EN ISO 15189:2003

Medical laboratories - Particular requirements for quality and competence (ISO 15189:2003)

Medizinische Laboratorien - Besondere
Anforderungen an die Qualität und
Kompetenz (ISO 15189:2003)

Laboratoires d'analyses de biologie
médicale - Exigences particulières
concernant la qualité et la compétence
(ISO 15189:2003)

02/2003



National Foreword

This European Standard EN ISO 15189:2003 was adopted as Luxembourgish Standard ILNAS-EN ISO 15189:2003.

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 15189:2003

EUROPEAN STANDARD **EN ISO 15189**

NORME EUROPÉENNE

EUROPÄISCHE NORM

February 2003

ICS 11.100

English version

Medical laboratories - Particular requirements for quality and competence (ISO 15189:2003)

Laboratoires d'analyses de biologie médicale - Exigences particulières concernant la qualité et la compétence (ISO 15189:2003)

Medizinische Laboratorien - Besondere Anforderungen an die Qualität und Kompetenz (ISO 15189:2003)

This European Standard was approved by CEN on 17 January 2003.

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

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovak Republic, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

CORRECTED 2003-09-24

Foreword

This document (EN ISO 15189:2003) has been prepared by Technical Committee ISO/TC 212 "Clinical laboratory testing and in vitro diagnostic test systems" in collaboration with Technical Committee CEN/TC 140 "In vitro diagnostic medical devices", the secretariat of which is held by DIN.

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 August 2003, and conflicting national standards shall be withdrawn at the latest by August 2003.

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

Endorsement notice

The text of ISO 15189:2003 has been approved by CEN as EN ISO 15189:2003 without any modifications.

NOTE Normative references to International Standards are listed in Annex ZA (normative).

Annex ZA (normative)

Normative references to international publications with their relevant European publications

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

NOTE Where an International Publication has been modified by common modifications, indicated by (mod.), the relevant EN/HD applies.

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN</u>	<u>Year</u>
ISO 9000	2000	Quality management systems - Fundamentals and vocabulary	EN ISO 9000	2000
ISO 9001	2000	Quality management systems - Requirements	EN ISO 9001	2000
ISO/IEC 17025	1999	General requirements for the competence of testing and calibration laboratories	EN ISO/IEC 17025	2000

ILNAS-EN ISO 15189:2003

INTERNATIONAL STANDARD

ISO
15189

First edition
2003-02-15

Corrected version
2003-07-15

Medical laboratories — Particular requirements for quality and competence

*Laboratoires d'analyses de biologie médicale — Exigences particulières
concernant la qualité et la compétence*



Reference number
ISO 15189:2003(E)

© ISO 2003

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO 2003

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Management requirements	4
4.1 Organization and management	4
4.2 Quality management system	4
4.3 Document control	6
4.4 Review of contracts	7
4.5 Examination by referral laboratories	7
4.6 External services and supplies	8
4.7 Advisory services	8
4.8 Resolution of complaints	9
4.9 Identification and control of nonconformities	9
4.10 Corrective action	9
4.11 Preventive action	10
4.12 Continual improvement	10
4.13 Quality and technical records	10
4.14 Internal audits	11
4.15 Management review	11
5 Technical requirements	12
5.1 Personnel	12
5.2 Accommodation and environmental conditions	14
5.3 Laboratory equipment	15
5.4 Pre-examination procedures	17
5.5 Examination procedures	19
5.6 Assuring quality of examination procedures	21
5.7 Post-examination procedures	22
5.8 Reporting of results	22
Annex A (normative) Correlation with ISO 9001:2000 and ISO/IEC 17025:1999	25
Annex B (informative) Recommendations for protection of laboratory information systems (LIS)	29
Annex C (informative) Ethics in laboratory medicine	33
Bibliography	36