Additional requirements of ISO/IEC 17020 over ISO/IEC 17025

This document sets out to identify the requirements of ISO/IEC 17020:2012 (Conformity assessment - Requirements for the operation of various types of bodies performing inspection) *over and above* those given in ISO/IEC 17025: 2017 (General requirements for the competence of testing and calibration laboratories). It is not intended to be an examination of all of the differences between the two standards, but rather to assist organisations who, at present, comply with ISO/IEC 17025 to identify additional areas to be considered when extending their management systems to comply with ISO/IEC 17020.

Where the intent of both standards is the same with minor wording or terminology change, no comment is given for the purpose of clarity. Where additional requirements of ISO/IEC 17020 are given, these requirements are generally abridged rather than re-stating the text. The comparison is based upon the clause references given in ISO/IEC 17025.

Every effort has been made to ensure the accuracy of the information provided however Qualimetric Ltd cannot be held responsible for use of the information given. Users are advised to check with the published standards themselves prior to utilising the information. We would however welcome any feedback to improve the document which can be provided to www.qualimetric.co.uk

17025 Clause	Topic	17020 Clause	Comment
4	**General requirements**		
4.1	Impartiality		
4.1.1	Impartiality	4.1.1	No additional requirement – essentially the same
4.1.2	Commitment to impartiality	4.1.5	No additional requirement – essentially the same
4.1.3	Responsibility	4.1.2	No additional requirement – essentially the same
4.1.4	Risks to impartiality	4.1.3	No additional requirement – essentially the same
4.1.5	Mitigation of risk	4.1.4	No additional requirement – essentially the same
		4.1.6/Anx A	*Classification of Type A, B or C*
4.2	Confidentiality		
4.2.1	Commitments	4.2.1	Same
4.2.2	Release of information	4.2.2	Same
4.2.3	Information about customer	4.2.3	No additional requirement – essentially the same
4.2.4	Confidentiality	6.1.13	No additional requirement – essentially the same
5	**Structural requirements**		
5.1	Legal entity	5.1.1	Same
		5.1.4	*Liability insurance or reserves*
5.2	Identification of management	5.2.3	No additional requirement – essentially the same
5.3	Scope of activities	5.1.3	Documentation describing activities in which competent
5.4	Compliance and site work		Not specifically addressed, but implied
5.5	Organization	5.2.3/4 5.1.2 5.2.2/3	*Responsibilities are required to be documented.* No additional requirement – essentially the same
		5.2.1	*Structured to maintain impartiality*
		5.2.4	*Identification of involvement of legal entities of which the inspection body is part of.*
		5.2.5/6	*Technical Manager/Deputy*
		5.2.7	*Job descriptions*
5.6	Authority and resources	8.2.3	*Management representative (Quality Manager)*
5.7	Communication and changes		Not specifically addressed

6	**Resource requirements**		
6.1	General		
6.2	Personnel		
6.2.1	Competence and impartiality	6.1.12	No additional requirement – essentially the same
6.2.2	Competency requirements	6.1.1	No additional requirement – essentially the same
6.2.3	Competence	6.1.2	*Sufficient numbers of competent personnel*
		6.1.3	*Relevant knowledge of technology, service, defects etc*
6.2.4	Duties and responsibilities	6.1.4	No additional requirement – essentially the same
6.2.5	Procedure and records	6.1.5 6.1.10	No additional requirement
		6.1.6	*Procedure to cover induction, mentored working period and ongoing training in technology and methods*
		6.1.7	*Training dependent on ability, qualifications, experience and results of monitoring*
		6.1.8	*Monitoring of inspection personnel regarding performance*
		6.1.9	*Each inspector to be observed on site*
		6.1.11	*Inspectors not remunerated in a way that could influence results*
6.2.6	Authorization		Not specifically addressed
6.3	Facilities and environment		
6.3.1	Suitability	6.2.1/3	No additional requirement – essentially the same
6.3.2	Documentation of requirements		Not specifically addressed but implied
6.3.3	Monitoring and control		Not specifically addressed but implied
6.3.4	Facilities	6.2.2	No additional requirement
6.3.5	Remote locations		Not specifically addressed
6.4	Equipment		
6.4.1	Access to equipment	6.2.1	No additional requirement – essentially the same
		6.2.2	*Rules for access to and use of inspection equipment*
6.4.2	Equipment outside perm control		Not specifically addressed
6.4.3	Handling, storage, maintenance	6.2.3/5	No additional requirement
		6.2.12	*Condition of stored items to be periodically assessed*
6.4.4	Verification before use		Not specifically addressed
6.4.5	Capability		Not specifically addressed
6.4.6	Calibration	6.2.6	No additional requirement
6.4.7	Calibration programme	6.2.6	No additional requirement
		6.2.8	*Reference standards to be used for calibration only*
6.4.8	Labelling and status	6.2.4	No additional requirement
6.4.9	Nonconforming equipment	6.2.14	Defective equipment – same intent
6.4.10	Intermediate checks	6.2.9	In service checks – same intent
6.4.11	Correction factors		Not specifically addressed
6.4.12	Tampering		Not specifically addressed
6.4.13	Records	6.2.15	No additional requirement
6.5	Metrological traceability		
6.5.1	Traceability	6.2.7/10	No additional requirement
6.5.2	Chain of traceability	6.2.7	No additional requirement
6.5.3	Alternatives to SI traceability	6.2.7	No additional requirement
6.6	External products/services		
6.6.1	External products/services	6.2.11 6.3.1	No additional requirement
		6.3.3	*Decision on conformity remains with inspection body if work subcontracted*
6.6.2	Procedure and records	6.2.11 6.3.4	*The inspection body shall maintain a register of subcontractors*
6.6.3	Communication of requirements	6.2.11	No additional requirement

7	Process requirements		
7.1	Requests, tenders, contracts		
7.1.1	Procedure	5.1.5 7.1.5	*Documentation describing contractual conditions*
		7.1.5c 7.1.5d	*Work being undertaken is controlled by regular review and corrective action* *The requirements of the contract or work order have been met*
7.1.2	Notification of customer	6.3.2	No additional requirement
		7.1.6	*Verification of information supplied by other parties*
7.1.3	Decision rules		No additional requirement
7.1.4	Tender and contract		No additional requirement
7.1.5	Deviations		No additional requirement
7.1.6	Amendments		No additional requirement
7.1.7	Clarification and monitoring		No additional requirement
7.1.8	Records		No additional requirement
7.2	Methods		
7.2.1	Selection & verification	7.1.1/4 7.1.2	No additional requirement *Adequate documented instructions on planning…*
7.2.2	Validation	7.1.4 7.1.3	No additional requirement
		7.1.9	*Documented instructions on safe performance of inspection*
7.3	Sampling		
7.3.1	Plans and methods	7.1.2	*Knowledge of statistical techniques for sampling where appropriate*
7.3.2	Method content		Not specifically addressed
7.3.3	Records		
7.4	Handling		
7.4.1	Procedure		Not specifically addressed
7.4.2	Identification	7.2.1	No additional requirement – essentially the same
7.4.3	Receipt checks	7.2.3	No additional requirement – essentially the same
7.4.4	Storage	7.2.4	*Documented procedures and appropriate facilities*
		7.2.2	*To establish whether inspection item has to be prepared*
7.5	Technical records		
7.5.1	Results	7.1.7 7.3.1	No additional requirement
7.5.2	Amendments		Not specifically addressed
7.6	Measurement uncertainty		
7.6.1	Contributions		Not specifically addressed
7.6.2	Calibration uncertainties		Not specifically addressed
7.6.3	Test uncertainties		Not specifically addressed
7.7	Validity of results		Not specifically addressed
7.7.1	Procedures		Not specifically addressed
7.7.2	Inter/intra lab comparison		Not specifically addressed
7.7.3	Analysis of data		Not specifically addressed
7.8	Reporting		
7.8.1	General	7.4.1/4	No additional requirement – essentially the same
7.8.2	Common requirements		
		7.3.2 7.4.4 7.4.2	*Inspection report shall be internally traceable to inspector who performed the work* No additional requirement Not specifically addressed
		7.4.3	*Traceability of results if not on report*
7.8.3	Test reports		Not specifically addressed
7.8.4	Calibration certificates		Not specifically addressed
7.8.5	Sampling reports		Not specifically addressed
7.8.6	Conformity statements		Not specifically addressed
7.8.7	Opinions and interpretations		Not specifically addressed
7.8.8	Amendments	7.4.5	No additional requirement – essentially the same

7.9	Complaints		
7.9.1	Documented process	7.5.1	No additional requirement – *deals with appeals as well as complaints*
7.9.2	Availability to interested parties	7.5.2/4 7.6.2	No additional requirement – essentially the same
7.9.3	Procedure content	7.6.1	Same
7.9.4	Responsibilities	7.5.3	No additional requirement – essentially the same
7.9.5	Acknowledgement	7.6.3	Same
7.9.6	Impartiality	7.5.5 7.6.4	*Investigation and decision on appeals shall not result in any discriminatory actions*
7.9.7	Notification of closure	7.6.5	No additional requirement – essentially the same
7.10	Nonconforming work		
7.10.1	Procedure	8.7.1	No additional requirement
7.10.2	Records	8.7.3	No additional requirement
7.10.3	Corrective action	8.7.2	No additional requirement
7.11	Control of data/info mgmt		
7.11.1	Access to data and information	8.2.5	No additional requirement
7.11.2	Validation	6.2.13	Checks on computers or automated equipment
7.11.3	Information mgmt. system	6.2.13	Integrity and security of data
7.11.4	Offsite provision		Not specifically addressed
7.11.5	Instructions and reference data		Not specifically addressed
7.11.6	Calculation and data transfers	7.1.8	Same

8	**Management system**		
8.1	Options		
8.1.1	General	8.1.1	No additional requirement – essentially the same
8.1.2	Option A	8.1.2	Adds *'complaints and appeals'*
8.1.3	Option B	8.1.3	No additional requirement – essentially the same
8.2	Mgmt system documentation		
8.2.1	Policies and objectives	8.2.1	Same
8.2.2	Competence, impartiality, ops		Not specifically addressed
8.2.3	Commitment	8.2.2	*'commitment – fulfilment of ISO/IEC 17025*
8.2.4	Management system	8.2.4	No additional requirement – essentially the same
8.2.5	Access to system	8.2.5	Same
8.3	Document control		
8.3.1	Control of documents	8.3.1	*Procedures to control documents*
8.3.2	System for control	8.3.2	*Ensure that documents remain legible and readily identifiable*
8.4	Records		
8.4.1	Retention of records	8.4.1	*Procedure for control of records*
8.4.2	Controls	8.4.1/2	No additional requirement – essentially the same
8.5	Risks and opportunities		
8.5.1	Risks and opportunities		Not addressed
8.5.2	Mitigation/improvement		Not addressed
8.5.3	Appropriate actions		Not addressed
		8.8.1/2/3	*Preventive actions*
8.6	Improvement		
8.6.1	Identification and selection		Not addressed
8.6.2	Feedback from customers	8.5.2	Process not specifically addressed but required to be covered under 'management review' clause 8.5.2b
8.7	Corrective action		
8.7.1	Corrective action	8.7.1/2/4	*Requires a procedure for corrective action*
8.7.2	Appropriate to effect	8.7.3	No additional requirement – essentially the same
8.7.3	Records	8.7.4/8.4	No additional requirement – essentially the same
8.8	Internal audit		
8.8.1	Planned audits	8.6.1	*Procedures for internal audit*
8.8.2	Audit process	8.6.2 8.6.5	*Audits conducted by qualified personnel, knowledge in inspection, auditing and ISO/IEC 17020* *Auditors do not audit their own work* *Personnel (auditees) are informed of outcome* *Opportunities for improvement identified*
		8.6.3	*Cover all procedures*
		8.6.4	*Performed at least once/12months*
8.9	Management review		
8.9.1	Review at planned intervals	8.5.1	*Procedures for management review* *Reviews to be conducted at least once per year*
8.9.2	Inputs	8.5.1/2	*Preventive actions* *appeals*
8.9.3	Outputs	8.5.3	No additional requirement – essentially the same