

GAP-ANALYSIS CROSS REFERENCE

BETWEEN

ISO/IEC 17020:2012 AND ISO/IEC 17020:1998

The principle standard used by International Accreditation Service (IAS) for the accreditation of Inspection Bodies is ISO/IEC 17020. This international standard was recently updated from the 1998 version to ISO/IEC 17020:2012, *Conformity assessment – Requirements for the operation of various types of bodies performing inspection*.

To assist IAS accredited and applicant facilities to make a smooth transition to the new 2012 standard, IAS has prepared this Gap-Analysis Cross Reference document that helps to distinguish the differences between the two versions of the standards.

This document also highlights the changes and additions that have been incorporated into the 2012 standard. Where a '*Format change*' has been listed, this identifies a change in either the clause numbering or sentence structure. Where a '*New requirement*' or '*Additional requirement*' is noted, this identifies new or amended requirements to particular clauses. Further, IAS has taken the liberty to interpret the associated clauses and/or state the required expectations needed for compliance with this standard during assessments. Please note that these interpretations are generic and may not be applicable to all situations in all sectors of inspection.

We encourage IAS-accredited and applicant facilities to review this document and use the information listed to revise their quality and technical documentation to meet the requirements of ISO/IEC 17020:2012. All IAS accredited and applicant inspection bodies will be assessed against the new standard at their next scheduled assessment.

Policy details and supporting material for the IAS Transition to ISO/IEC Standard 17020:2012 are available under: http://www.iasonline.org/Inspection_Agencies/docs.html

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
Changes	Clause	Clause	

<u>New Requirement</u>	Title of Standard		<i>The term 'General criteria' replaced by the term 'Requirements'</i>
Foreword	Foreword	Foreword	<i>Change from European to international standard</i>
Introduction	Introduction	Introduction	<i>Defines verbal forms</i>
1 Scope	1 Scope	1 Scope	<i>No change from previous standard</i>
2 Normative references			
Format change	2 Normative references		<i>Reference to ISO/IEC 17000 added</i>
3 Terms and definitions			
Format change	3 Terms and definitions	2 Definitions	<i>Additional terms and definitions added</i>
4 General Requirements			
Format change	4 General requirements	4 Independence, impartiality and integrity	<i>On an ongoing basis management system documentation to be revised to address any perceived risks. Actions for mitigating/ minimizing these risks to be outlined</i>
Format change	4.1 Impartiality and independence		<i>Impartiality requirements enhanced</i>
Format change	4.1.1 Inspection activities shall be undertaken impartially.		
Format change	4.1.2 Maintain responsibility for the impartiality of its inspection activities and not allow commercial, financial or other pressures to compromise impartiality.	4.1 General	
<u>New requirement</u>	4.1.3 Identify risks to its impartiality on an ongoing basis.		<i>Documentation must be available that demonstrates how the inspection body identifies and manages risk. Refer to Note for this clause in the 2012 standard</i>
	4.1.4 Where risk to impartiality is identified, the inspection body must document how it eliminates or minimizes such risk.		

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<u>New requirement</u>	4.1.5 Have top management commitment to impartiality.		<i>To indicate how top management is committed to managing impartiality. Statement or policy will address this clause</i>
Format change	4.1.6 Meet minimum requirements stipulated in Annex A.	4.2 Independence Annexes A, B and C	
Format change	4.2 Confidentiality	5 Confidentiality	
<u>New requirement</u>	4.2.1 Be responsible for information and inform client, in advance, except for information that the client makes publicly available.		<i>Management of confidentiality is crucial as it has legal implications. See Note.</i>
<u>Additional requirement</u>	4.2.2 When required by law or authorized by contractual commitments to release confidential information, the client to be notified of the information provided.		<i>Customer to be notified and examples of "Legally enforceable commitments" are contractual agreements, signed P.O., work orders, or similar enforceable agreements recognized by law</i>
<u>New requirement</u>	4.2.3 Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential.		<i>Sources of information shall be treated confidentially</i>

5 Structural requirements

Format change	5.1 Administrative requirements	3 Administrative requirement	
Format change	5.1.1	3.1	<i>No change in requirement from previous standard</i>
Format change	5.1.2	3.2	<i>No change in requirement from previous standard</i>
Format change	5.1.3	3.3	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	5.1.4 Have adequate provision (e.g. insurance or reserves) to cover liabilities arising from its operations.	3.4 The inspection body shall have adequate liability insurance unless its liability is assumed by the State in accordance with national laws or by the organization of which it forms a part.	<i>Proof of liability insurance or other means to cover liabilities is required</i>

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Format change	5.1.5	3.5	<i>No change in requirement from previous standard</i>
Format change	5.2 Organization and management	6 Organization and management	
<u>Additional requirement</u>	5.2.1 To be structured and managed so as to safeguard impartiality.	6.1 The inspection body shall have an organization that enables it to maintain the capability to perform its technical functions satisfactorily.	<i>Structure must also cover impartiality</i>
Format change	5.2.2	6.1 & 16	<i>No change in requirement from previous standard</i>
Format change	5.2.3	6.2	<i>No change in requirement from previous standard</i>
Format change	5.2.4	6.2	<i>No change in requirement from previous standard</i>
Format change	5.2.5	6.3 & ILAC A4	<i>No change in requirement from previous standard</i>
Format change	5.2.6	6.5	<i>No change in requirement from previous standard</i>
Format change	5.2.7	6.6	<i>No change in requirement from previous standard</i>
6 Resource requirements			
Format change	6 Resource requirements 6.1 Personnel	8 Personnel	
<u>New requirement</u>	6.1.1 Define and document the competence requirements for all personnel involved in inspection activities, including requirements for education, training, technical knowledge, skills and experience.	8.1 The inspection body shall have a sufficient number of permanent personnel with the range of expertise to carry out its normal functions.	<i>Competence to be documented and defined, e.g. Job descriptions documented for all personnel, whose duties and responsibilities are included in inspection operations</i>
Format change	6.1.2	8.1 & 8.2	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	6.1.3 Personnel responsible for inspection have appropriate qualifications,	8.2 The staff responsible for inspection shall have appropriate qualifications,	<i>This clause has been revised. Product history and knowledge of product(s) is required for inspection personnel. Documentation of</i>

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	<p>training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. Also have relevant knowledge of the following:</p> <ul style="list-style-type: none"> • the technology used for the manufacture of the products inspected, the operation of processes and the delivery of services; • the way in which products are used, processes are operated and services are delivered; • any defects which may occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services. <p>Understand the significance of deviations found with regard to the normal use of the products, the operation of the processes and the delivery of services.</p>	<p>training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. They shall have the ability to make professional judgments as to conformity with general requirements using examination results and to report there on. They shall also have relevant knowledge of the technology used for the manufacturing of the products inspected, of the way in which products or processes submitted to their inspections are used or are intended to be used, and of the defects which may occur during use or in service. They shall understand the significance of deviations found with regard to the normal use of the products or processes concerned.</p>	<p><i>compliance with this section is required.</i></p>
Format change	6.1.4		
<u>New requirement</u>	6.1.5 Have documented procedures for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection activities.		<p><i>Keywords are 'formally authorizing'. A formal start date of competence with respect to field/type/group/discipline of inspection category. Periodic monitoring of inspections at a stated frequency is required This has to be documented</i></p>
Format change	6.1.6	8.3	<p><i>No change in requirement from previous standard</i></p>
Format change	6.1.7	8.3	<p><i>No change in requirement from previous standard</i></p>
Format change	6.1.8	6.4	<p><i>No change in requirement from previous standard</i></p>

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<u>Additional requirement</u>	6.1.9 Each inspector to be observed on-site, unless there is sufficient supporting evidence that the inspector is continuing to perform competently.		<i>Other options besides on-site observation can be considered. Any alternate options must be documented</i>
<u>Additional requirement</u>	6.1.10 To maintain records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities.	8.4 Records of academic or other qualifications, training and experience of each member of its personnel shall be maintained by the inspection body.	<i>Authorization of personnel. Records and authorizations must be documented</i>
Format change	6.1.11 The personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections.	8.6 The remuneration of persons engaged in inspection activities shall not directly depend on the number of inspections carried out and in no case on the results of such inspections.	
<u>Additional requirement</u>	6.1.12 All personnel of the inspection body, either internal or external, that could influence the inspection activities shall act impartially.		<i>All personnel to act impartially</i>
Format change	6.1.13 All personnel of the inspection body, including sub-contractors, personnel of external bodies, and individuals acting on the inspection body's behalf, shall keep confidential all information obtained or created during the performance of the inspection activities, except as required by law.	5 Confidentiality	
Format change	6.2 Facilities and equipment	9 Facilities and equipment	
<u>Additional requirement</u>	6.2.1 The inspection body shall have available, suitable and adequate facilities and equipment to permit all activities associated with the inspection activities to be carried out in a competent and safe manner.	9.1 The inspection body shall have available to it suitable and adequate facilities and equipment to permit all activities associated with the inspection services to be carried out.	<i>Competency and safety of inspection activities to be given high priority</i>

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<u>New Note</u>	6.2.1 Note	9.1 The inspection body shall have available to it suitable and adequate facilities and equipment to permit all activities associated with the inspection services to be carried out	<i>Clarification on ownership of facilities and equipment</i>
Format change	6.2.2	9.2	<i>No change in requirement from previous standard</i>
Format change	6.2.3	9.3	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	6.2.4 All equipment having a significant influence on the results of the inspection to be defined and, where appropriate, uniquely identified.	9.4 All such equipment shall be properly identified.	<i>Equipment having significant influence on results of inspections to be defined and equipment to be uniquely identified</i>
Format change	6.2.5	9.5	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	6.2.6 Equipment having a significant influence on the results of the inspection to be calibrated before being put into service, and maintained thereafter.	9.6 The inspection body shall ensure that, where appropriate, equipment is calibrated before being put into service and thereafter according to an established program.	<i>Calibration records of equipment to be available</i>
Format change	6.2.7	9.7	<i>No change in requirement from previous standard</i>
Format change	6.2.8	9.8	<i>No change in requirement from previous standard</i>
Format change	6.2.9	9.9	<i>No change in requirement from previous standard</i>
Format change	6.2.10	9.10	<i>No change in requirement from previous standard</i>
Format change	6.2.11	9.11	<i>No change in requirement from previous standard</i>
Format change	6.2.12	9.12	<i>No change in requirement from previous standard</i>

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<u>New Note</u>	6.2.13 When using computers or automated equipment in connection with inspections, ensure that: a) computer software is adequate for use; NOTE: This can be done by the following: -validation of calculations before use; -periodic revalidation of related hardware and software; -revalidation whenever changes are made to related hardware or software; -software updates implemented as required.	9.13 If the inspection body uses computers or automated equipment in connection with inspections, it shall ensure that: a) computer software is tested in order to confirm that it is adequate for use;	<i>Provides information on how software can be considered adequate for use. Requires documentation that software has been validated and a procedure must be available for protecting integrity and security of data.</i>
<u>Additional requirement</u>	6.2.14 Have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labeling or marking. Examine the effect of defects on previous inspections and, when necessary, take appropriate corrective action.	9.14 The inspection body shall have documented procedures for dealing with defective equipment. Defective equipment shall be removed from service by segregation, prominent labeling or marking. The inspection body shall examine the effect of defects on previous inspections.	<i>Documentation to address this clause is required.</i>
Format change	6.2.15	9.15	<i>No change in requirement from previous standard</i>
Format change	6.3 Subcontracting	14 Subcontracting	
<u>3 New Notes</u>	6.3.1 Refer to Notes 1, 2 and 3	14.1 The inspection body shall itself normally perform the inspections which it contracts to undertake.	<i>Provides additional guidance on possible reasons to subcontract</i>
<u>Additional requirement</u>	6.3.2 Inform client of intention to subcontract any part of the inspection.	14.2 When an inspection body subcontracts any part of the inspection, it shall ensure and be able to demonstrate that its subcontractor is competent to perform the service in question and where applicable complies with the criteria stipulated in the relevant standard of the EN	<i>Documentation in files must indicate compliance with the clauses</i>

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		45000 series. The inspection body shall advise the client of its intention to subcontract any part of the inspection. The subcontractor shall be acceptable to the client.	
Format change	6.3.3	14.4	<i>No change in requirement from previous standard</i>
Format change	6.3.4	14.3	<i>No change in requirement from previous standard</i>

7 Process requirements

Format change	7 Process requirements 7.1 Inspection methods and procedures	10 Inspection methods and procedures	
<u>Additional requirement</u>	7.1.1 To inform the client if the inspection method proposed by the client is considered to be inappropriate.	10.1 The inspection body shall use the methods and procedures for inspection which are defined in the requirements, against which conformity is to be determined.	<i>Inform customer if method is inappropriate. Evidence of customer interaction, formal or informal, must be documented</i>
Format change	7.1.2	10.2	<i>No change in requirement from previous standard</i>
<u>New Note</u>	7.1.3 Refer to Note		<i>Guidance on definition when using standard and non-standard inspection methods. Non-standard methods must be fully documented</i>
Format change	7.1.4	10.4	<i>No change in requirement from previous standard</i>
Format change	7.1.5	10.5	<i>No change in requirement from previous standard</i>
<u>New requirement</u>	7.1.6 Use of information supplied by any other party as part of the inspection process, and verify the integrity of such information.		<i>Need to confirm information from other parties before using it</i>
Format change	7.1.7	10.6	<i>No change in requirement from previous standard</i>

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Format change	7.1.8	10.7	<i>No change in requirement from previous standard</i>
Format change	7.1.9	10.8	<i>No change in requirement from previous standard</i>
Format change	7.2 Handling inspection items and samples.	11 Handling inspection samples and items	
Format change	7.2.1	11.1	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	7.2.2 Establish whether the item to be inspected has been prepared.	11.3 The inspection body shall establish whether the item has received all necessary preparation, or whether the client requires preparation to be undertaken or arranged by the inspection body.	<i>Inspection body to establish if appropriate sample preparation has been completed</i>
Format change	7.2.3	11.2	<i>No change in requirement from previous standard</i>
Format change	7.2.4	11.4	<i>No change in requirement from previous standard</i>
Format change	7.3 Inspection records	12 Records	
Format change	7.3.1 Maintain a record system (see 8.4) to demonstrate the effective fulfillment of the inspection procedures and to enable an evaluation of the inspection.	12.1 The inspection body shall maintain a record system to suit its particular circumstances and to comply with applicable regulations.	<i>Refer to clause 8.4 of 2012 standard</i>
<u>New requirement</u>	7.3.2 To be internally traceable to the inspector(s) who performed the inspection.	12.2 The records shall include sufficient information to permit satisfactory evaluation of the inspection.	<i>Availability of sufficient evidence to identify inspector that conducted the inspection</i>
Format change	7.4 Inspection reports and inspection certificates	13 Inspection reports and inspection certificates	
Format change	7.4.1	13.1	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	7.4.2 Any inspection report/certificate to include all of the following:	13.2 The inspection report and/or inspection certificate shall include all the results of	<i>More prescriptive requirements on report/certificate, i.e., all inspection reports/certificates issued must address these mandatory</i>

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	<p>a) identification of the issuing body; b) unique identification and date of issue; c) date(s) of inspection; d) identification of the item(s) inspected; e) signature or other indication of approval, by authorized personnel; f) a statement of conformity where applicable; g) the inspection results, except where detailed in accordance with 7.4.3. NOTE: See Annex B for optional elements that can be included in inspection reports or certificates.</p>	<p>examinations and the determination of conformity made from these results as well as all information needed to understand and interpret them. All this information shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results supplied by subcontractors, these results shall be clearly identified.</p>	<p><i>requirements</i></p>
<u>New requirement</u>	<p>7.4.3 Issue an inspection certificate that does not include the inspection results [see 7.4.2 g)] only when the inspection body can also produce an inspection report containing the inspection results, and when both the inspection certificate and inspection report are traceable to each other.</p>		<p><i>Where certificates are issued without results, the inspection body must have traceability to inspection results</i></p>
<u>Additional requirement</u>	<p>7.4.4 All information listed in 7.4.2 shall be reported correctly, accurately, and clearly. Where the inspection report or inspection certificate contains results supplied by subcontractors, these results shall be clearly identified.</p>	<p>13.3 Inspection reports and inspection certificates shall be signed or otherwise approved by authorized staff members only.</p>	<p><i>All information for 7.4.2 is required including results from subcontractor</i></p>
<u>Additional requirement</u>	<p>7.4.5 Corrections or additions to an inspection report or inspection certificate after issue to be recorded in accordance with the relevant requirements of this sub clause (7.4). An amended report or certificate to identify the report or certificate replaced.</p>	<p>13.4 Corrections or additions to an inspection report or inspection certificate after issue shall be recorded and justified in accordance with the relevant requirements of this section.</p>	<p><i>When corrections are made to reports/certificates, traceability to the original report must be established</i></p>

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
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Format change	7.5 Complaints and appeals	15 Complaints and appeals	
<u>Additional requirement</u>	7.5.1 Have a documented process to receive, evaluate and make decisions on complaints and appeals.	15.1 The inspection body shall have documented procedures for dealing with complaints received from clients or other parties about the inspection body's activities.	<i>Documented procedures are required for describing how complaints and appeals are handled</i>
<u>New requirement</u>	7.5.2 Have a description of the handling process for complaints and appeals. This to be available to any interested party upon request.		<i>Documentation of complaint and appeal handling process is required</i>
<u>Additional requirement</u>	7.5.3 Upon receipt of a complaint, the inspection body to confirm whether the complaint relates to inspection activities for which it is responsible and, if so, deal with it.	15.2 The inspection body shall have documented procedures for the consideration and resolution of appeals against the results of its inspections, where these are carried out under legally delegated authority.	<i>To confirm relationship to inspection body/activity prior to addressing complaint</i>
<u>New requirement</u>	7.5.4 Be responsible for all decisions at all levels of the handling process for complaints and appeals.		<i>Responsible for decisions at all levels from beginning to end</i>
<u>New requirement</u>	7.5.5 Investigation and decision on appeals to not result in any discriminatory actions.		<i>Decisions to be non-discriminatory</i>
<u>Format change</u>	7.6 Complaints and appeals process	15 Complaints and appeals	
<u>Additional requirement</u>	7.6.1 Handling process for complaints and appeals to include at least the following elements and methods: a) a description of the process for receiving, validating, investigating the complaint or appeal, and deciding what actions are to be taken in response to it; b) tracking and recording complaints and appeals,	15.1 The inspection body shall have documented procedures for dealing with complaints received from clients or other parties about the inspection body's activities.	<i>More prescriptive process and guidance provided for dealing with complaints [Refer to 7.5.2 (ISO/IEC 17020:2012)] in this cross reference document</i>

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
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	including actions undertaken to resolve them; c) ensuring that any appropriate action is taken.		
<u>New requirement</u>	7.6.2 The inspection body receiving the complaint or appeal to be responsible for gathering and verifying all necessary information to validate the complaint or appeal.		<i>Validating the veracity of any complaint received before action is taken</i>
<u>New requirement</u>	7.6.3 Whenever possible, acknowledge receipt of the complaint or appeal, and provide the complainant or appellant with progress reports and the outcome.		<i>Acknowledge complaint and provide continuing/progressive status reports and the final outcome</i>
<u>New requirement</u>	7.6.4 The decision to be communicated to the complainant or appellant be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question.		<i>Independence required:</i> <ul style="list-style-type: none"> • when handling complaints/appeals; • communicating decisions
<u>New requirement</u>	7.6.5 Whenever possible, the inspection body to give formal notice of the end of the complaint and appeals handling process to the complainant or appellant.		<i>Keep complainant informed and provide formal notice of resolution</i>

8 Management system requirements

<u>Format change</u>	8 Management system requirements 8.1 Options	7 Quality System	
<u>New requirement</u>	8.1.1 General To establish and maintain a management system that is capable of achieving the consistent fulfillment of the requirements of this International Standard in accordance with either Option A or Option B.		<i>Alternatives are provided for meeting compliance with the standard</i>

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<u>New requirement</u>	8.1.2 Option A The management system of the inspection body to address the following: <ul style="list-style-type: none"> - management system documentation (e.g. manual, policies, definition of responsibilities, see 8.2); - control of documents (see 8.3); - control of records (see 8.4); - management review (see 8.5); - internal audit (see 8.6); - corrective actions (see 8.7); - preventive actions (see 8.8); - complaints and appeals (see 7.5 and 7.6). 		<i>Requirements of the management system are provided for meeting compliance with the standard</i>
<u>New requirement</u>	8.1.3 Option B Establishes and maintains a management system, in accordance with the requirements of ISO 9001, and that is capable of supporting and demonstrating the consistent fulfillment of the requirements of this International Standard, fulfills the management system clause requirements (see 8.2 to 8.8).		<i>Documentation must show compliance with ISO 9001, if this option is used</i>
<u>Format change</u>	8.2 Management system documentation (Option A)		
<u>Format change</u>	8.2.1	7.1 & 7.2	<i>No change in requirement from previous standard</i>
<u>New requirement</u>	8.2.2 Top management to provide evidence of its commitment to the development and implementation of the management system and its effectiveness in achieving consistent fulfillment of this International Standard.		<i>Documentation, policies and objectives must ensure compliance at all levels of the inspection body's organization</i>

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Format change	8.2.3	7.4	<i>No change in requirement from previous standard</i>
Format change	8.2.4	7.3	<i>No change in requirement from previous standard</i>
<u>New requirement</u>	8.2.5 All personnel involved in inspection activities to have access to the parts of the management system documentation and related information that are applicable to their responsibilities.		<i>There should be evidence that access to the management system documentation is provided to all personnel involved in inspection activities</i>
<u>Format change</u>	8.3 Control of documents (Option A)		
Format change	8.3.1	7.6	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	8.3.2 Procedures to define the controls needed to: a) approve documents for adequacy prior to issue; b) review and update (as necessary) and re-approve documents; c) ensure that changes and the current revision status of documents are identified; d) ensure that relevant versions of applicable documents are available at points of use; e) ensure that documents remain legible and readily identifiable; f) ensure that documents of external origin are identified and their distribution controlled; g) prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose.	7.6 The inspection body shall maintain a system for control of all documentation relating to its activities. It shall ensure that: a) the current issues of the appropriate documentation are available at all relevant locations and to all relevant staff; b) all changes of documents or amendments to documents are covered by the correct authorization and processed in a manner which will ensure timely availability at the appropriate location; c) superseded documents are removed from use throughout the organization, but one copy is filed for a determined period; d) other parties, as necessary, are notified of changes.	<i>More prescriptive process and guidance provided for establishing procedures for control of documents. Procedures must be fully documented.</i>
<u>Format change</u>	8.4 Control of records (Option A)	12 Records	

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Format change	8.4.1	12.1	<i>No change in requirement from previous standard</i>
Format change	8.4.2	12.3	<i>No change in requirement from previous standard</i>
<u>Format change</u>	8.5 Management review (Option A)	7.9 Management review	
<u>Additional requirement</u>	8.5.1 General 8.5.1.1 Establish procedures to review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfillment of this International Standard.	7.9 The management of the inspection body shall review the quality system at appropriate intervals to ensure its continuing suitability and effectiveness. The results of such reviews shall be recorded.	<i>More prescriptive process for establishing procedures for handling management review. Procedures must be fully documented.</i>
<u>New requirement</u>	8.5.1.2 Conducted at least once a year. Alternatively, a complete review broken up into segments (a rolling review) shall be completed within a 12-month time frame.		<i>Frequency for conducting management review has been introduced</i>
Format change	8.5.1.3	7.9	<i>No change in requirement from previous standard</i>
<u>New requirement</u>	8.5.2 Review inputs The input to the management review to include information related to the following: a) results of internal and external audits; b) feedback from clients and interested parties related to the fulfillment of this International Standard; c) the status of preventive and corrective actions; d) follow-up actions from previous management reviews; e) the fulfillment of objectives; f) changes that could affect the management system; g) appeals and complaints.	ILAC A4 & 7.9	<i>Mandatory management review agenda items</i>

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
Changes	Clause	Clause	

<u>New requirement</u>	8.5.3 Review outputs The outputs from the management review to include decisions and actions related to: a) improvement of the effectiveness of the management system and its processes; b) improvement of the inspection body related to the fulfillment of this International Standard; c) resource needs.		<i>Outputs required as part of management review</i>
<u>Format change</u>	8.6 Internal audits (Option A)	7.7 Internal audits	
<u>Format change</u>	8.6.1	7.7	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	8.6.2 An audit program to be planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.		<i>A detailed audit plan which includes the results of previous internal audits. See ISO 19011 standard for guidelines</i>
<u>Additional requirement</u>	8.6.3 Conduct periodic internal audits covering all procedures in a planned and systematic manner, in order to verify that the management system is implemented and is effective.		<i>Periodic audits shall be conducted within a stipulated frequency and cover the entire management system</i>
<u>Additional requirement</u>	8.6.4 Internal audits to be performed at least once every 12 months. The frequency of internal audits may be adjusted depending on the demonstrable effectiveness of the management system and its proven stability.		<i>Frequency (not less than 12 months) for conducting internal audits must be implemented</i>
<u>Additional requirement</u>	8.6.5 To ensure that: a) internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the requirements of this International Standard; b) auditors do not audit their own work;		<i>Requirements for selection of internal auditors and follow-up of any actions</i>

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
Changes	Clause	Clause	

	c) personnel responsible for the area audited are informed of the outcome of the audit; d) any actions resulting from internal audits are taken in a timely and appropriate manner; e) any opportunities for improvement are identified; f) the results of the audit are documented.		
Format change	8.7 Corrective actions (Option A)	7.8 Corrective actions	
Format change	8.7.1	7.8	<i>No change in requirement from previous standard</i>
<u>Additional requirement</u>	8.7.2 To, where necessary, take actions to eliminate the causes of nonconformities in order to prevent recurrence.		<i>Preventive measures to be defined and actions to be taken to eliminate and prevent recurrence of nonconformities</i>
<u>Additional requirement</u>	8.7.3 Corrective actions to be appropriate to the impact of the problems encountered.		<i>Implementation of corrective actions must be appropriate and effective</i>
<u>Additional requirement</u>	8.7.4 The procedures to define requirements for the following: a) identifying nonconformities; b) determining the causes of nonconformity; c) correcting nonconformities; d) evaluating the need for actions to ensure that nonconformities do not recur; e) determining the actions needed and implementing them in a timely manner; f) recording the results of actions taken; g) reviewing the effectiveness of corrective actions.		<i>Documented procedures must include all requirements of this clause</i>
<u>New requirement</u>	8.8 Preventive actions (Option A)		<i>Elimination of causes of potential non-conformities and prevent recurrence</i>
<u>New requirement</u>	8.8.1 Establish procedures for taking preventive actions to eliminate the causes of potential nonconformities.		<i>Documented procedures needed</i>

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
Changes	Clause	Clause	

<u>New requirement</u>	8.8.2 Preventive actions taken to be appropriate to the probable impact of the potential problems.		<i>Appropriate actions to be taken and consideration to be given to the seriousness of the impact of the potential problem</i>
<u>New requirement</u>	8.8.3 The procedures for preventive actions to define requirements for the following: a) identifying potential nonconformities and their causes; b) evaluating the need for action to prevent the occurrence of nonconformities; c) determining and implementing the action needed; d) recording the results of actions taken; e) reviewing the effectiveness of the preventive actions taken. <i>NOTE: The procedures for corrective and preventive actions do not necessarily have to be separate.</i>		<i>More prescriptive process for establishing procedures for handling potential non-conformities</i>
<u>Additional requirement</u>	Annex A (normative)	4.1	<i>Independence requirements</i>
A.1 Requirements for inspection bodies (Type A)			
<u>Additional requirement</u>	A.1 Requirements for inspection bodies (Type A)	Annex A (normative)	<i>Additional mandatory requirements</i>
A.2 Requirements for inspection bodies (Type B)			
<u>Additional requirement</u>	A.2 Requirements for inspection bodies (Type B)	Annex B (normative)	<i>Additional mandatory requirements</i>
A.3 Requirements for inspection bodies (Type C)			
<u>Additional requirement</u>	A.3 Requirements for inspection bodies (Type C)	Annex C (normative)	<i>Additional mandatory requirements</i>

New and/or Additional requirement	ISO/IEC 17020:2012	ISO/IEC 17020:1998 (including related documents)	IAS interpretation/expectation from applicant/accredited organization
Changes	Clause	Clause	

Annex B (informative)			
<u>Additional requirement</u>	Annex B (informative) Optional elements of inspection reports and certificates	Appendix 3 & ILAC/IAF A4	<i>Additional requirements for compliance. This is optional and to be used as required.</i>
Bibliography			