

# DIN EN ISO 29001:2020-11 (E)

## Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organizations (ISO 29001:2020); English version EN ISO 29001:2020

<b>Contents</b>		<b>Page</b>
Foreword		v
Introduction		vi
<b>1</b>	<b>Scope</b>	<b>1</b>
<b>2</b>	<b>Normative references</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions</b>	<b>2</b>
<b>4</b>	<b>Context of the organization</b>	<b>3</b>
4.1	Understanding the organization and its context	3
4.2	Understanding the needs and expectations of interested parties	4
4.3	Determining the scope of the quality management system	4
4.4	Quality management system and its processes	5
<b>5</b>	<b>Leadership</b>	<b>6</b>
5.1	Leadership and commitment	6
5.1.1	General	6
5.1.2	Customer focus	7
5.2	Policy	7
5.2.1	Establishing the quality policy	7
5.2.2	Communicating the quality policy	7
5.3	Organizational roles, responsibilities and authorities	8
<b>6</b>	<b>Planning</b>	<b>8</b>
6.1	Actions to address risks and opportunities	8
6.2	Quality objectives and planning to achieve them	10
6.3	Planning of changes	10
<b>7</b>	<b>Support</b>	<b>11</b>
7.1	Resources	11
7.1.1	General	11
7.1.2	People	11
7.1.3	Infrastructure	11
7.1.4	Environment for the operation of processes	12
7.1.5	Monitoring and measuring resources	13
7.1.6	Organizational knowledge	14
7.2	Competence	14
7.3	Awareness	15
7.4	Communication	15
7.5	Documented information	16
7.5.1	General	16
7.5.2	Creating and updating	16
7.5.3	Control of documented information	17
<b>8</b>	<b>Operation</b>	<b>18</b>
8.1	Operational planning and control	18
8.2	Requirements for products and services	19
8.2.1	Customer communication	19
8.2.2	Determining the requirements for products and services	19
8.2.3	Review of the requirements for products and services	20
8.2.4	Changes to requirements for products and services	20
8.3	Design and development of products and services	21
8.3.1	General	21
8.3.2	Design and development planning	21
8.3.3	Design and development inputs	22
8.3.4	Design and development controls	22
8.3.5	Design and development outputs	23
8.3.6	Design and development changes	23

8.4	Control of externally provided processes, products and services .....	24
8.4.1	General.....	24
8.4.2	Type and extent of control.....	24
8.4.3	Information for external providers.....	25
8.5	Production and service provision.....	26
8.5.1	Control of production and service provision.....	26
8.5.2	Identification and traceability.....	27
8.5.3	Property belonging to customers or external providers.....	27
8.5.4	Preservation.....	27
8.5.5	Post-delivery activities .....	28
8.5.6	Control of changes.....	28
8.6	Release of products and services .....	29
8.7	Control of nonconforming outputs.....	29
<b>9</b>	<b>Performance evaluation .....</b>	<b>30</b>
9.1	Monitoring, measurement, analysis and evaluation.....	30
9.1.1	General.....	30
9.1.2	Customer satisfaction .....	30
9.1.3	Analysis and evaluation .....	31
9.2	Internal audit.....	32
9.3	Management review.....	32
9.3.1	General.....	32
9.3.2	Management review inputs.....	33
9.3.3	Management review outputs .....	33
<b>10</b>	<b>Improvement.....</b>	<b>34</b>
10.1	General.....	34
10.2	Nonconformity and corrective action .....	34
10.3	Continual improvement .....	35
	<b>Annex A (informative) Clarification of new structure, terminology and concepts.....</b>	<b>36</b>
	<b>Annex B (informative) Other International Standards on quality management and quality management systems developed by ISO/TC 176 .....</b>	<b>41</b>
	<b>Annex C (informative) Risk and opportunity management and conformity assessment processes .....</b>	<b>45</b>
	<b>Bibliography .....</b>	<b>51</b>