

# Structure of the Quality Manual under ISO/IEC 17020:2012

## Initial Steps in Developing the Quality Manual



**Commitment from Top Management**



**Development Team and Gap Analysis**



**Developing the Quality Manual**



## 1

### Introduction

**"Defines the manual's purpose, scope, organizational responsibilities, and policy objectives."**

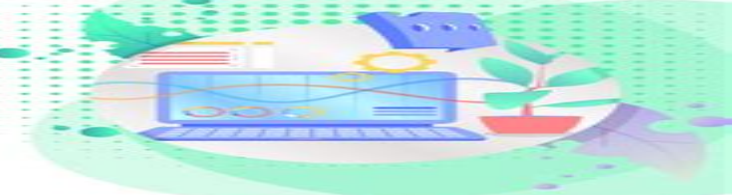
The quality manual is devised to detail the procedures and processes that an inspection body employs to meet the quality management criteria dictated by the international standard ISO/IEC 17030:2012. It is intended to provide insight into the management structure, roles, responsibilities, and operational methodologies of the body to all stakeholders, including the accreditation body.

## 2

### Documenting Procedures and Processes

- **"Detail inspection procedures, tools, and techniques."**
- "Detail inspection procedures, tools, and techniques."
- "Outline handling and testing protocols."
- "Establish clear reporting and communication strategies."

"Detail standardized inspection procedures, specifying the tools and techniques to ensure consistency and accuracy across all operations. Outline protocols for handling and testing to maintain the integrity and safety of inspection items. Establish clear reporting and communication strategies to enhance transparency and foster trust with clients."



## 3

### Document Control and Records Management

- **"Implement control to ensure document accuracy and relevancy."**
- **"Manage records to facilitate easy access and audit readiness."**

"Implement document control systems to maintain accuracy and relevance, using version tracking and regular updates. Additionally, manage records to ensure easy access and audit readiness, utilizing digital tools for efficient organization and security."

## Review and Continual Improvement

- "Regularly review the Quality Manual for improvements."
- "Update procedures and policies to align with evolving standards and practices."



# Iso 17020 Quality Manual

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