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## **Measurement management systems — Requirements for measurement processes and measuring equipment**

*Systèmes de management de la mesure — Exigences pour les  
processus et les équipements de mesure*



Reference number  
ISO 10012:2003(E)

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Tel. + 41 22 749 01 11  
Fax + 41 22 749 09 47  
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## Contents

Page

Foreword .....	iv
Introduction .....	v
1 Scope .....	1
2 Normative references .....	1
3 Terms and definitions .....	1
4 General requirements .....	2
5 Management responsibility .....	3
5.1 Metrological function .....	3
5.2 Customer focus .....	3
5.3 Quality objectives .....	3
5.4 Management review .....	3
6 Resource management .....	4
6.1 Human resources .....	4
6.2 Information resources .....	4
6.3 Material resources .....	5
6.4 Outside suppliers .....	6
7 Metrological confirmation and realization of measurement processes .....	6
7.1 Metrological confirmation .....	6
7.2 Measurement process .....	9
7.3 Measurement uncertainty and traceability .....	11
8 Measurement management system analysis and improvement .....	12
8.1 General .....	12
8.2 Auditing and monitoring .....	12
8.3 Control of nonconformities .....	13
8.4 Improvement .....	15
Annex A (informative) Overview of the metrological confirmation process .....	17
Bibliography .....	19

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10012 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

This first edition of ISO 10012 cancels and replaces ISO 10012-1:1992 and ISO 10012-2:1997, of which it constitutes a technical revision.

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## Introduction

An effective measurement management system ensures that measuring equipment and measurement processes are fit for their intended use and is important in achieving product quality objectives and managing the risk of incorrect measurement results. The objective of a measurement management system is to manage the risk that measuring equipment and measurement processes could produce incorrect results affecting the quality of an organization's product. The methods used for the measurement management system range from basic equipment verification to the application of statistical techniques in the measurement process control.

In this International Standard, the term "measurement process" applies to physical measurement activities (e.g. in design, test, production, inspection).

References to this International Standard can be made

- by a customer when specifying products required,
- by a supplier when specifying products offered,
- by legislative or regulatory bodies, and
- in assessment and audit of measurement management systems.

One of the stated management principles in ISO 9000 addresses the process-oriented approach. Measurement processes should be considered as specific processes aiming to support the quality of the products produced by the organization. Application of the measurement management system model applicable to this International Standard is shown in Figure 1.

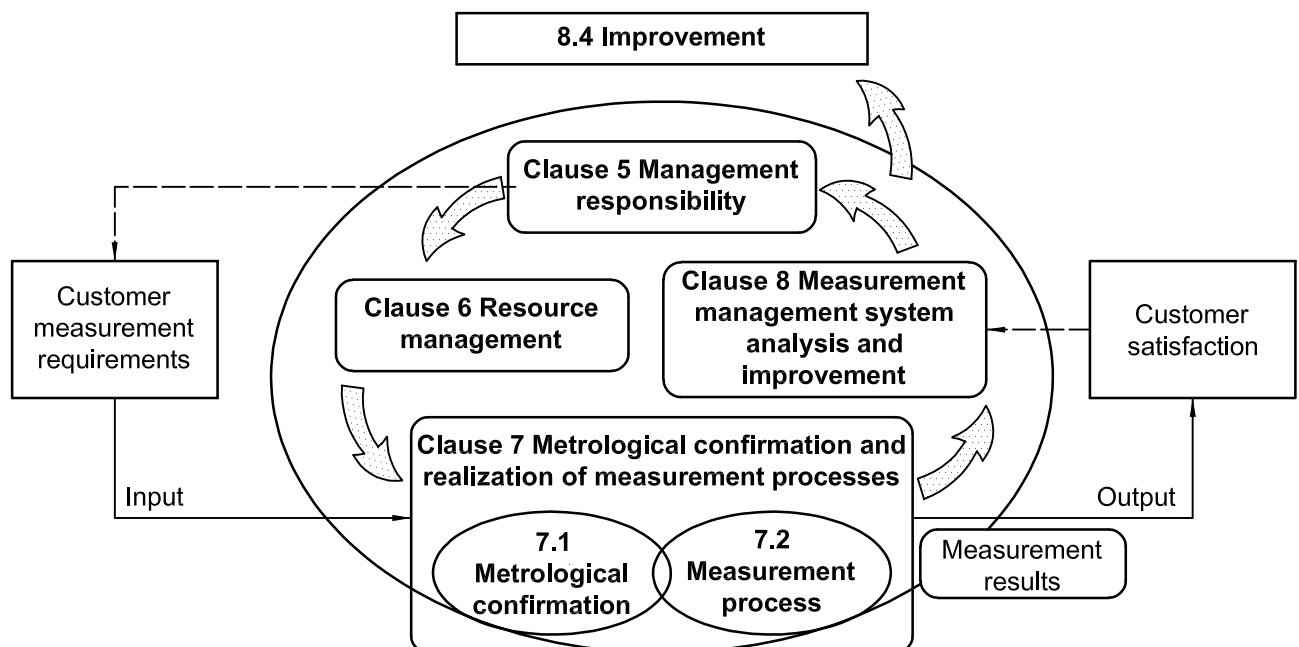


Figure 1 — Model of measurement management system

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This International Standard includes both requirements and guidance for implementation of measurement management systems, and can be useful in improving measurement activities and the quality of products. The requirements appear in normal typeface. Guidance appears in italic typeface within a box after the appropriate requirement paragraph. Guidance is for information only and is not to be construed as adding to, limiting, or modifying any requirement.

Organizations have the responsibility to determine the level of controls needed and to specify the measurement management system requirements to be applied as part of their overall management system. Except by agreement, this International Standard is not intended to add to, subtract from, or replace any requirements of other standards.

Following the requirements laid down in this International Standard will facilitate compliance with requirements for measurements and measurement process control specified in other standards, for example, ISO 9001:2000, Subclause 7.6, and ISO 14001:1996, Subclause 4.5.1.