

AS/NZS ISO/IEC 17065:2013
ISO/IEC 17065:2012

AS/NZS ISO/IEC 17065:2013

Australian/New Zealand Standard™

**Conformity assessment—Requirements
for bodies certifying products,
processes and services**



AS/NZS ISO/IEC 17065:2013

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-010, Conformity Assessment. It was approved on behalf of the Council of Standards Australia on 10 July 2013 and on behalf of the Council of Standards New Zealand on 14 June 2013.

This Standard was published on 21 August 2013.

The following are represented on Committee QR-010:

Association of Accredited Certification Bodies
Australasian Procurement and Construction Council
Australian Information Industry Association
Certification Interests (Australia)
Consumer Federation of Australia
International Accreditation Forum
International Accreditation New Zealand
Joint Accreditation System of Australia and New Zealand
National Association of Testing Authorities Australia
New Zealand Organisation for Quality

Keeping Standards up-to-date

Standards are living documents which reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued. Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments which may have been published since the Standard was purchased.

Detailed information about joint Australian/New Zealand Standards can be found by visiting the Standards Web Shop at www.saiglobal.com.au or Standards New Zealand web site at www.standards.co.nz and looking up the relevant Standard in the on-line catalogue.

For more frequent listings or notification of revisions, amendments and withdrawals, Standards Australia and Standards New Zealand offer a number of update options. For information about these services, users should contact their respective national Standards organization.

We also welcome suggestions for improvement in our Standards, and especially encourage readers to notify us immediately of any apparent inaccuracies or ambiguities. Please address your comments to the Chief Executive of either Standards Australia or Standards New Zealand at the address shown on the back cover.

AS/NZS ISO/IEC 17065:2013

Australian/New Zealand Standard™

**Conformity assessment—Requirements
for bodies certifying products,
processes and services**

Originated as AS/NZS 3843:1998 and HB 18.65:1998.
AS/NZS 3843:1998 and HB 18.65:1998 revised and
designated AS/NZS ISO/IEC 17065:2013.

COPYRIGHT

© Standards Australia Limited/Standards New Zealand

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher, unless otherwise permitted under the Copyright Act 1968 (Australia) or the Copyright Act 1994 (New Zealand).

Jointly published by SAI Global Limited under licence from Standards Australia Limited, GPO Box 476, Sydney, NSW 2001 and by Standards New Zealand, Private Bag 2439, Wellington 6140.

ISBN 978 1 74342 558 9

PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-010, Conformity Assessment, to supersede AS/NZS 3843:1998, *Guide 65: General requirements for bodies operating product certification systems* and HB 18.65, *Guidelines for third-party certification and accreditation*, *Guide 65: General requirements for bodies operating product certification systems*.

The objective of this Standard is to provide requirements for the competence, consistent operation and impartiality of third-party conformity assessment bodies which are involved in product, process and service certification. Certification bodies operating to this International Standard need not offer all types of products, processes and services certification.

This Standard is identical with, and has been reproduced from ISO/IEC 17065:2012, *Conformity assessment—Requirements for bodies certifying products, processes and services*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text ‘this International Standard’ should read ‘this Australian/New Zealand Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>	<i>Australian/New Zealand Standard</i>
ISO/IEC	AS ISO/IEC
17000 Conformity assessment—Vocabulary and general principles	17000 Conformity assessment—Vocabulary and general principles
17025 General requirements for the competence of testing and calibration laboratories	17025 General requirements for the competence of testing and calibration laboratories
ISO/IEC	AS/NZS ISO/IEC
17020 Conformity assessment—Requirements for the operation of various types of bodies performing inspection	17020 Conformity assessment—Requirements for the operation of various types of bodies performing inspection
17021 Conformity assessment—Requirements for bodies providing audit and certification of management systems	17021 Conformity assessment—Requirements for bodies providing audit and certification of management systems

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

CONTENTS

1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	General requirements	4
4.1	Legal and contractual matters	4
4.2	Management of impartiality	6
4.3	Liability and financing	7
4.4	Non-discriminatory conditions	7
4.5	Confidentiality	7
4.6	Publicly available information	8
5	Structural requirements	8
5.1	Organizational structure and top management	8
5.2	Mechanism for safeguarding impartiality	9
6	Resource requirements	10
6.1	Certification body personnel	10
6.2	Resources for evaluation	11
7	Process requirements	12
7.1	General	12
7.2	Application	13
7.3	Application review	13
7.4	Evaluation	14
7.5	Review	15
7.6	Certification decision	15
7.7	Certification documentation	16
7.8	Directory of certified products	16
7.9	Surveillance	17
7.10	Changes affecting certification	17
7.11	Termination, reduction, suspension or withdrawal of certification	18
7.12	Records	18
7.13	Complaints and appeals	19
8	Management system requirements	19
8.1	Options	19
8.2	General management system documentation (Option A)	20
8.3	Control of documents (Option A)	20
8.4	Control of records (Option A)	21
8.5	Management review (Option A)	21
8.6	Internal audits (Option A)	22
8.7	Corrective actions (Option A)	22
8.8	Preventive actions (Option A)	23
	Annex A (informative) Principles for product certification bodies and their certification activities	24
	Annex B (informative) Application of this International Standard for processes and services	26
	Bibliography	27

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- [Looking for additional Standards? Visit Intertek Inform Infostore](#)
 - [Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation](#)
-