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Standard Recommendation  
S.R. CEN ISO/TS 29001:2011

# Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organizations (ISO/TS 29001:2010)

## S.R. CEN ISO/TS 29001:2011

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**Petroleum, petrochemical and natural gas industries - Sector-specific quality management systems - Requirements for product and service supply organizations (ISO/TS 29001:2010)**

Industries du pétrole, de la pétrochimie et du gaz naturel -  
Systèmes de management de la qualité spécifiques au  
secteur - Exigences pour les organismes de fourniture de  
produits et de services (ISO/TS 29001:2010)

Erdöl-, petrochemische und Erdgasindustrie -  
Sektorspezifische Qualitätsmanagementsysteme -  
Anforderungen an Hersteller- und Serviceorganisationen  
(ISO/TS 29001:2010)

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## **Contents**

Page

<b>Foreword.....</b>	<b>3</b>
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## **Foreword**

The text of ISO/TS 29001:2010 has been prepared by Technical Committee ISO/TC 67 “Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries” of the International Organization for Standardization (ISO) and has been taken over as CEN ISO/TS 29001:2011 by Technical Committee CEN/TC 12 “Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries” the secretariat of which is held by AFNOR.

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S.R. CEN ISO/TS 29001:2011

# TECHNICAL SPECIFICATION

# ISO/TS 29001

Third edition  
2010-06-01

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## **Petroleum, petrochemical and natural gas industries — Sector-specific quality management systems — Requirements for product and service supply organizations**

*Industries du pétrole, de la pétrochimie et du gaz naturel — Systèmes  
de management de la qualité spécifiques au secteur — Exigences pour  
les organismes de fourniture de produits et de services*



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# Contents

Page

Foreword .....	vi
Introduction.....	vii
0.1 General .....	vii
0.2 Process approach .....	viii
0.3 Relationship with ISO 9004.....	ix
0.4 Compatibility with other management systems.....	x
0.5 Goal of this Technical Specification.....	x
1 Scope .....	1
1.1 General .....	1
1.1.1 Field of Application — Supplemental .....	1
1.2 Application .....	2
1.2.1 Application — Supplemental.....	2
2 Normative references .....	2
3 Terms and definitions .....	2
3.1 Terms and definitions for the petroleum, petrochemical and natural gas industries.....	3
4 Quality management system.....	4
4.1 General requirements .....	4
4.1.1 Outsourced processes and/or services — Supplemental.....	4
4.2 Documentation requirements.....	5
4.2.1 General .....	5
4.2.2 Quality manual .....	5
4.2.2.1 Quality manual — Supplemental .....	5
4.2.3 Control of documents .....	6
4.2.3.1 Control of documents — Supplemental .....	6
4.2.3.2 Control of document changes — Supplemental .....	6
4.2.4 Control of records .....	6
4.2.4.1 Control of records — Supplemental .....	7
5 Management responsibility .....	7
5.1 Management commitment .....	7
5.2 Customer focus .....	7
5.3 Quality policy .....	8
5.3.1 Quality policy — Supplemental.....	8
5.4 Planning.....	8
5.4.1 Quality objectives.....	8
5.4.2 Quality management system planning.....	8
5.5 Responsibility, authority and communication .....	9
5.5.1 Responsibility and authority .....	9
5.5.2 Management representative .....	9
5.5.3 Internal communication .....	9
5.6 Management review .....	10
5.6.1 General .....	10
5.6.1.1 General — Supplemental .....	10
5.6.2 Review input .....	10
5.6.3 Review output.....	11
6 Resource management.....	11
6.1 Provision of resources.....	11
6.2 Human resources .....	11
6.2.1 General .....	11
6.2.2 Competence, training and awareness.....	12

6.2.2.1	Training — Supplemental .....	12
6.3	Infrastructure .....	12
6.4	Work environment .....	13
7	Product realization .....	13
7.1	Planning of product realization .....	13
7.1.1	Planning of product realization — Supplemental .....	13
7.2	Customer-related processes .....	14
7.2.1	Determination of requirements related to the product .....	14
7.2.2	Review of requirements related to the product .....	14
7.2.2.1	Review of requirements related to the product — Supplemental .....	14
7.2.3	Customer communication .....	15
7.3	Design and development .....	15
7.3.1	Design and development planning .....	15
7.3.1.1	Design and development planning — Supplemental .....	15
7.3.1.2	Design documentation — Supplemental .....	15
7.3.2	Design and development inputs .....	16
7.3.2.1	Design and development inputs — Supplemental .....	16
7.3.3	Design and development outputs .....	16
7.3.3.1	Design and development outputs — Supplemental .....	16
7.3.4	Design and development review .....	17
7.3.4.1	Design and development review — Supplemental .....	17
7.3.5	Design and development verification .....	17
7.3.6	Design and development validation .....	18
7.3.7	Control of design and development changes .....	18
7.3.7.1	Control of design and development changes — Supplemental .....	18
7.4	Purchasing .....	18
7.4.1	Purchasing process .....	18
7.4.1.1	Purchasing process — Supplemental .....	19
7.4.1.2	Criteria for supplier selection, evaluation, and re-evaluation — Supplemental .....	19
7.4.1.3	Supplier-provided processes that require validation — Supplemental .....	19
7.4.2	Purchasing information .....	19
7.4.2.1	Purchasing information — Supplemental .....	19
7.4.3	Verification of purchased product .....	20
7.4.3.1	Verification of purchased product — Supplemental .....	20
7.5	Production and service provision .....	20
7.5.1	Control of production and service provision .....	20
7.5.1.1	Control of production and service provision — Supplemental .....	20
7.5.1.2	Process controls — Supplemental .....	20
7.5.2	Validation of processes for production and service provision .....	21
7.5.2.1	Validation of processes for production and service provision — Supplemental .....	21
7.5.3	Identification and traceability .....	21
7.5.3.1	Identification and traceability — Supplemental .....	21
7.5.3.2	Identification and traceability maintenance and replacement — Supplemental .....	22
7.5.3.3	Product status — Supplemental .....	22
7.5.4	Customer property .....	22
7.5.4.1	Customer property — Supplemental .....	22
7.5.5	Preservation of product .....	22
7.5.5.1	Preservation of product — Supplemental .....	22
7.5.5.2	Periodic assessment of stock — Supplemental .....	22
7.6	Control of monitoring and measuring equipment .....	23
7.6.1	Control of monitoring and measuring equipment — Supplemental .....	23
7.6.2	Environmental conditions — Supplemental .....	24
8	Measurement, analysis and improvement .....	24
8.1	General .....	24
8.2	Monitoring and measurement .....	25
8.2.1	Customer satisfaction .....	25
8.2.2	Internal audit .....	25
8.2.2.1	Internal audit — Supplemental .....	25
8.2.2.2	Response times — Supplemental .....	26

8.2.3	Monitoring and measurement of processes .....	26
8.2.4	Monitoring and measurement of product .....	26
8.2.4.1	Monitoring and measurement of product — Supplemental .....	26
8.2.4.2	Acceptance inspection — Supplemental .....	26
8.3	Control of nonconforming product .....	27
8.3.1	Release or acceptance of nonconforming product — Supplemental .....	27
8.3.2	Field nonconformity analysis — Supplemental .....	27
8.3.3	Customer notification — Supplemental .....	28
8.4	Analysis of data .....	28
8.4.1	Analysis of data — Supplemental .....	28
8.5	Improvement .....	28
8.5.1	Continual improvement .....	28
8.5.2	Corrective action .....	29
8.5.2.1	Corrective action — Supplemental .....	29
8.5.2.2	Response times — Supplemental .....	29
8.5.3	Preventive action .....	29
8.5.3.1	Preventive action — Supplemental .....	29
	Bibliography .....	30

## 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.

In other circumstances, particularly when there is an urgent market requirement for such documents, a technical committee may decide to publish other types of document:

- an ISO Publicly Available Specification (ISO/PAS) represents an agreement between technical experts in an ISO working group and is accepted for publication if it is approved by more than 50 % of the members of the parent committee casting a vote;
- an ISO Technical Specification (ISO/TS) represents an agreement between the members of a technical committee and is accepted for publication if it is approved by 2/3 of the members of the committee casting a vote.

An ISO/PAS or ISO/TS is reviewed after three years in order to decide whether it will be confirmed for a further three years, revised to become an International Standard, or withdrawn.

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/TS 29001 was prepared by Technical Committee ISO/TC 67, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*.

This third edition cancels and replaces the second edition (ISO/TS 29001:2007), of which it constitutes a minor revision.

In this third edition of ISO/TS 29001, the boxed text has been revised in order to ensure that it constitutes the text of ISO 9001:2008 unaltered and in its entirety. No changes other than editorial have been made outside the boxed text.

The fourth edition of ISO 9001 (ISO 9001:2008) cancelled and replaced the third edition (ISO 9001:2000), which was amended to clarify points in the text and to enhance compatibility with ISO 14001:2004.

Since the third edition, the title of ISO 9001 has been revised such that it no longer includes the term "Quality Assurance". This reflects the fact that the quality management system requirements specified in ISO 9001 now also aim to enhance customer satisfaction, in addition to the quality assurance of a product.

## Introduction

### 0.1 General

#### ISO 9001:2008, Quality management systems — Requirements

##### Introduction

##### 0.1 General

The adoption of a quality management system should be a strategic decision of an organization. The design and implementation of an organization's quality management system is influenced by

- a) its organizational environment, changes in that environment, and the risks associated with that environment,
- b) its varying needs,
- c) its particular objectives,
- d) the products it provides,
- e) the processes it employs,
- f) its size and organizational structure.

It is not the intent of this International Standard to imply uniformity in the structure of quality management systems or uniformity of documentation.

The quality management system requirements specified in this International Standard are complementary to requirements for products. Information marked "NOTE" is for guidance in understanding or clarifying the associated requirement.

This International Standard can be used by internal and external parties, including certification bodies, to assess the organization's ability to meet customer, statutory and regulatory requirements applicable to the product and the organization's own requirements.

The quality management principles stated in ISO 9000 and ISO 9004 have been taken into consideration during the development of this International Standard.

**NOTE** This Technical Specification does not address competitive or commercial matters such as price, warranties, guarantees or clauses intended to sustain commercial objectives.

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