



ISO/CASCO CLARIFICATION REQUEST FORM

Date of submission: 12 April 2018

1. Requesting ISO Member or A liaison member: IFIA
2. Contact person: Samuel Hill
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5. Please specify the ISO/CASCO document by name and number (ISO/IEC 17XXX) and clause number: ISO/IEC 17025:2017 8.6
6. Clarification request, please formulate the request clearly and where possible in a format that enables a YES or NO answer: ISO/IEC 17025 Section 1 (Scope) states that ISO/IEC 17025 “specifies general requirements for the competence, impartiality and consistent operation of laboratories.” The standard itself thus establishes that all requirements therein pertain to the competence, impartiality and consistent operation of laboratories. ISO/IEC 17025 clause 8.6 is titled “Improvement”. In the context of the scope the improvements addressed by the requirements in 8.6 are those related to competence, impartiality and consistent operation of laboratories. Other improvements (e.g., customer service, impact on the environment, social responsibility) are outside the scope of the 8.6 requirements if they have no impact on the competence, impartiality or consistent operation of the laboratory. Is this correct?
7. Consensus position of the maintenance group (This section is only to be completed by the maintenance group members) No, clause 8.6 states “the <u>laboratory shall identify and select</u> [emphasis added] opportunities for improvement...”, without any limitation on the subject of those improvements. A laboratory can conform with the clause by choosing to exercise its management system to implement improvements in any aspect of its operations, including those identified in the clarification request. Clause 8.6.2 specifically requires that customer feedback be analysed and used to improve customer service, so the first example listed in the clarification request is clearly within the scope of clause 8.6.

Send the filled form to casco@iso.org