



**QUALITY MANAGEMENT
SYSTEM**

ISO/IEC 17020 QUALITY MANUAL (SAMPLE)

Preview Version
Version 1.0 | 2026

Free Audit Starter Kit

Preview of Complete ISO/IEC 17020
Documentation Package

ISO/IEC 17020 QUALITY MANUAL (SAMPLE)	DOCUMENT NO	
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ARE YOU READY FOR ISO/IEC 17020 AUDIT?

Most inspection bodies fail audits due to incomplete or weak documentation.

Check your readiness:

✓ Do you have a complete Quality Manual?

✓ Are your procedures aligned with ISO/IEC 17020 requirements?

✓ Are your records audit-ready?

✓ Are responsibilities clearly defined?

✓ Is your system fully implemented or just documented?

△ If you answered "NO" to any of these,

you may be at risk of failing your audit.

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This is a preview of the full ISO/IEC 17020 Quality Manual.

<u>CONTENTS</u>	<u>Page</u>
1.0 Scope	5
2.0 Referenced Standards and Documents	5
3.0 Terms and Definitions	6
4.0 General Conditions	7
4.1 Impartiality, Independence	7
4.2 Confidentiality	9
5.0 Structural Conditions	9
5.1 Administrative Conditions	9
5.2 Organization and Management	11
6.0 Resource Requirements	14
6.1 Personnel	14
6.2 Facilities and equipment	16
6.3 Subcontracting	18
7.0 Process Conditions	18
7.1 Inspection methods and procedures	18
7.2 Inspection items and sample management	19
7.3 Inspection records	20
7.4 Inspection reports and inspection certificates	20
7.5 Complaints and appeals	21
7.6 Complaints and appeals process	22
8.0 Management System Requirements	22
8.1 Options	22
8.2 Management System Documentation	22
8.3 Document Control	23
8.4 Record Control	23
8.5 Management Review	23
8.6 Internal Audits	25
8.7 Corrective Actions	25
8.8 Preventive Activities	25

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	ISO/IEC 17020 QUALITY MANUAL (SAMPLE)	DOCUMENT NO	
		REVISION NO	
		RV DATE	

Appendix 1 Organizational Chart

26

Appendix 2 Procedure List

27,28

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	REVISION NO	
	RV DATE	

1.0 SCOPE

△ This section is a preview of the full document.

- 1.1 This document defines the Quality System of COMPANY NAME in accordance with the TS EN ISO/IEC 17020 Standard. The Quality Manual (TS EN ISO/IEC 17020) is available to departments via the COMPANY NAME computer network system (in pdf format). With the exception of the original copy, printed copies for use are only distributed to departments not connected to the computer system, with a controlled copy stamp. The original copy is held by the Management Representative.
- 1.2 When the Quality Manual (TS EN ISO/IEC 17020) is revised, the document is updated, and then distributed internally according to the Document and Record Management Procedure.
- 1.3 This manual has been prepared in accordance with the requirements of TS EN ISO/IEC 17020...

2.0 REFERENCED STANDARDS AND DOCUMENTS

- 2.1 The services provided by our Inspection Body under TS EN ISO/IEC 17020 Accreditation are listed below:

(Technical standards applicable to inspection will be listed in this section)

- 2.2 As COMPANY NAME, we have been providing inspection services since

△ The following terms are part of the ISO/IEC 17020 framework.

3.0 TERMS AND DEFINITIONS

- 3.1 Inspection: Examination of product design, product, service, process, or factory, and determination of their compliance with general rules based on specific conditions or professional assessments
- 3.2 Inspection Body: The organization conducting the inspection, hereinafter referred to as COMPANY NAME.
- 3.3 Type A Inspection Body: An Inspection Body that provides third-party services.
- 3.4 Type B Inspection Body: An inspection body that constitutes a separate or identifiable part of an organization and is engaged in the design, manufacture, supply, installation, use, or maintenance of items it inspects, and is established to provide inspection services to the main organization.
- 3.5 Type C Inspection Body: An inspection body that is involved in the design, manufacture, supply, installation, use, and maintenance of the items it inspects or similar items and provides inspection services to parties other than the main organization.
- 3.6 QMR: Quality Management Representative (In our organization,,)(The Standards within the scope of the Integrated

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	REVISION NO	
	RV DATE	

Management System will be written here) It is the representative of the management where the Management Systems are applied together.

3.7 MR: Management Review

3.8 Corrective Action: An activity undertaken to eliminate the cause of a nonconformity or other undesirable situation.

3.9 Nonconformity: Failure to meet a requirement.

3.10 Quality Policy: The organization's entire intent and direction regarding its approach to quality, as formally stated by top management.

3.11 Corrective Action: Action taken to correct a detected nonconformity.

4.0 GENERAL CONDITIONS

4.1 Impartiality and Independence

4.1.1 Inspection activities are conducted in an impartial manner.

4.1.2 COMPANY NAME is responsible for the impartiality of inspection activities.
.....

4.1.3 Risks to impartiality arising from COMPANY NAME's activities, relationships, and personnel relationships have been identified and documented as an Impartiality Risk Assessment Analysis.
.....

4.1.4 When a risk to impartiality is identified at COMPANY NAME, how this risk will be
.....

4.1.5 The Senior Management Commitment to Independence, Impartiality, Integrity, and Confidentiality is as follows.
.....

4.2 Confidentiality

4.2.1

This document has been prepared in accordance with ISO/IEC 17020 standard requirements.

⚠ This is a sample (preview) version of the full documentation.

The complete ISO/IEC 17020 Quality Manual includes all sections, procedures, and detailed requirements necessary for audit readiness.

**☞ The full version is available as:
"ISO/IEC 17020 Quality Manual – Complete Documentation Package"**

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