









Management System Requirements

8. Management System:

The inspection body shall maintain a system that is capable of consistently fulfilling the requirements of 17020. This system shall use:

- A. [Option A – from ISO/IEC 17020](#)
- B. [Option B – from ISO 9001](#)
- C. [Either Option A and B](#)



Management System Requirements

8.3 Control of documents:

The inspection body shall maintain a system for control of all documentation relating to its activities. It shall ensure that:

- A. [The most appropriate version of a document is available to everyone who needs it](#)
- B. [All changes of documents or amendments to documents are signed off by the quality manager](#)
- C. [All parties are notified of changes](#)



Management System Requirements

8.4 Control of records:

The inspection body shall maintain a system for control of all records relating to its activities. It shall ensure that:

- A. [Records are stored securely](#)
- B. [Records are thrown out every year](#)
- C. [The accreditation body approves any destruction of records](#)



Management System Requirements

7.3 Inspection Records:

Records shall be maintained so as to:

- A. [Demonstrate implementation of procedures](#)
- B. [Show how non-conformances were treated](#)
- C. [Protect the client's interests](#)



Management System Requirements

8.7 Corrective actions:

Corrective actions shall be:

- A. [Appropriate to the impact of the problems encountered](#)
- B. [Implemented for every non-conformance](#)
- C. [Reviewed every year](#)



Management System Requirements

8.8 Preventive actions:

Preventive actions shall be:

- A. [Appropriate to the impact of the potential problem encountered](#)
- B. [Implemented for every potential non-conformance](#)
- C. [Reviewed every year](#)



Management System Requirements

7.5 Complaints and Appeals:

Complaints are about....

- A. [all inspection results](#)
- B. [all inspection body activities](#)
- C. [all inspection errors](#)



Management System Requirements

7.5 Complaints and Appeals:

Appeals are about....

- A. [all inspection results](#)
- B. [all inspection body activities](#)
- C. [all inspection errors](#)



Management System Requirements

8.6 Internal Audits:

Internal auditors shall be:

- A. [Appropriate](#)
- B. [Qualified](#)
- C. [Appointed](#)



Management System Requirements

8.5 Management Review:

The management review agenda contains:

- A. [11 items](#)
- B. [10 items](#)
- C. [7 items](#)



Well Done!!

We have now finished this chapter of the handbook and it is time to break into our groups and answer the Discussion Questions.

Continue
