

# SVENSK STANDARD

## SS-EN ISO 29001:2020

**Petroleum- och naturgasindustrier – Branschspecifika ledningssystem för kvalitet – Krav för produkt- och tjänsteutbud organisationer (ISO 29001:2018)**

**Petroleum, petrochemical and natural gas industries – Sector-specific quality management systems – Requirements for product and service supply organizations (ISO 29001:2020)**



**sis** Svenska  
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Europastandarden EN ISO 29001:2020 gäller som svensk standard. Detta dokument innehåller den officiella engelska versionen av EN ISO 29001:2020.

The European Standard EN ISO 29001:2020 has the status of a Swedish Standard. This document contains the official version of EN ISO 29001:2020.



EUROPEAN STANDARD

**EN ISO 29001**

NORME EUROPÉENNE

EUROPÄISCHE NORM

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Supersedes CEN ISO/TS 29001:2011

English Version

**Petroleum, petrochemical and natural gas industries**  
**- Sector-specific quality management systems**  
**- Requirements for product and service supply**  
**organizations (ISO 29001:2020)**

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 29001:2020)

Erdöl-, petrochemische und Erdgasindustrie -  
Sektorspezifische Qualitätsmanagementsysteme  
- Anforderungen an Hersteller- und  
Serviceorganisationen (ISO 29001:2020)

This European Standard was approved by CEN on 26 April 2020.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

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## 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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 67, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 12, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This first edition cancels and replaces ISO/TS 29001:2010, which has been technically revised. The main changes compared to the previous edition are as follows:

- alignment with ISO 9001:2015.

The boxed text is reproduced from ISO 9001:2015 unaltered and in its entirety. The petroleum, petrochemical and natural gas industry sector-specific supplemental requirements and guidance are provided outside the boxed text.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).



## European foreword

This document (EN ISO 29001:2020) has been prepared by Technical Committee ISO/TC 67 "Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries" in collaboration with Technical Committee CEN/TC 12 "Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries" the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2020, and conflicting national standards shall be withdrawn at the latest by November 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes CEN ISO/TS 29001:2011.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

### Endorsement notice

The text of ISO 29001:2020 has been approved by CEN as EN ISO 29001:2020 without any modification.

## Introduction

### 0.1 General

#### **ISO 9001:2015, *Quality management systems — Requirements***

##### **0.1 General**

The adoption of a quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on this International Standard are:

- a) the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b) facilitating opportunities to enhance customer satisfaction;
- c) addressing risks and opportunities associated with its context and objectives;
- d) the ability to demonstrate conformity to specified quality management system requirements.

This International Standard can be used by internal and external parties.

It is not the intent of this International Standard to imply the need for:

- uniformity in the structure of different quality management systems;
- alignment of documentation to the clause structure of this International Standard;
- the use of the specific terminology of this International Standard within the organization.

The quality management system requirements specified in this International Standard are complementary to requirements for products and services.

This International Standard employs the process approach, which incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking.

The process approach enables an organization to plan its processes and their interactions.

The PDCA cycle enables an organization to ensure that its processes are adequately resourced and managed, and that opportunities for improvement are determined and acted on.

Risk-based thinking enables an organization to determine the factors that could cause its processes and its quality management system to deviate from the planned results, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise (see [Clause A.4](#)).

Consistently meeting requirements and addressing future needs and expectations poses a challenge for organizations in an increasingly dynamic and complex environment. To achieve this objective, the organization might find it necessary to adopt various forms of improvement in addition to correction and continual improvement, such as breakthrough change, innovation and re-organization.

In this International Standard, the following verbal forms are used:

- “shall” indicates a requirement;
- “should” indicates a recommendation;
- “may” indicates a permission;
- “can” indicates a possibility or a capability.

Information marked as “NOTE” is for guidance in understanding or clarifying the associated requirement.

## 0.2 Quality management principles

### ISO 9001:2015, *Quality management systems — Requirements*

#### 0.2 Quality management principles

This International Standard is based on the quality management principles described in ISO 9000. The descriptions include a statement of each principle, a rationale of why the principle is important for the organization, some examples of benefits associated with the principle and examples of typical actions to improve the organization's performance when applying the principle.

The quality management principles are:

- customer focus;
- leadership;
- engagement of people;
- process approach;
- improvement;
- evidence-based decision making;
- relationship management.