

## DEMO OF ISO/IEC 17020:2012 DOCUMENTATION KIT

Totally editable documentation package for quick process improvement  
Completely editable documentation toolkit (Quality Manual, Procedures, Exhibits, Inspection  
Methods, Blank Forms, etc.)

**Buy at: [www.joinconsultant.com](http://www.joinconsultant.com)**

### Chapter-1.0 CONTENTS OF ISO/IEC 17020:2012 DOCUMENTATION KIT (More than 65 document files)

A. This editable documentation kit has 8 main directories in Word/Excel, as below:

Sr. No.	Directory	Details of Documents
1.	Quality Manual	01 Files in MS Word
2.	Quality Procedures	12 Procedures in MS Word
3.	Exhibits	04 Exhibits in MS Word
4.	Inspection Methods	05 Inspection Methods in MS Word
5.	Blank Formats /Templates Name of departments	42 Blank Formats in MS Word
	Calibration	01 formats in MS Word
	Client Care	05 formats in MS Word
	Purchase	06 formats in MS Word
	Training	11 formats in MS Word
	Management	16 formats in MS Word
	Operation	03 formats in MS Word
6.	ISO/IEC 17020:2012 Audit checklist	More than 250 questions
7.	Sample Risk Assessment Sheet	01 File in MS Excel
8.	ISO/IEC 17020:2012 document compliance matrix (Requirement wise reference documented information)	01 File in MS Excel

**Total 65 files in editable form; Quick Download by e-delivery**

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### B. Documented information package:

Our documentation kit contains sample documents required for ISO/IEC 17020:2012 accreditation for Inspection agency as listed below. **All documents are in MS-Word/Excel files and you can edit them.** You can make changes as per your organization's need and **within few days your entire documents** with all necessary controls will be ready. In the ISO/IEC 17020:2012, documented information (procedures, work instructions, etc.) are required at few places only. But for making the system better, we have provided many editable templates from which a user can select templates as per their own requirement and make some minor changes in them to make own system. Two types of documented information are provided in this kit, as listed below:

1. **Maintain documented information (Scope, Quality Manual, etc.)**
2. **Retain documented information (Forms / Templates)**

Under the main directories, further files are provided in MS Word document as per the details given below.

#### **1. Quality Manual (8 Chapters and 2 Annexure):**

It is a sample copy of Quality manual having clause-wise details of how ISO/IEC 17020:2012 system is implemented. The Quality manual is tier-1 of ISO/IEC 17020:2012 documents and covers list of procedures as well as overview of organization. This manual has total 8 chapters covering company profile, amendment sheet, index, clause-wise details as per ISO/IEC 17020:2012 for implementation, sample quality policy and organization chart.

### (A) Table of Contents

Chapter No.	Subject	Amendment No.	Page No.	ISO/IEC 17020 Clause Ref.
<b>Please note that this Inspection document kit is specially designed for an Independent Inspection Agency involved in the inspection of pressure vessel, storage tanks, piping, welding inspection etc. The concerned user has to change the same in this kit for making their documents.</b>				
1	Cover page, table of contents, amendment record sheet and glossary of terms (abbreviations)	00	1 – 5	=====
2	Authorization statement and organization profile	00	6 – 9	=====
3	Control and distribution	00	10 – 11	=====
<b>General requirements</b>				
4.0	4.1 Impartiality and independence	00	12 – 13	4.0
	4.2 Confidentiality	00	14	
<b>Structural requirements</b>				
5.0	5.1 Administrative requirements	00	15	5.0
	5.2 Organization and management	00	15 – 16	

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<b>6.0</b>	<b>Resource requirements</b>				<b>6.0</b>
	6.1	Personnel	00	17 – 19	
	6.2	Facilities and equipment	00	20 – 21	
	6.3	Subcontracting	00	22	
<b>7.0</b>	<b>Process requirements</b>				<b>7.0</b>
	7.1	Inspection methods and procedures	00	23 – 24	
	7.2	Handling inspection items and samples	00	25	
	7.3	Inspection records	00	26	
	7.4	Inspection reports and inspection certificates	00	26 – 27	
	7.5	Complaints and appeals	00	28	
	7.6	Complaints and appeals process	00	28	
<b>8.0</b>	<b>Management system requirements</b>				<b>8.0</b>
	8.1	Options	00	29	
	8.2	Management system documentation	00	30	
	8.3	Control of documents	00	31 – 33	
	8.4	Control of records	00	34	
	8.5	Management review	00	35	
	8.6	Internal audits	00	36	
	8.7	Corrective actions	00	37	
	8.8	Preventive actions	00	38	
<b>Annexure</b>					
ANX-1	List of documents	00	39	=====	
<b>Note</b> → The amendment number given above is at the time of issue of this manual. If any page is amended then latest amendment number of such pages is recorded in amendment record sheet and on the table of contents given above.					

### 2. Quality Procedures (12 procedures):

Sample copies of mandatory procedures as per ISO/IEC 17020:2012 are provided, which cover all the details like purpose, scope, responsibility, how procedure is followed as well as the list of exhibits, reference documents and formats. The list of sample procedures provided in the kit is given below.

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### List of Procedures

1. Procedure for maintaining impartiality of inspection activities
2. Procedure for personnel and training
3. Procedure for handling, transport, storage, use and planned maintenance of equipment
4. Procedure for purchasing, selection and approval of suppliers
5. Procedure for handling of inspection items
6. Procedure for receiving, evaluating and making decision on complaints and appeals
7. Procedure for document and data control
8. Procedure for control of records
9. Procedure for management review meeting
10. Procedure for internal audit
11. Procedure for corrective action
12. Procedure for preventive action

### 3. Exhibits (04 exhibits)

Exhibits cover policy and guidelines for establishing control in the system and establishing an effective management system as per ISO 17020 standard.

### List of Exhibits

1. Impartiality policy
2. Calibration periodicity
3. Document codification system
4. Competence requirements

### 4. Inspection Methods (05 methods)

This directory of the documentation kit contains some sample inspection methods in accordance with ISO/IEC 17020:2012. A total of 05 sample inspection methods are provided as per the list given below:

### List of Inspection Methods

1. Inspection method for pressure vessel
2. Inspection method for storage tank
3. Inspection method for piping and pipeline
4. Inspection method for refractory lining and materials
5. Inspection method for welding approval process

### 5. Blank sample formats for all the departments (42 sample formats)

This directory includes sample copy of blank forms that are required to maintain records as well as establish control and create system in the organization. The samples are given for the users as a guide to follow. The organization is free to change the same to suit their own requirements. The blank formats can be used as templates. A total of 42 blank formats are provided as per the list given below.

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### List of blank formats

- |  |  |
|--|--|
| 1. Inspection request – Specific job               | 22. Clause wise Document wise Audit Review Report      |
| 2. Complaint and appeal Report                     | 23. Preventive Action Report                           |
| 3. Client feedback form                            | 24. Calibration Status of Equipment                    |
| 4. Inward register                                 | 25. Clause wise audit report – Management requirements |
| 5. Inspection request – Project                    | 26. Clause wise audit report – Technical requirements  |
| 6. Master list of equipment                        | 27. Circular   |
| 7. Intermediate check report                       | 28. Minutes of Meeting                                 |
| 8. Equipment history card                          | 29. Impartiality check report                          |
| 9. Purchase Order                                  | 30. Periodic document review report                    |
| 10. Indent – Purchase Requisition                  | 31. Objective achievement action plan                  |
| 11. Approved External Providers List               | 32. Training Calendar                                  |
| 12. Supplier Registration Form                     | 33. Training Report                                    |
| 13. Supplier Evaluation Report                     | 34. Induction Training Report                          |
| 14. Verification Report                            | 34. Job Description And Specification                  |
| 15. Master List and Distribution List of Documents | 36. Skill Matrix                                       |
| 16. Change Note                                    | 37. Confidentiality Agreement                          |
| 17. Corrective Action Report                       | 38. Appointment Letter                                 |
| 18. Master List of Records                         | 39. Employees Competence Report                        |
| 19. Quality Objectives                             | 40. Self study report for trainer                      |
| 20. Audit plan / schedule                          | 41. Interview report                                   |
| 21. Internal Audit Non-Conformity Report           | 42. Monitoring Report of personnel                     |

### 6. ISO/IEC 17020:2012 Audit checklist

This covers audit questions based on the ISO/IEC 17020:2012 requirements. It will be a very good tool for the auditors to make audit questionnaire for auditing. It will bring effectiveness in auditing. A total of more than 250 questions are prepared on the basis of ISO/IEC 17020:2012.

### 7. Sample Risk Assessment Sheet

A ready-to-use risk assessment sheet is given in editable form to prepare the risk document for the organization. It is given in an excel format and can be used as a template.

### 8. ISO/IEC 17020:2012 Compliance Matrix

This compliance matrix contains ISO/IEC 17020:2012 requirement wise list of documented information for easy reference of users and to understand how this system is made.

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### Chapter-2.0 ABOUT COMPANY

Joinconsultant is a progressive company promoted by a group of qualified engineers and management graduates having rich experience of over 25 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certification and compliance to international standards and regulations. So far, we have **more than 2700 clients in more than 36 countries**. Our readymade training kit and editable documentation kit help the clients in making their documents with ease and complying with the related ISO standard faster.

1. Our promoters and engineers have rich experience of providing management training and ISO series consultancy for **more than 2700 companies** globally. We have clients **in more than 36 countries**.
2. We are a highly qualified team of 80 members (M.B.A., Degree Engineers). Our Director has rich professional experience in this field (since 1991).
3. We have 100% success rate in ISO series certification for our clients from reputed certifying bodies. We possess a branded image and are a leading name in the global market.
4. We suggest continual improvement and cost reduction measures as well as provide highly informative training presentations and other products that give you payback within 2 months against our cost.
5. So far, we have trained more than 50000 employees in ISO series certification.
6. We have spent more than 60000 man-days (170 man-years) in the preparation of ISO documents and training slides.

#### Joinconsultant is committed for:

1. Personal involvement and commitment from the day one
2. Optimum charges
3. Professional approach
4. Hard work and updating the knowledge of team members
5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
6. Establishing strong internal control with the help of system and use of the latest management techniques.

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### Chapter-3.0 USER FUNCTION

#### 3.1 Hardware and Software Requirements

##### A. Hardware

- Our documentation kit can better perform with P4 and higher computers with a minimum of 10 GB hard disk space.
- For better visual impact, you may keep the setting at high color.

##### B. Software

- Documents are written in MS-Office 2007 and Windows XP programs. You are, therefore, required to have MS-Office 2007 or higher versions with Windows XP.

#### 3.2 Features of Documentation kit

- The kit contains all necessary documents as listed, and complies with the requirements of system standards.
- The documents are written in easy to understand English language.
- This kit will save much time in typing and preparing your documents at your own.
- The kit is user-friendly to adopt and easy to learn.
- The contents of this kit are developed under the guidance of experienced experts.
- The kit provides a model of the management system that is simple and free from excessive paperwork.

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### Chapter-4.0 BENEFITS OF USING OUR DOCUMENTATION KIT

1. By using these documents, you can save a lot of your precious time while preparing the ISO documents.
2. The kit takes care of all the sections and sub-sections of ISO/IEC 17020:2012 standards and helps you to establish better system.
3. This documentation kit enables you to change the contents and print as many copies as you need. The users can modify the documents as per their industry requirements and create their own ISO/IEC 17020:2012 documents for their organization.
4. It will save much cost in document preparation.
5. You will get a better control in your system due to our proven formats.
6. You will also get a better control in your system as our proven documents and templates are developed under the guidance of experts and globally proven consultants. The team has a rich experience of more than 25 years in the ISO consultancy.
7. Our products are highly sold across the globe and are used by many multinational companies. They have got total satisfaction as well as experienced value for money.
8. In the preparation of documentation kit, our team has verified and evaluated the entire content at various levels. More than 1000 hours have been spent in the preparation of this documentation kit.
9. The entire kit is prepared by a globally proven team of leading ISO consultants.

### Chapter-5.0 METHOD OF ONLINE DELIVERY

On completion of the secured purchase, we provide a username and password to download the product from our FTP server. We provide instant online delivery of the kit to the users by sending an e-mail of username and password.

**For purchase,**

**Visit our website for more details on the documentation kit:**

**<https://www.Joinconsultant.com>**