



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
3. Position: Junior Accreditation Manager
4. Email address: shill@ifia-federation.org
5. Please specify the ISO/CASCO document by name and number (ISO/IEC 17XXX) and clause number: ISO/IEC 17025:2017 8.6.2
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 clause 8.6.2 requires laboratories to seek feedback from customers. ISO/IEC 17025 8.9.2 i requires the input to the management review to include information related to customer feedback. The information required by 8.9.2 i is comprised (at least in part) by the feedback required to be sought in 8.6.2 and both relate to the competence, impartiality and 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) The clarification request is unclear because it effectively asks two separate questions [i.e., what information is required by 8.9.2 i) and whether customer feedback sought is limited to competence, impartiality and consistent operation of the laboratory]. Refer to the response to the clarification request for 8.6 regarding the intended scope of the clause. If further clarification is required, please restate the request.

Send the filled form to casco@iso.org
