{ Logo and name of Institution }

**Documentation for the** { **Review** or **5-Year Review**}

**of the Quality Management System according to *indicate applicable standard(s):* ISO/IEC 17025:2017 and/or ISO 17034:2016 and/or ISO 17043:2010**

**in Support of**

**{ Type of CMC }**

**based on Peer Review/Accreditation**

**Date: {yyyy-mm-dd}**

***Notes to Submitters:***

* *This template is for use for either initial reviews or 5-year reviews of a QMS. Please be sure to indicate which type of review this document is for on the title page, and if a 5-year review, please address item 1.4 to indicate changes to the QMS.*
* *In each of the following sections either enter text directly or include a filename of a file you submit separately.* ***DO NOT INCLUDE LINK TO FILES****; this usually fails.*
* *For NMIs that are pre-approved to use internal staff as peer reviewers, please be sure to provide evidence of organizational neutrality of the reviewers. (Could be reference or steps that an NMI shall follow to be pre-approved to use internal staff as peer reviewers)*
* *Be sure to show that the bios of the set of reviewers covers the scope of their review.*
* *For 5-year reviews, provide evidence of the vitality of the CMCs, such as improvements to services, changes to staff and equipment, or successful participation in inter-comparisons. You may wish to describe this evidence in the document, as well as include filenames for additional files.*
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* *The documentation must be sent before the presentation in the following format:*
  + ***Main Folder: QSTF 1; QSTF 3 (In addition, 7 subfolders should be named as follows)***

1. *Peer reviews (include reports there and action plans)*
2. *Reviewed CMCs*
3. *Internal Audits (include reports and action plans)*
4. *Management Review*
5. *Quality monitoring records (where you include other Action logs/Corrective Action/Risk and Opportunities/Complaints etc.…)*
6. *Bios*
7. *Vitality*

***The file naming convention should be:***

***NMI\_ Area\_Subject\_Year(or date)***

***Example’s:***

***NMI****\_ AUV\_Internal\_Auditor\_Bios\_2020.pdf*

***NMI****\_AUV\_Action\_Plan\_Internal\_Audit\_2020-01-15.xlsx*

***NMI****\_AUV\_Vitality\_2015-2020.docx*

***----Delete this page from your final submission---***

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# Quality Management System Structure

## Quality System Management Goals/Objectives

## Quality System Management Policies, Roles and Responsibilities

### Scope

### Roles and Responsibilities

### Quality Management System Documentation Structure

* + 1. **Impartiality**
    2. **Confidentiality**
    3. **Risk Based approach to the QMS**

## Organizational Chart

## Changes to Quality Management System Structure and Implementation (for 5-year reviews)

# Quality Management System Implementation



## Customer Feedback Management (ISO/IEC 17025:2017 [8.6.2] and ISO 17034:2016 [8.11])

### Description of the process

### Statistics

## Management Customer Complaints (ISO/IEC 17025:2017 [7.9] and ISO 17034:2016 [7.18])

### Documented Process(es)

### Statistics

### Records

### Actions

## Management of Nonconforming Work (ISO/IEC 17025:2017 [7.10] and ISO 17034:2016 [7.17])

### Procedure(s)

### Statistics and Actions

## Corrective Actions (ISO/IEC 17025:2017 [8.7] and ISO 17034:2016 [8.9])

### Description of the Process(es)

*For ISO 17034:2016 : include Policy and Procedures*

### Records and Statistics

## Actions to address Risks and Opportunities and Improvement (ISO/IEC 17025:2017 [8.5, 8.6] and ISO 17034:2016 [8.8, 8.10])

### Description of the Process

### Records and Actions

# Audits, Assessments and/or Peer Reviews



## Internal Audits (ISO/IEC 17025:2017 [8.8] and ISO 17034:2016 [8.7])

### Description of the Process

**For ISO 17034:2016: a procedure is required.**

### Findings and actions

## Management Reviews (ISO/IEC 17025:2017 [8.9] and ISO 17034:2016 [8.6])

### Description of the Process

**For ISO 17034:2016: a procedure is required.**

### Findings and actions

## On-site Peer Reviews or Assessments

### Scope of Assessment

### Findings

### Corrective actions or Action Plan

*Note to users: Use QSTF-4 (Optional) or equivalent records from your QMS (action log etc.…).*

*The corrective actions/action plans are to be written/translated in English.*

# Evidence of Vitality of the CMCs (for 5-Year Reviews)

Note to submitters: You may wish to describe this evidence in the document, as well as include filenames for additional files. Refer to QSTF-00 section 4.11. Examples of vitality include:

1. Improvements to services
2. Changes to staff and equipment
3. Successful participation in inter-comparisons.
4. Participation in RMO Projects and Activities
5. Participation in Training Activities.
6. Visits and consultations with technical experts from other NMIs or RMOs

# Appendices

1. **List of CMCs Under Review**

[Use required format: <http://www.bipm.org/utils/common/CIPM_MRA/CIPM_MRA-D-04.pdf> ]

1. **Bios of Internal Auditors**

1. **Bios of Peer Reviewers / Assessors** (*For NMIs that are pre-approved to use internal staff as peer reviewers, please be sure to provide evidence of organizational neutrality of the reviewers and peer reviewer independence.)*

1. **Cross reference table between ISO/IEC 17025:2017 and ISO 17034:2016 and/or ISO/IEC 17043:2010 and the quality documentation of the NMI or Designated Institute**

**“Cross reference table between [ ] ISO/IEC 17025:2017, [ ] ISO/IEC 17043:2010 or [ ] ISO/IEC 17034:2016 and the documented information of the quality management system”.**