

STN	Manažérstvo kvality Požiadavky na systémy manažérstva merania (ISO 10012: 2026)	STN EN ISO 10012 01 0360
------------	--	--

Quality management - Requirements for measurement management systems (ISO 10012:2026)

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 04/26

Obsahuje: EN ISO 10012:2026, ISO 10012:2026

Oznámením tejto normy sa ruší
STN EN ISO 10012 (01 0360) z októbra 2004

142452

Úrad pre normalizáciu, metrológiu a skúšobníctvo Slovenskej republiky, 2026
Slovenská technická norma a technická normalizačná informácia je chránená zákonom č. 60/2018 Z. z. o technickej normalizácii
v znení neskorších predpisov.

EUROPEAN STANDARD

EN ISO 10012

NORME EUROPÉENNE

EUROPÄISCHE NORM

February 2026

ICS 03.100.70; 17.020

Supersedes EN ISO 10012:2003

English Version

Quality management - Requirements for measurement management systems (ISO 10012:2026)

Management de la qualité - Exigences pour les
systèmes de management de la mesure (ISO
10012:2026)

Qualitätsmanagement - Anforderungen an
Messmanagementsysteme (ISO 10012:2026)

This European Standard was approved by CEN on 11 January 2026.

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, Türkiye and United Kingdom.



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

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

EN ISO 10012:2026 (E)

Contents	Page
European foreword.....	3

European foreword

This document (EN ISO 10012:2026) has been prepared by Technical Committee ISO/TC 176 "Quality management and quality assurance" in collaboration with CCMC.

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 August 2026, and conflicting national standards shall be withdrawn at the latest by August 2026.

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 EN ISO 10012:2003.

Any feedback and questions on this document should be directed to the users' national standards body/national committee. A complete listing of these bodies can be found on the CEN website.

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, Türkiye and the United Kingdom.

Endorsement notice

The text of ISO 10012:2026 has been approved by CEN as EN ISO 10012:2026 without any modification.



International Standard

ISO 10012

Quality management — Requirements for measurement management systems

*Management de la qualité — Exigences pour les systèmes de
management de la mesure*

**Second edition
2026-02**

ISO 10012:2026(en)



COPYRIGHT PROTECTED DOCUMENT

© ISO 2026

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

ISO 10012:2026(en)**Contents**

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	6
4.1 Understanding the organization and its context.....	6
4.2 Understanding the needs and expectations of interested parties.....	6
4.3 Determining the scope of the measurement management system.....	6
4.4 Measurement management system.....	7
5 Leadership	7
5.1 Leadership and commitment.....	7
5.2 Measurement management policy.....	8
5.3 Roles, responsibilities and authorities.....	8
5.4 Customer focus.....	9
6 Planning	9
6.1 Actions to address risks and opportunities.....	9
6.2 Measurement management objectives and planning to achieve them.....	9
6.3 Planning of changes.....	10
7 Support	10
7.1 Resources.....	10
7.1.1 General.....	10
7.1.2 People.....	11
7.1.3 Facilities and environmental conditions.....	11
7.1.4 Equipment.....	11
7.1.5 Organizational knowledge.....	11
7.2 Competence.....	11
7.3 Awareness.....	12
7.4 Communication.....	12
7.5 Documented information.....	13
7.5.1 General.....	13
7.5.2 Creating and updating documented information.....	13
7.5.3 Control of documented information.....	13
8 Operation	14
8.1 Operational planning and control.....	14
8.1.1 General.....	14
8.1.2 Operational risk management.....	14
8.2 Requirements for measurement processes.....	15
8.2.1 General.....	15
8.2.2 Customer communications.....	15
8.2.3 Determination of requirements related to the measurement processes.....	15
8.2.4 Review of customer requirements for measurement processes.....	16
8.2.5 Changes to requirements for measurement processes.....	16
8.3 Design and development of measurement processes.....	16
8.3.1 General.....	16
8.3.2 Design and development planning.....	17
8.3.3 Design and development inputs.....	17
8.3.4 Design and development controls.....	19
8.3.5 Design and development outputs.....	20
8.3.6 Design and development changes.....	22
8.4 Control of externally provided measurement processes, products and services.....	22
8.4.1 General.....	22

ISO 10012:2026(en)

8.4.2	Type and extent of control.....	23
8.4.3	Information for external providers.....	23
8.5	Measurement process implementation.....	24
8.5.1	Control of measurement processes.....	24
8.5.2	Identification and traceability.....	26
8.5.3	Property belonging to customers or external providers.....	26
8.5.4	Preservation.....	27
8.5.5	Measurement process post-delivery activities.....	27
8.5.6	Control of changes.....	27
8.6	Release of measurement process results.....	27
8.6.1	Planned arrangements for release of results.....	27
8.6.2	Documented information relating to release of results.....	28
8.7	Control of nonconforming outputs.....	28
8.7.1	Handling of nonconforming outputs.....	28
8.7.2	Documented information.....	29
9	Performance evaluation.....	29
9.1	Monitoring, measurement, analysis, and evaluation.....	29
9.1.1	General.....	29
9.1.2	Customer satisfaction.....	30
9.1.3	Analysis and evaluation.....	30
9.2	Internal audit.....	30
9.2.1	General.....	30
9.2.2	Internal audit programme.....	30
9.3	Management review.....	31
9.3.1	General.....	31
9.3.2	Management review inputs.....	31
9.3.3	Management review results.....	31
10	Improvement.....	32
10.1	Continual improvement.....	32
10.1.1	Measurement management system improvement.....	32
10.1.2	Measurement process improvement.....	32
10.2	Nonconformity and corrective action.....	32
Annex A (informative) Calibration intervals optimization.....		34
Annex B (informative) Measurement uncertainty.....		39
Annex C (informative) Measurement decision risk and rules.....		41
Bibliography.....		45

ISO 10012:2026(en)**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 document 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

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.

This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/SS F20, *Quality assurance*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 10012:2003), which has been technically revised.

The main changes are as follows:

- the document has been restructured to follow the harmonized structure for management system standards;
- the clauses have been extensively revised in response to the needs of interested parties.

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.

ISO 10012:2026(en)**Introduction**

This document assists organizations who have or intend to implement a measurement management system, by providing the necessary framework for an organization in designing, maintaining and continually improving a measurement management system.

This is a major revision of ISO 10012:2003, whose purpose is to establish the basis for an organization to implement and improve a measurement management system for end-to-end application of measurement processes in the organization (see [Figure 1](#)).

The main objective of a measurement management system is to provide confidence in the validity and reliability of the measurement results and ensure capability to support the measurement of the organization's delivered products and/or services at the required quality level. This includes managing the risk associated with measurement processes that can produce incorrect measurement results affecting the quality of an organization's products and/or services.

A measurement management system can be implemented in the design and development, test, monitoring and delivering of valid measurement results. It also provides an organization with the basis to demonstrate conformity to measurement management system requirements.

This document can be used by any industrial sectors requiring a measurement management system, and is complementary to the requirements of ISO 9001, ISO 14001 or other management system standards.

The implementation of a management system for confirmation of validity of measurements is an important decision for an organization to establish a robust measurement management system that will provide a consistent level of measurement quality for its products and services.

Quality management — Requirements for measurement management systems

1 Scope

This document specifies the requirements for a measurement management system when an organization:

- a) needs to demonstrate its ability to consistently ensure confidence in validity and reliability of measurement results and thereby to provide a consistent level of measurement quality for an organization's products and services;
- b) aims to rely on reliable and valid measurement results useful to enhance customer satisfaction and effectively apply its measurement management system processes;
- c) implements processes for a measurement management system that enhance conformity with customer, statutory and regulatory requirements.

All the requirements of this document are generic. This document is applicable to any organization, regardless of its type or size, or the products and services it provides. This includes organizations manufacturing products and providing engineering services (except for calibration and test services included within the scope of ISO/IEC 17025).

This document is not intended to substitute requirements for, or to add requirements to, the general requirements for the competence of testing and calibration laboratories specified in ISO/IEC 17025.

NOTE For organizations that operate internal testing and calibration laboratories, the competence of those functions can be evaluated in accordance with ISO/IEC 17025.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000, *Quality management systems — Fundamentals and vocabulary*

ISO 17034, *General requirements for the competence of reference material producers*

ISO/IEC Guide 99, *International vocabulary of metrology — Basic and general concepts and associated terms (VIM)*

koniec náhľadu – text ďalej pokračuje v platenej verzii STN