

INTERNATIONAL STANDARD

ISO 29001

First edition
2020-05

Petroleum, petrochemical and natural gas industries — Sector-specific quality management systems — Requirements for product and service supply organizations

*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*



Reference number
ISO 29001:2020(E)

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Published in Switzerland

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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.

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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 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.

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.

国际标 准

ISO 29001:2020 第2版

石油、石化和天然气工业 特定行业质量管理体系 要求- 产品和服务供应组织 (中文翻译稿)

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前 言

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ISO（国际标准化组织）是一个由国家标准机构（ISO 成员机构）组成的世界性联合会。编制国际标准的工作通常是通过 ISO 技术委员会进行的。对已设立技术委员会的主题感兴趣的每个成员机构都有权派代表参加该委员会。国际组织，政府和非政府组织，与国际标准化组织联络，也参与这项工作。ISO 与国际电工委员会（IEC）在电工技术标准化的所有问题上密切合作。

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ISO/IEC 指令第 1 部分描述了用于编制本文件和进一步维护本文件的程序。尤其应注意不同类型的 ISO 文件所需的不同批准标准。本文件根据 ISO/IEC 指令第 2 部分（见 www.ISO.org/Directives）的编辑规则起草。

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本文件由 ISO/TC 67 石油、石化和天然气工业用材料、设备和海洋结构物技术委员会与欧洲标准化委员会（CEN）CEN/TC 12 石化和天然气工业石油材料、设备和海上结构物技术委员会共同编制，根据 ISO 和 CEN 之间的技术合作协议（维也纳协议）。

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:

第一版取消并取代了 ISO/TS 29001:2010，该标准已经过技术修订。与上一版相比，主要变化如下：
— alignment with ISO 9001:2015.

——符合 ISO 9001:2015。

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引言

0.1 总则

采用质量管理体系是组织的一项战略决策，能够帮助其提高整体绩效，为推动可持续发展奠定良好基础。

组织根据本标准实施质量管理体系的潜在益处是：

- a) 稳定提供满足顾客要求以及适用的法律法规要求的产品和服务的能力；
- b) 促成增强顾客满意的机遇；
- c) 应对与组织环境和目标相关的风险和机遇；
- d) 证实符合规定的质量管理体系要求的能力。

本标准可用于内部和外部各方。

实施本标准并非需要：

- 统一不同质量管理体系的架构；
- 形成与本标准条款结构相一致的文件；
- 在组织内使用本标准的特定术语。

本标准规定的质量管理体系要求是对产品和服务要求的补充。

本标准采用过程方法，该方法结合了“策划—实施—检查—处置”（PDCA）循环和基于风险的思维。

过程方法使组织能够策划过程及其相互作用。

PDCA 循环使组织能够确保其过程得到充分的资源和管理，确定改进机遇并采取行动。

基于风险的思维使组织能够确定可能导致其过程和质量管理体系偏离策划结果的各种因素，采取预防控制，最大限度地降低不利影响，并最大限度地利用出现的机遇（见附录 A.4）。

在日益复杂的动态环境中持续满足要求，并针对未来需求和期望采取适当行动，这无疑是组织面临的一项挑战。为了实现这一目标，组织可能会发现，除了纠正和持续改进，还有必要采取各种形式的改进，如突破性变革、创新和重组。

在本标准中使用如下助动词：

“应”表示要求；

“宜”表示建议；

“可”表示允许；

“能”表示可能或能够。

“注”的内容是理解和说明有关要求的指南。

0.2 质量管理原则

本标准是在 GB/T 19000 所阐述的质量管理原则基础上制定的。每项原则的介绍均包含概述、该原则对组织的重要性的依据、应用该原则的主要益处示例以及应用该原则提高组织绩效的典型措施示例。

质量管理原则是：

- 以顾客为关注焦点；

- 领导作用；
- 全员积极参与；
- 过程方法；
- 改进；
- 循证决策；
- 关系管理。

0.3 过程方法

0.3.1 总则

本标准倡导在建立、实施质量管理体系以及提高其有效性时采用过程方法，通过满足顾客要求增强顾客满意。采用过程方法所需考虑的具体要求见 4.4。

将相互关联的过程作为一个体系加以理解和管理，有助于组织有效和高效地实现其预期结果。这种方法使组织能够对其体系的过程之间相互关联和相互依赖的关系进行有效控制，以提高组织整体绩效。

过程方法包括按照组织的质量方针和战略方向，对各过程及其相互作用进行系统的规定和管理，从而实现预期结果。可通过采用 PDCA 循环（见 0.3.2）以及始终基于风险的思维（见 0.3.3）对过程和整个体系进行管理，旨在有效利用机遇并防止发生不良结果。

在质量管理体系中应用过程方法能够：

- a) 理解并持续满足要求；
- b) 从增值的角度考虑过程；
- c) 获得有效的过程绩效；
- d) 在评价数据和信息的基础上改进过程。

单一过程的各要素及其相互作用如图 1 所示。每一过程均有特定的监视和测量检查点，以用于控制，这些检查点根据相关的风险有所不同。

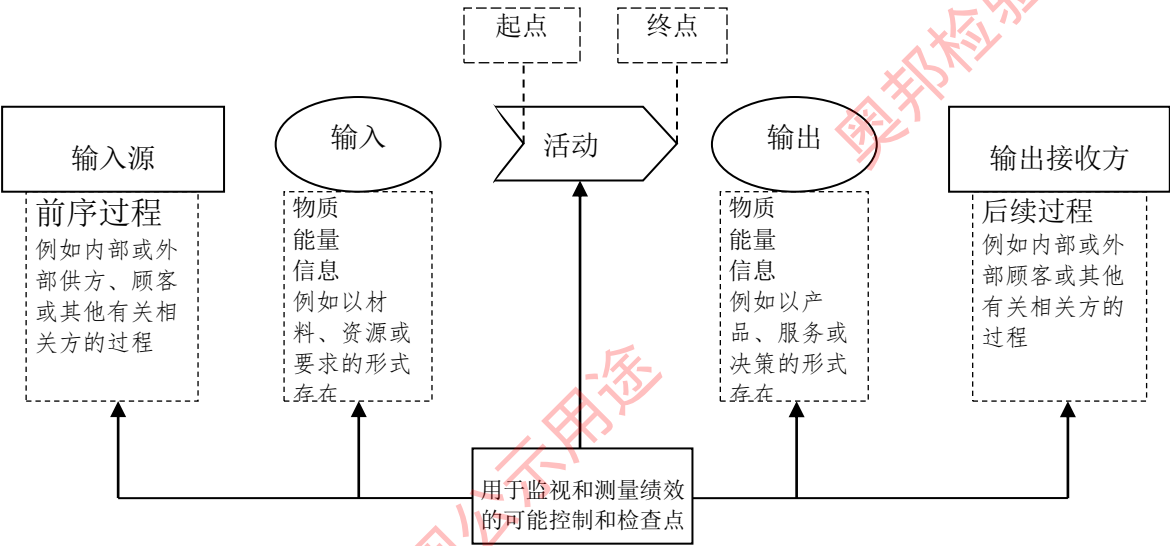
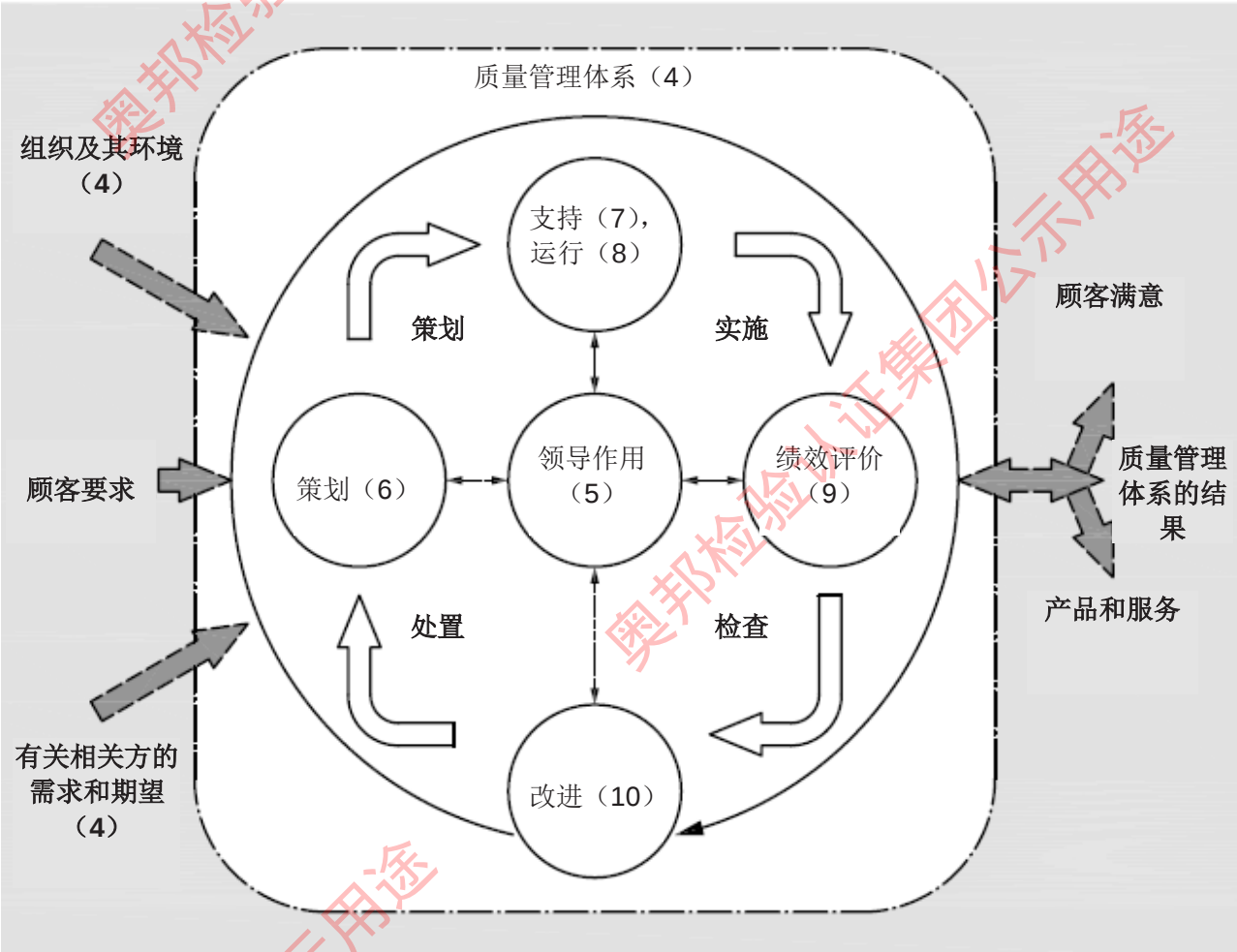


图1 单一过程要素示意图

0.3.2 PDCA循环

PDCA循环能够应用于所有过程以及整个质量管理体系。图2表明了本标准第4章至第10章是如何构成PDCA循环的。



注：括号中的数字表示本标准的相应章节。

图2 本标准的结构在PDCA循环中的展示

PDCA循环可以简要描述如下：

——策划（Plan）：根据顾客的要求和组织的方针，建立体系的目标及其过程，确定实现结果所需的资源，并识别和应对风险和机遇。

——实施（Do）：执行所做的策划；

——检查（Check）：根据方针、目标、要求和所策划的活动，对过程以及形成的产品和服务进行监视和测量（适用时），并报告结果；

——处置（Act）：必要时，采取措施提高绩效。

0.3.3 基于风险的思维

基于风险的思维（见附录 A.4）是实现质量管理体系有效性的基础。本标准以前的版本已经隐含基于风险思维的概念，例如：采取预防措施消除潜在的不合格，对发生的不合格进行分析，并采取与不合格的影响相适应的措施，防止其再发生。

为了满足本标准的要求，组织需策划和实施应对风险和机遇的措施。应对风险和机遇，为提高质量管理体系有效性、获得改进结果以及防止不利影响奠定了基础。

某些有利于实现预期结果的情况可能导致机遇的出现，例如：有利于组织吸引顾客、开发新产品和服务、减少浪费或提高生产率的一系列情形。利用机遇所采取的措施也可能包括考虑相关风险。风险是不确定性的影响，不确定性可能有正面的影响，也可能有负面的影响。风险的正面影响可能提供机遇，但并非所有的正面影响均可提供机遇。

0.4 与其他管理体系标准的关系

本标准采用 ISO 制定的管理体系标准框架，以提高与其他管理体系标准的协调一致性（见附录 A.1）。

本标准使组织能够使用过程方法，并结合 PDCA 循环和基于风险的思维，将其质量管理体系与其他管理体系标准要求要求进行协调或整合。

本标准与 GB/T 19000 和 GB/T 19004 存在如下关系：

——GB/T 19000《质量管理体系 基础和术语》为正确理解和实施本标准提供必要基础；

——GB/T 19004《追求组织的持续成功 质量管理方法》为选择超出本标准要求的组织提供指南。

附录 B 给出了 SAC/TC 151 制定的其他质量管理和质量管理体系标准（等同采用 ISO/TC 176 质量管理和质量保证技术委员会制定的国际标准）的详细信息。

本标准不包括针对环境管理、职业健康和安全管理或财务管理等其他管理体系的特定要求。

在本标准的基础上，已经制定了若干行业特定要求的质量管理体系标准。其中的某些标准规定了质量管理体系的附加要求，而另一些标准则仅限于提供在特定行业应用本标准的指南。

本标准的章节内容与之前版本（GB/T 19001—2008/ISO 9001:2008）章节内容之间的对应关系见 ISO/TC176/SC2（国际标准化组织/质量管理和质量保证技术委员会/质量体系分委员会）的公开网站：www.iso.org/tc176/sc02/public。

This document also relates to ISO/TS 9002, Quality management systems — Guidelines for the application of ISO 9001:2015, providing guidance on the intent of the requirements in ISO 9001:2015,

with examples of possible steps an organization can take to meet the requirements. It does not add to, subtract from, or in any way modify those requirements.

本文件还涉及 ISO/TS 9002，质量管理体系-ISO 9001:2015 应用指南，提供了有关 ISO 9001:2015 中要求意图的指南，以及组织为满足要求可采取的步骤示例。它不增加、减少或以任何方式修改这些需求。

Matrices showing the correlation between the clauses of this edition of this Document and the previous edition (ISO/TS 29001:2010) and other industry standards dealing with quality management systems requirements can be found on ISO/TC 67 open access web site at www.iso.org/tc67.

显示本文件本版条款与上一版（ISO/TS 29001:2010）以及其他涉及质量管理体系要求的行业标准之间相关性的矩阵可在 ISO/TC 67 开放访问网站 www.ISO.org/tc67 上找到。

石油、石化和天然气工业 特定行业质量管理体系 要求-产品和服务供应组织

1. 范围

本标准下列组织规定了质量管理体系要求:

- a) 需要证实其具有稳定提供满足顾客要求及适用法律法规要求的产品和服务的能力;
- b) 通过体系的有效应用, 包括体系改进的过程, 以及保证符合顾客要求和适用的法律法规要求, 旨在增强顾客满意。

本标准规定的所有要求是通用的, 旨在适用于各种类型、不同规模和提供不同产品和服务的组织。

注 1: 本标准中的术语“产品”或“服务”仅适用于预期提供给顾客或顾客所要求的产品和服务。

注 2: 法律法规要求可称作法定要求。

This Document defines quality management system requirements for product and service supply organizations to the petroleum, petrochemical and natural gas industries.

本文件规定了石油、石化和天然气行业产品和服务供应组织的质量管理体系要求。

This document is written as a supplement to ISO 9001:2015. The supplementary requirements and guidance to ISO 9001:2015 have been developed to manage supply chain risks and opportunities associated with the petroleum, petrochemical and natural gas industries and to provide a framework for aligning requirements with complementary standards employed within the industries. 本文件作为 ISO 9001:2015 的补充。ISO 9001:2015 的补充要求和指南旨在管理与石油、石化和天然气行业相关的供应链风险和机遇, 并提供一个框架, 使要求与行业内采用的补充标准保持一致。

2. 规范性引用文件

下列文件对于本文件的应用是必不可少的。凡是注日期的引用文件, 仅注日期的版本适用于本文件。凡是不注日期的引用文件, 其最新版本(包括所有的修改单)适用于本文件。

ISO 9000:2015 质量管理体系 基础和术语

3. 术语和定义

For the purposes of this document, the terms and definitions given in ISO 9000:2015 and the following apply. 或在本文中, ISO 9000:2015 及以下条款和定义适用。

ISO and IEC maintain terminological databases for use in standardization at the following addresses: ISO 和 IEC 在以下地址维护用于标准化的术语数据库:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 quality specification level 产品规范级别

QSL

level defining the extent of control activities, typically including testing, inspection, verification and validation, undertaken by the provider to demonstrate conformance with requirements based on the determination of operational risk and/or obligations

定义控制活动范围的级别, 通常包括测试、检查、验证和验证, 由供应商根据运营风险和/或义务的确定证明符合要求

Note 1 to entry: Similar product- or service-specific terms can be used in technical standards to establish the extent of control activities for defined levels of product or service risk, e.g. quality specification level (QSL) in API Spec 6D, product specification level (PSL) in API Spec 6A and API Spec 17D, and exposure

如需获取全文，请联系奥邦检验认证集团客户服务部门：

1) 通过邮件提出申请。请发送到邮箱：**17312273399@163.com**

2) 也可通过客服电话咨询 **025-85307007**。