

NAMS ISO 10012:2021

First Edition 2021-09-30

ISO 10012:2003

First Edition 2003-04-15

NAMIBIAN STANDARD

Measurement management systems – Requirements for measurement processes and measuring equipment

This Namibian standard is the identical implementation of ISO 10012:2003 and is adopted with the permission of the International Organization of Standardization

Published by the Namibian Standards Institution (NSI)
Established by section 2 of the Standards Act, 2005 (Act No 18 of 2005)
37 Feld Street
P.O. Box 26364 Windhoek, Namibia
Tel +264-61386400, Fax +264-61-386454
Website: www.nsi.com.na
© NSI



Licensed by NSI to NSI for internal use only
DOWNLOADED:24/06/2026
Single-user licence only, copying and networking prohibited.

NAMS ISO 10012:2021

First Edition 2021-09-30

ISO 10012:2003

First Edition 2003-04-15

National foreword

This Namibian Standard (NAMS) is identical to International Standard ISO 10012:2003 Measurement management systems – Requirements for measurement processes and measuring equipment, and was approved for adoptions by the Namibian Standards Institution CEO.

Namibian standards are developed based on NSI Standards development procedures in accordance with the rules given in the International Organisation for Standardisation/ International Electrotechnical Commission (ISO/IEC) Directives 1, ISO/IEC Guide 21-1 Adoption of international standards as regional or national standards and WTO – TBT World Trade Organisation code of Good Practice (which is published as Annex 3 in the TBT Agreement)

The NSI Management Technical Committee responsible for the standard is NSI TC 2, Quality Management and Quality Assurance.

This ISO 10012:2003 NAMS 10012:2021 was published in October 2021.

**Measurement management systems —
Requirements for measurement
processes and measuring equipment**

*Systèmes de management de la mesure — Exigences pour les
processus et les équipements de mesure*



PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO 2003

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Licensed by NSI to NSI for internal use only
DOWNLOADED:24/06/2026
Single-user licence only, copying and networking prohibited.

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 General requirements	2
5 Management responsibility	3
5.1 Metrological function	3
5.2 Customer focus	3
5.3 Quality objectives	3
5.4 Management review	3
6 Resource management	4
6.1 Human resources	4
6.2 Information resources	4
6.3 Material resources	5
6.4 Outside suppliers	6
7 Metrological confirmation and realization of measurement processes	6
7.1 Metrological confirmation	6
7.2 Measurement process	9
7.3 Measurement uncertainty and traceability	11
8 Measurement management system analysis and improvement	12
8.1 General	12
8.2 Auditing and monitoring	12
8.3 Control of nonconformities	13
8.4 Improvement	15
Annex A (informative) Overview of the metrological confirmation process	17
Bibliography	19

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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10012 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

This first edition of ISO 10012 cancels and replaces ISO 10012-1:1992 and ISO 10012-2:1997, of which it constitutes a technical revision.