

**NAMS ISO 10015:2021**

First Edition 2021-09-30

**ISO 10015:2019**

Second Edition 2019-12

## **NAMIBIAN STANDARD**

# **Quality management – Guidelines for competence and management of people**

This Namibian standard is the identical implementation of ISO 10015:2019 and is adopted with the permission of the International Organization of Standardization

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# **NAMS ISO 10015:2021**

First Edition 2021-09-30

## **ISO 10015:2019**

Second Edition 2019-12

### **National foreword**

This Namibian Standard (NAMS) is identical to International Standard ISO 10015:2019 Quality management – Guidelines for competence and management of people, 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.

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## Quality management — Guidelines for competence management and people development

*Management de la qualité — Lignes directrices pour la gestion des  
compétences et le développement des personnes*



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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.

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 documents 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](http://www.iso.org/directives)).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

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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](http://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 Technical Committee ISO/TC 260, *Human resource management*.

This second edition cancels and replaces the first edition (ISO 10015:1999), which has been technically revised. The main changes compared with the previous edition are as follows:

- a) the document has been restructured for closer alignment with the ISO 9000 family;
- b) it has been updated to support an organization determining its competence needs at planned intervals;
- c) competence management has been further clarified.

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](http://www.iso.org/members.html).