

# ISO/IEC 17025:2017: Section 7.1 “Review of Requests, Tenders, and Contracts”



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# ISO/IEC 17025:2017: Section 7.1 “Review of Requests, Tenders, and Contracts”

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# Requests, Tenders & Contracts

Requests, tenders and contracts are three different activities. Initially, a **request** is received from the client for a scope of work. The lab, in response, makes a **tender** (proposal) to the client. The tender may include clarifications to the scope of work, scheduling information, monetary compensation, etc. A **contract** is the agreement between the client and the lab. This can be a purchase order from the client to the laboratory,



# Requests, Tenders & Contracts

The requirement regarding contract review in ISO/IEC 17025:2017 formalizes the process of interaction with the client. . The responsibility is on the laboratory to ensure that, the client receives a service which meets their needs. Moreover, the laboratory must be satisfied, before accepting the work, that it has the capability and resources to conduct it. In practice, any responsible laboratory will go through this process anyway, but ISO/IEC 17025:2017 requires it to be formalized and recorded;



# ISO/IEC 17025:2017: Section 7.1 “Review of Requests, Tenders, and Contracts”

**7.1.1** The laboratory **shall have a procedure** for the review of requests, tenders and contracts. The procedure **shall ensure** that:

- a) the requirements are adequately defined, documented and understood;

**NO GREY  
AREAS**



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**7.1.1** The laboratory **shall have a procedure** for the review of requests, tenders and contracts. The procedure **shall ensure** that:

**b)** the laboratory has the capability and resources to meet the requirements;

The screenshot shows a PDF document titled "L21-77 Precision Measurements FINAL DRAFT.pdf" in Adobe Acrobat Reader. The document contains a table with four columns: Measurement Range, Uncertainty, and Resources. The table is organized into rows for different measurement types: Torque Transducers, Torque, and Mass Flow, Liquids.

Torque Transducers <sup>FO</sup>	-1 inH <sub>2</sub> O to 1 inH <sub>2</sub> O	0.001 6 inH <sub>2</sub> O	QAI-P01 Additel ADT761-LLP QAI-P01 Class F Weights/Torque Arm NAVAIR 17-20MU-52
	-10 inH <sub>2</sub> O to 10 inH <sub>2</sub> O	0.012 inH <sub>2</sub> O	
	1 lbf·in to 100 lbf·in	0.011 % of reading + 0.000 58 lbf·in	
Torque <sup>FO</sup>	0.2 lbf·ft to 1 000 lbf·ft	0.011 % of reading + 0.005 8 lbf·ft	Mountz BMX20Z QAI-M04 Mountz BMX10i QAI-M04 Mountz BMX250i QAI-M04 Mountz BMX100F QAI-M04 Mountz BMX 250F QAI-M04
	2 ozf·in to 20 ozf·in	0.63 % of reading + 0.001 ozf·in	
	1 lbf·in to 10 lbf·in	0.63 % of reading + 0.001 lbf·in	
	25 lbf·in to 250 lbf·in	0.6 % of reading + 0.01 lbf·in	
	10 lbf·ft to 100 lbf·ft	0.63 % of reading + 0.005 8 lbf·ft	
Torque <sup>F</sup>	25 lbf·ft to 250 lbf·ft	0.7 % of reading + 0.01 lbf·ft	AKO TDS QAI-M04
	10 lbf·in to 100 lbf·in	0.12 % of reading + 0.02 lbf·in	
Mass Flow, Liquids <sup>FO</sup>	100 lbf·ft to 1 000 lbf·ft	0.12 % of reading + 0.2 lbf·ft	Rosemount D100 Flow Sensor
	0.3 kg/m to 1 000 kg/m	0.05 % of reading + 0.005 8 kg/m	



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**7.1.1** The laboratory **shall have a procedure** for the review of requests, tenders and contracts. The procedure **shall ensure** that:

c) where external providers are used, the requirements of 6.6 are applied and the laboratory advises the customer of the specific laboratory activities to be performed by the external provider and gains the customer's approval;



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## Notes in Regards to Subcontracting

- NOTE 1 It is recognized that externally provided laboratory activities can occur when:
  - — the laboratory has the resources and competence to perform the activities, however, for unforeseen reasons is unable to undertake these in part or full;
  - — the laboratory does not have the resources or competence to perform the activities.

*May not intend to subcontract however if circumstances arise, the requirements in Section 6.6 would apply.*





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**7.1.1** The laboratory **shall have a procedure** for the review of requests, tenders and contracts. The procedure **shall ensure** that:

d) the appropriate methods or procedures are selected and are capable of meeting the customers' requirements.

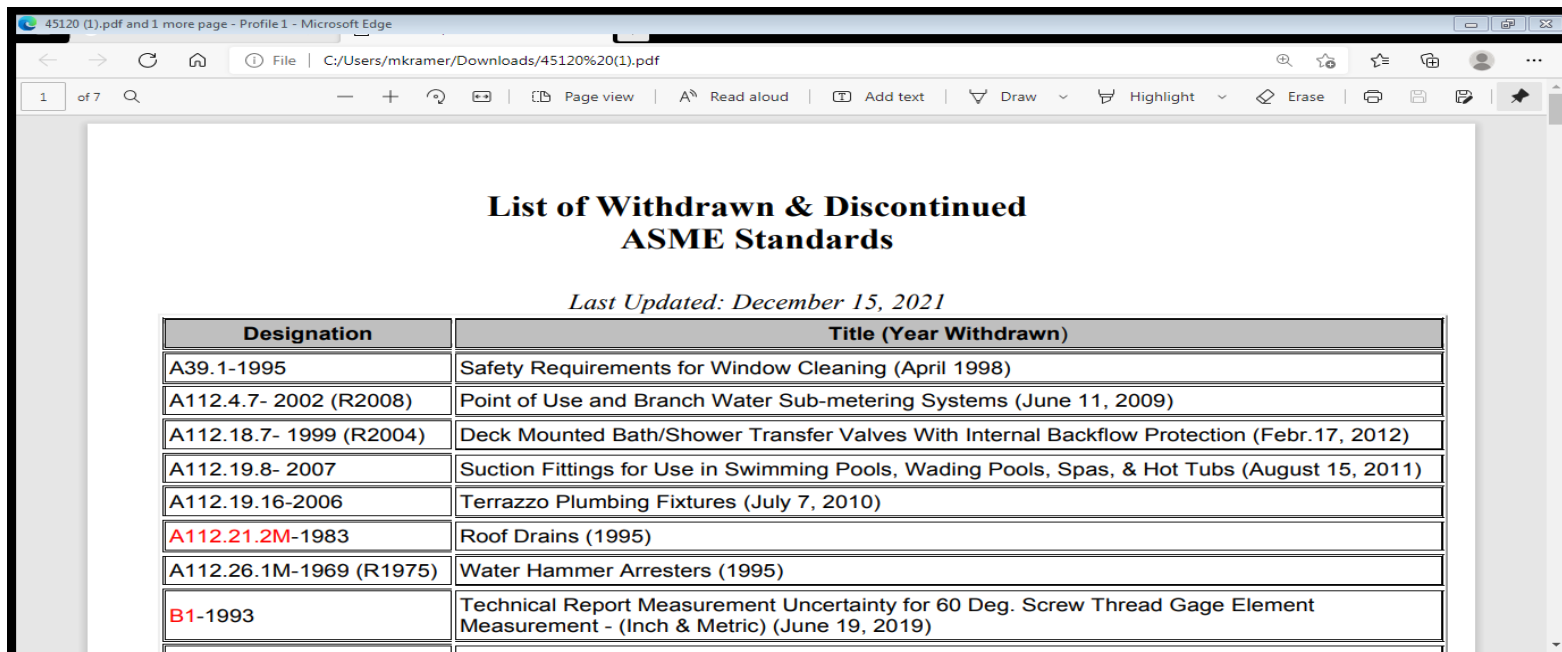


NOTE 2 For internal or routine customers, reviews of requests, tenders and contracts can be performed in a simplified way.



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**7.1.2** The laboratory shall inform the customer when the method requested by the customer is considered to be inappropriate or out of date.



The screenshot shows a PDF document titled "List of Withdrawn & Discontinued ASME Standards" with a subtitle "Last Updated: December 15, 2021". The document is displayed in a Microsoft Edge browser window. The table below lists the standards that have been withdrawn or discontinued.

Designation	Title (Year Withdrawn)
A39.1-1995	Safety Requirements for Window Cleaning (April 1998)
A112.4.7- 2002 (R2008)	Point of Use and Branch Water Sub-metering Systems (June 11, 2009)
A112.18.7- 1999 (R2004)	Deck Mounted Bath/Shower Transfer Valves With Internal Backflow Protection (Febr.17, 2012)
A112.19.8- 2007	Suction Fittings for Use in Swimming Pools, Wading Pools, Spas, & Hot Tubs (August 15, 2011)
A112.19.16-2006	Terrazzo Plumbing Fixtures (July 7, 2010)
<b>A112.21.2M-1983</b>	Roof Drains (1995)
A112.26.1M-1969 (R1975)	Water Hammer Arresters (1995)
<b>B1-1993</b>	Technical Report Measurement Uncertainty for 60 Deg. Screw Thread Gage Element Measurement - (Inch & Metric) (June 19, 2019)



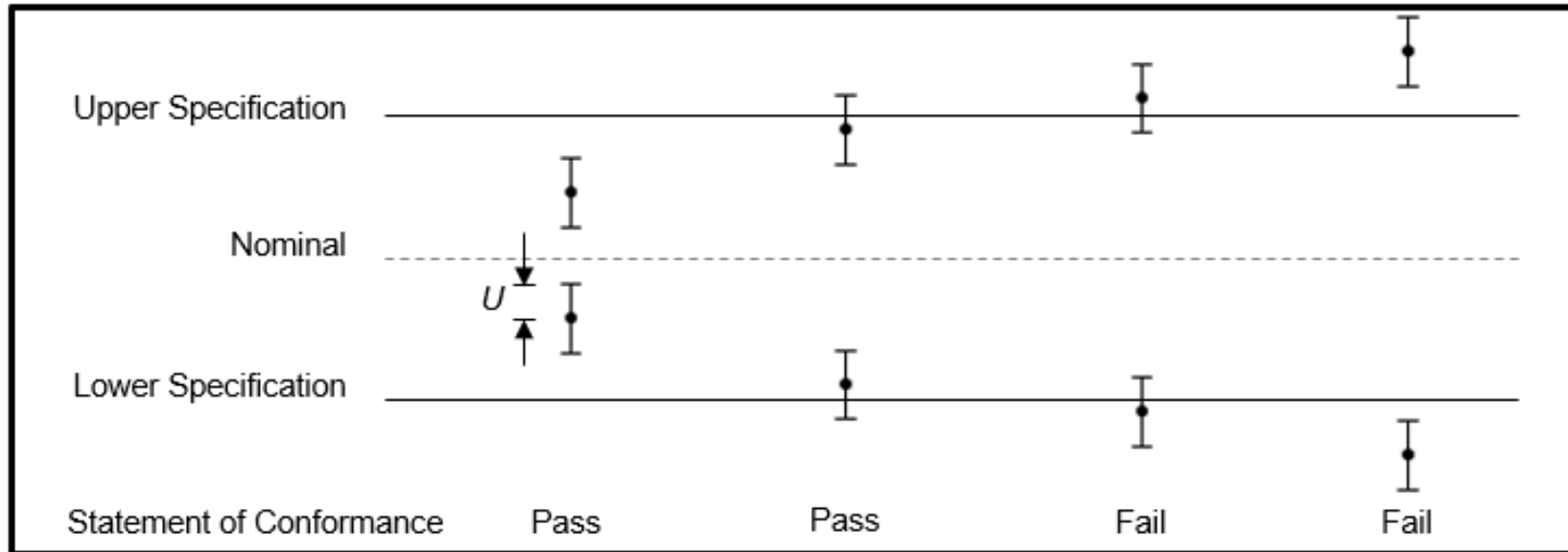
# ISO/IEC 17025:2017: Section 7.1 “Review of Requests, Tenders, and Contracts”

**7.1.3** When the customer requests a statement of conformity to a specification or standard for the test or calibration (e.g. pass/fail, in-tolerance/out-of-tolerance), the specification or standard and the decision rule shall be clearly defined. Unless inherent in the requested specification or standard, the decision rule selected shall be communicated to, **and agreed** with, the customer.

**Definition 3.7 decision rule-** a rule that describes how measurement uncertainty will be accounted for when stating conformity with a specified requirement.



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$U$  = 95% expanded measurement uncertainty

Accounting for the uncertainty will be taken to mean that at a 95% confidence level the measurement result plus and minus the expanded uncertainty ( $k=2$ ) shall be totally within the specification limits and the risk of false acceptances/rejection will not be greater than 2.5%



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**7.1.4** Any differences between the request or tender and the contract shall be resolved before laboratory activities commence. Each contract shall be acceptable both to the laboratory and the customer. Deviations requested by the customer shall not impact the integrity of the laboratory or the validity of the results.

**7.1.5** The customer shall be informed of any deviation from the contract.



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**7.1.6** If a contract is amended after work has commenced, the contract review shall be repeated and any amendments shall be communicated to all affected personnel.

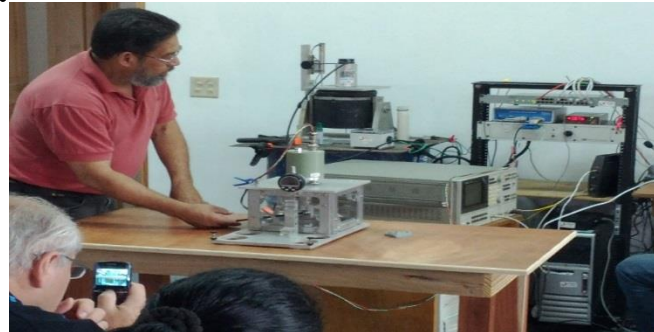


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**7.1.7** The laboratory shall cooperate with customers or their representatives in clarifying the customer's request and in monitoring the laboratory's performance in relation to the work performed.

NOTE Such cooperation can include:

- a) providing reasonable access to relevant areas of the laboratory to witness customer-specific laboratory activities;
- b) preparation, packaging, and dispatch of items needed by the customer for verification purposes.



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**7.1.8** Records of reviews, including any significant changes, shall be retained. Records shall also be retained of pertinent discussions with a customer relating to the customer's requirements or the results of the laboratory activities.





# Thank You



This time is allocated for questions. You should have a space provided for submitting questions.

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If a question is not answered, please submit directly to [webinar@pjlabs.com](mailto:webinar@pjlabs.com)



# Save the Date

Section 7.8 of ISO/IEC 17025:2017 “Reporting of Results”

**March 2022**

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	<b>31</b>			

**Thursday 31st Mar 2022**