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**Guidelines on the application of ISO  
9001:2008 in policing organizations**

*Lignes directrices relatives à l'application de l'ISO 9001:2008 dans les  
organismes de contrôle*

Sýnishorn



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# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
1.1 General.....	1
1.2 Application.....	2
<b>2 Normative references</b> .....	<b>2</b>
<b>3 Terms and definitions</b> .....	<b>2</b>
<b>4 Quality management system</b> .....	<b>4</b>
4.1 General requirements.....	4
4.2 Documentation requirements.....	6
<b>5 Management responsibility</b> .....	<b>10</b>
5.1 Management commitment.....	10
5.2 Customer focus.....	10
5.3 Quality policy.....	11
5.4 Planning.....	11
5.5 Responsibility, authority and communication.....	12
5.6 Management review.....	14
<b>6 Resource management</b> .....	<b>15</b>
6.1 Provision of resources.....	15
6.2 Human resources.....	15
6.3 Infrastructure.....	17
6.4 Work environment.....	18
<b>7 Product realization</b> .....	<b>19</b>
7.1 Planning of product realization.....	19
7.2 Customer-related processes.....	20
7.3 Design and development.....	22
7.4 Purchasing.....	26
7.5 Production and service provision.....	28
7.6 Control of monitoring and measurement equipment.....	31
<b>8 Measurement, analysis and improvement</b> .....	<b>32</b>
8.1 General.....	32
8.2 Monitoring and measurement.....	32
8.3 Control of nonconforming product.....	34
8.4 Analysis of data.....	35
8.5 Improvement.....	35
<b>Annex A (informative) Concept diagrams</b> .....	<b>38</b>
<b>Annex B (informative) Quality management system based on ISO 9001</b> .....	<b>40</b>
<b>Annex C (informative) Quality management system structure in policing organizations</b> .....	<b>42</b>
<b>Annex D (informative) Policing services</b> .....	<b>43</b>
<b>Annex E (informative) Amended SARA approach</b> .....	<b>44</b>
<b>Annex F (informative) Workshop contributors</b> .....	<b>45</b>
<b>Bibliography</b> .....	<b>48</b>

## 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)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

International Workshop Agreement IWA 12 was approved at a workshop held in Abu Dhabi, United Arab Emirates, in September 2013, which was hosted and organized by Abu Dhabi Police GHQ, in association with the Emirates Authority for Standardization and Metrology (ESMA).

## Introduction

### 0.1 General

The task of maintaining citizens' confidence in their policing organizations is of major importance in all societies, due to the vital role of these organizations in maintaining societal stability and in creating a healthy environment for development and investment.

The decision of a policing organization to adopt and implement a quality management system is a strategic choice, where quality is emphasized through the delivery of policing services. Consistent and harmonized services will be delivered to the society to support basic elements of development and investment, fulfilment of customer (citizen) needs and achieving strategies and desired objectives.

Irrespective of the differing needs of citizens around the world, it is essential that policing organizations demonstrate their ability to consistently satisfy the needs of their customers (citizens).

A quality management system can help to direct and control the activities, processes and resources of a policing organization, in order to satisfy its internal and external customers. A quality management system can provide the structure, resources and documentation needed by the policing organization, as well as the processes that the organization follows.

This International Workshop Agreement is based on guidelines developed by the Abu Dhabi police force. It is intended to clarify and explain the requirements of ISO 9001:2008 in the context of policing organizations, in order to establish a unified approach for the implementation of ISO 9001:2008 in policing organizations.

In this International Workshop Agreement, the text reproduced from ISO 9001:2008 is placed in boxes, in order to distinguish it from the sector specific guidance given for each clause.

#### ISO 9001:2008, Quality management systems — Requirements

##### Introduction

##### 0.1 General

The adoption of a quality management system should be a strategic decision of an organization. The design and implementation of an organization's quality management system is influenced by

- a) its organizational environment, changes in that environment, and the risks associated with that environment,
- b) its varying needs,
- c) its particular objectives,
- d) the products it provides,
- e) the processes it employs,
- f) its size and organizational structure.

It is not the intent of this International Standard to imply uniformity in the structure of quality management systems or uniformity of documentation.

The quality management system requirements specified in this International Standard are complementary to requirements for products. Information marked "NOTE" is for guidance in understanding or clarifying the associated requirement.

This International Standard can be used by internal and external parties, including certification bodies, to assess the organization's ability to meet customer, statutory and regulatory requirements applicable to the product, and the organization's own requirements.

The quality management principles stated in ISO 9000 and ISO 9004 have been taken into consideration during the development of this International Standard.

This International Workshop Agreement provides guidelines on the application of ISO 9001:2008 in policing organizations. These guidelines do not constitute additional requirements to ISO 9001:2008;