MANUAL

Inspection Management System Manual

The top level document of the inspection management system of [Company Name], demonstrating clause by clause how the organisation meets ISO/IEC 17020:2026 as a type A inspection body, and providing traceability between the requirements of the standard and the organisation's documented information.

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accessories such as slings, shackles and chains, and lifting attachments, determining whether each item remains safe for continued use and identifying defects that require repair or withdrawal. In pressure systems inspection it examines vessels, pipework and protective devices against the applicable scheme of examination. In structural inspection it examines steelwork, supports and installations. Across all of these the pattern of work is similar: an authorised inspector attends the item, applies a controlled method, records what is found, and the organisation issues a report or certificate that states the result and any action required. The organisation does not repair, modify or maintain the items it inspects, which is fundamental to its independence as a type A body.

The culture of the organisation is built around two ideas that run through this manual: that inspection conclusions must be reached on technical evidence and never bent to commercial convenience, and that the safety of the people who work near the inspected equipment depends on the organisation getting its judgements right. These ideas are reflected in the way personnel are recruited, trained and authorised, in the way impartiality risks are managed, and in the seriousness with which nonconformities, appeals and complaints are treated. Top management reinforces this culture through its own decisions and through the management review.

2.3 Manual Usage and Maintenance

This manual is maintained by the quality manager under the Control of Documented Information Procedure (QP-01). It is reviewed at least once every twelve months, and whenever a change in the organisation, its activities, or the standard requires it, and is updated by formal revision. Users access the current version through the management system register; superseded versions are withdrawn and retained as obsolete records. Proposals to change the manual are made on a document and data change request (QF-01-02).

2.4 Application, Exclusions and Relationship to Other Standards

This manual applies to the whole of the inspection body and to all of its inspection activities. No requirement of ISO/IEC 17020:2026 is excluded; the organisation considers every clause of clauses 4 to 8 to be applicable and addresses each in the correspondingly numbered section. Where the standard offers options, such as the management system options in clause 8, the option chosen is stated and the reason recorded. Where the organisation also holds or pursues certification to a management system standard such as ISO 9001, that certification is used to support the requirements of ISO/IEC 17020:2026 and never to displace them; in any case of apparent conflict the requirements of ISO/IEC 17020:2026 and of the accreditation body take precedence for inspection activities.

The manual is intended to be read alongside the supporting procedures rather than in isolation. It gives the reader the organisation's position on each requirement and points to the procedure, work

PROCEDURE

Impartiality, Independence and Managing Risks to Impartiality

How [Company Name] safeguards impartiality and maintains its type A independence, identifying, evaluating and treating risks to impartiality on a continuing basis, under ISO/IEC 17020:2026 clauses 4.1 and 5.1 and Annex A.

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QP-02	**[Revision]**	**[Date]**	**[Designation Here]**

Document Control

Document number	QP-02	Title	Impartiality, Independence and Managing Risks to Impartiality
Version	[Revision]	Date of issue	[Date]
Standard / clauses	ISO/IEC 17020:2026 Clauses 4.1, 5.1, Annex A	Classification	Controlled

Prepared by	Reviewed by	Approved by
ISO Consultant Panel Signature / Date: [Signature] [Date]	[Name] / [Designation Here] Signature / Date: [Signature] [Date]	[Name] / [Designation Here] Signature / Date: [Signature] [Date]

Revision History

Version	Date	Description of change	Author	Approved
1	[Date]	First issue.	ISO Consultant Panel	[Name]

Contents

SECTION 1

Purpose

This procedure defines how [Company Name] ensures that its inspection activities are undertaken impartially and that it maintains the independence required of a type A inspection body. It sets out how risks to impartiality are identified, evaluated and treated, how independence is protected at the point of business acceptance and assignment, and how the safeguarding of impartiality is reviewed. It gives effect to ISO/IEC 17020:2026 clauses 4.1 and 5.1 and Annex A.

Impartiality and independence are the foundations of the organisation's credibility. A single inspection carried out under a genuine conflict of interest, or a structural position that ties the organisation to the equipment it inspects, would undermine confidence in the whole body of its work. For that reason impartiality is managed as a continuing, evidence based process, and independence is protected absolutely, rather than being treated as a one time declaration.

SECTION 2

Scope

This procedure applies to the whole organisation and to every person who can influence an inspection, including inspectors, technical and management personnel, committee members, and any external resource acting on the organisation's behalf. It applies to risks to impartiality arising from the organisation's own activities, from its relationships, and from the relationships of its personnel, and to the independence conditions the organisation must meet as a type A body.

SECTION 3

References

This procedure implements ISO/IEC 17020:2026 clauses 4.1 and 5.1 and Annex A, and gives effect to the Impartiality and Independence Policy (POL-01). It uses the Impartiality Risk Assessment Workbook

SECTION

Annex A: Clause Coverage

This annex maps each ISO/IEC 17020:2026 requirement owned by this document to the section that satisfies it, providing traceability for assessment.

Clause	Requirement (paraphrased)	Satisfied in section
4.1	Inspection activities are undertaken impartially; risks to impartiality are identified, evaluated and treated on a continuing basis	6.1 to 6.7
4.1	Safeguarding of impartiality is monitored and independently reviewed	6.6
5.1	The inspection body meets the independence requirements of Annex A (type A)	6.2, Appendix A
Annex A	Type A independence conditions are met	Appendix A

This documentation toolkit was developed by the consultant panel of isofolder.

WORK INSTRUCTION

Thorough Examination of a Mobile Crane

Step by step method for the periodic thorough examination of a mobile crane, covering structure, ropes, hook, controls and safety devices, applied against the statutory examination scheme.

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WI-09-02	**[Revision]**	**[Date]**	**[Designation Here]**

FORM

Impartiality Risk Register

Associated procedure: QP-02 | [Company Name]

QF-02-01

Rev [Revision]

Issue date [Date]

1 REGISTER CONTROL

MAINTAINED BY	LAST REVIEWED	NEXT REVIEW

Risk scoring (embedded): Score = Likelihood x Severity

Likelihood		Severity		Score band
1 Rare		1 Negligible		1-4 Low
2 Unlikely		2 Minor		5-9 Medium
3 Possible		3 Moderate		10-14 High
4 Likely		4 Major		15-25 Critical
5 Almost certain		5 Severe		

2 IDENTIFIED THREATS TO IMPARTIALITY

Ref	Date	Threat / source	Type	L	S	Score	Band	Safeguard applied	Decision	By

Reviewed by	Independent review (mechanism)	Date

FORM

Impartiality Risk Register

Associated procedure: QP-02 | Meridian Inspection Services Ltd

QF-02-01

Rev [Revision]

Issue date [Date]

1 REGISTER CONTROL

MAINTAINED BY	LAST REVIEWED	NEXT REVIEW
Impartiality lead	14 April 2026	April 2027

Risk scoring (embedded): Score = Likelihood x Severity

Likelihood		Severity		Score band
1 Rare		1 Negligible		1-4 Low
2 Unlikely		2 Minor		5-9 Medium
3 Possible		3 Moderate		10-14 High
4 Likely		4 Major		15-25 Critical
5 Almost certain		5 Severe		

2 IDENTIFIED THREATS TO IMPARTIALITY

Ref	Date	Threat / source	Type	L	S	Score	Band	Safeguard applied	Decision	By
IMP-014	09 Apr 2026	Assigned inspector employed by crane owner within 2 years	Familiarity	3	3	9	Medium	Reassigned to unconnected inspector	Proceed	J.L.
IMP-015	14 Apr 2026	Single client is a large share of income	Self interest	2	4	8	Medium	Monitor concentration; report to review	Proceed	J.L.

Reviewed by	Independent review (mechanism)	Date