

Frequently Asked Questions –
For the conversion from ISO 10002:2014 to ISO 10002:2018

- Q. What is the publication date of ISO 10002:2018?
A. The publication date of ISO 10002:2018 is 16 July 2018.
- Q. What will happen to ISO 10002:2014 after the release of ISO 10002:2018?
A. ISO 10002:2014 will be considered as invalid beginning 16 July 2021.
- Q. Is there any transition period for converting to ISO 10002:2018?
A. There is a three-year period for the organisations certified to ISO 10002:2014 to convert to ISO 10002:2018 with the deadline being no later than 15 July 2021. During the conversion period, organisations can select to have the conversion audits in conjunction with scheduled ISO 10002:2014 audits (SV or REA) or a special audit. Initial certification audit with respect to ISO 10002:2018 will be required after the expiry of ISO 10002:2014 certificate.
- Q. At what time will the Conversion Audit be scheduled?
A. The conversion audit will be arranged during your routine ISO 10002:2014 surveillance or renewal audits upon request and which will become conversion audits automatically after 1 September 2019.
- Q. What preparation is needed of the organisations for the Conversion audit?
A. The organisations shall update their relevant system documents, inform the relevant employees of the update and implement the changes.
- Q. Will nonconformity (ies) be raised against the requirements in ISO 10002:2014 or ISO 10002:2018 during the conversion audit?
A. During the conversion audit, auditors will raise nonconformities if it is found that either the requirements of ISO 10002:2014 or requirements of ISO 10002:2018 are not fulfilled. And our normal nonconformities and corrective action plans handling processes will be followed.
- Q. What are the criteria for granting ISO 10002:2018 certificate?
A. The decision to issue certification to ISO 10002:2018 will be made once actions in respect of all outstanding major non-conformities have been reviewed, accepted and verified.