

NIST Quality Manual for Measurement Services

NIST-QM-I



Version	Version issue date	Author	Approval	Pages	Filename
9	10 November 2015	SSB	WEM	1 of 42	NIST-QM-I-V9-Uncontrolled.docx
Uncontrolled Copy					

1. Introduction

1.1 Institutional Commitment to Quality

The provision of measurement services, which include *calibration, certified reference material, and Standard Reference Data* related services, is an essential element of the work carried out by the National Institute of Standards and Technology (NIST) in fulfillment of its mission. In the conduct of this vital work, as in all its efforts, NIST is committed to performance excellence characteristic of a global leader in measurements and standards. Our goal is to provide measurement services that meet the needs of our customers and, through continuous improvement, to seek to anticipate their needs, exceed their expectations, and deliver outstanding value to the Nation.

Achievement of this goal has been a hallmark of NIST (known as the National Bureau of Standards prior to 1988) for over a century. It has always resulted from, and continues to rely on, the excellence and commitment of NIST staff at every level of the Institute. The NIST Quality Management System (NIST QMS) comprises policies and procedures that NIST follows in the pursuit of performance excellence. They are documented in this NIST Quality Manual (NIST QM). All staff members whose activities affect the quality of our *measurement services* are to be familiar with the NIST QMS described herein, and to implement it in their work. NIST commits that its QMS be, to the extent allowed by statute and regulation, in conformity with the international standard ISO/IEC 17025 and the relevant requirements of ISO Guide 34 and ISO/TS 8000 as they apply to the related measurement services that NIST delivers.

Signed:

Date: 11/13/15

Dr. Willie May,
Under Secretary of Commerce for Standards and Technology & Director,
National Institute of Standards and Technology

1.2 Scope

The quality management system described in this manual covers *measurement services (calibration, reference material, and Standard Reference Data)* provided to customers both internal and external to NIST. In general, the scope of the NIST quality management system for *measurement services* encompasses all services listed on the *NIST Calibrations website, NIST Standard Reference Materials website, and the NIST Standard Reference Data website*. In particular, specific services covered by the NIST QMS are those that are declared in conformity by the *NIST Quality Manager*. For the purposes of this document, the term "reference material" refers to the entire category of NIST artifact-based services such as *Standard Reference Materials® (SRMs®), Reference Materials (RMs), NIST Traceable Reference Materials (NTRMs)*, etc. See *Definitions, Section 3* of this document for a listing of terms shown in bold italics and their respective official NIST designations.

By implication, the scope of this quality management system includes *NIST's Calibration and Measurement Capabilities (CMCs)* listed in Appendix C of the *Comité International des Poids et Mesures Mutual Recognition Arrangement (CIPM MRA)* [Calibration and Measurement Capabilities - CMCs].

Version	Version issue date	Author	Approval	Pages	Filename
9	10 November 2015	SSB	WEM	4 of 42	NIST-QM-I-V9-Uncontrolled.docx
Uncontrolled Copy					

Measurement Quality

NIST P 5400.00
Effective Date: 11/20/2012

PURPOSE

The purpose of this policy is to maintain and ensure the quality of NIST's measurement services.

SCOPE

This policy applies to all NIST employees involved in the provision of NIST measurement services (calibrations and reference materials) provided to customers both internal and external to NIST.

LEGAL AUTHORITIES AND REFERENCES

- [15 U.S.C. 272](#)(b) and (c).
- Section 504 of the Foreign Relations Authorization Act 1979, codified at [22 U.S.C. 2656d](#)(a).
- *Mutual recognition of national measurement standards and of calibration and measurement certificates issued by national metrology institutes.* [CIPM MRA](#), 14 October 1999. Technical Supplement revised in October 2003 (pages 38-41).
- *NIST Quality Manual for Measurement Services*, [NIST QM-1](#).
- *Department Organizational Order (DOO) 30-2A [contains NIST's statutory and delegated authorities and functions].*
- [DOO 30-2B \[prescribes the organization and assignment of functions within NIST\].](#)

POLICY

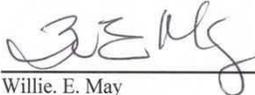
NIST will provide measurement services (including *calibrations* and *certified reference materials*) and measurement results (including those produced in the context of *key comparisons* and other interlaboratory studies) that meet the needs of its customers, satisfy NIST's mission, and fulfill its responsibilities as a global leader in measurements and standards;

NIST will maintain and document the quality of NIST measurement services and of NIST measurement results by means of a quality management system described in the NIST Quality Manual;

NIST will rely on the commitment of all NIST employees whose activities affect the quality of our measurements services to implement the NIST quality management system in their work; and

To the extent permitted by law, NIST maintains a quality management system that conforms with the international standard ISO/IEC 17025 and the relevant requirements of ISO Guide 34 as they apply to the *Standard Reference Materials® (SRMs®)* and related services that NIST delivers.

The Associate Director for Laboratory Programs is responsible for ensuring that requirements, processes, and procedures are developed, implemented, and maintained that guarantee the quality of all NIST measurement services and results, and the NIST Quality Manager is responsible for the implementation, administration, and fulfillment of the reporting requirements for the NIST Quality System.


Willie E. May
Director

7/24/15
Date

