



Technical Specification

ISO/IEC TS 17035

Conformity assessment — Guidelines for validation and verification programmes

*Évaluation de la conformité — Lignes directrices pour les
programmes de validation et de vérification*

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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 document 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 or www.iec.ch/members_experts/refdocs).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by the ISO Committee on Conformity Assessment (CASCO).

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

This document is aligned with ISO/IEC 17029 which provides principles and requirements for bodies providing validation/verification services. ISO/IEC 17029 is a generic standard that can apply to validation/verification bodies in any economic sector or industry. It is distinct from other standards for conformity assessment bodies in that it requires the object of conformity to be a claim, and for this to be validated and/or verified in accordance with a validation or verification programme. Validation/verification bodies operating in accordance with ISO/IEC 17029 can provide services as first-, second- or third-party activities.

This document is also aligned with sector-specific applications of ISO/IEC 17029, such as ISO 14065 which references the requirements of ISO/IEC 17029 and includes specific requirements related to bodies that validate or verify environmental information.

To validate or verify a claim, validation/verification bodies must often review large amounts of data and information, including aspects such as the suitability of the boundaries of the claim; the way data has been defined, collected and recorded; how quantification and calculation methods that support the claim have been undertaken; and provision of a professional judgement on matters that are material or significant to the claim.

The issuance of a validation or verification statement will normally be a one-off attestation based on the information available at that point in time. Validation/verification statements normally do not have a period of validity associated with them. Each subsequent validation/verification is a new separate conformity assessment and is not considered to be a surveillance activity that supports an original or previous validation/verification statement.

The result of validation or verification activities will frequently be a validation or verification statement. These statements normally provide an opinion from the validation or verification body on the plausibility of a claim that is made about the future based on projected data (validation), or the truthfulness of the claim based on historical data (verification). The results from a validation and verification programme can sometimes be combined to support a claim (e.g. a mixed engagement or in the management of similar or related programmes). Validation/verification bodies can also be asked to undertake a validation/verification process and issue a report of their findings, but without any formal statement or opinion on the plausibility or truthfulness of the claim being made.

NOTE This is often referred to undertaking validation or verification activities on the basis of Agreed Upon Procedures (AUP).

Within ISO/IEC 17029, there is a requirement for validation/verification bodies to operate within the context of at least one validation or verification programme. Within ISO/IEC 17029 requirements, there are many references to validation/verification programmes, and it is expected that validation/verification programmes give direction to the validation/verification body. The importance of appropriate validation/verification programmes when undertaking validation/verification activities in accordance with ISO/IEC 17029 is critical to the correct operation of this type of conformity assessment.

ISO/IEC 17029:2019, Annex A also provides a comprehensive informative list of elements to be considered in the development and operation of validation/verification programmes. The content of ISO/IEC 17029:2019, Annex A has been included and amplified in this document.

To assist in the development, operation and recognition of validation/verification programmes suitable for use with ISO/IEC 17029, this document covers the following:

- a) an overview of validation/verification programmes in the context of ISO/IEC 17029;
- b) development of validation/verification programmes;
- c) recognition of validation/verification programmes.

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Conformity assessment — Guidelines for validation and verification programmes

1 Scope

This document provides guidance to validation/verification programme owners, validation/verification bodies and interested parties on the development, content and operation of validation/verification programmes.

When implemented by validation/verification bodies, this document is intended to be used in conjunction with ISO/IEC 17029 and sector-specific applications of ISO/IEC 17029.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

claim

information declared by the client

Note 1 to entry: The claim is the object of conformity assessment by *validation* (3.2)/*verification* (3.3).

Note 2 to entry: The claim can represent a situation at a point in time or could cover a period of time.

Note 3 to entry: The claim should be clearly identifiable and capable of consistent evaluation or measurement against specified requirements by a *validation body* (3.4)/*verification body* (3.5).

Note 4 to entry: The claim can be provided in the form of a report, a statement, a declaration, a project plan, or consolidated data.

[SOURCE: ISO/IEC 17029:2019, 3.1]

3.2

validation

confirmation of a *claim* (3.1), through the provision of objective evidence, that the requirements for a specific intended future use or application have been fulfilled

Note 1 to entry: Objective evidence can come from real or simulated sources.

Note 2 to entry: Validation is considered to be a process to evaluate the reasonableness of the assumptions, limitations, and methods that support a claim about the outcome of future activities.

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Note 3 to entry: Validation is applied to claims regarding an intended future use based on projected information (confirmation of plausibility).

Note 4 to entry: In this document, the expression “validation/verification” means either validation or *verification* (3.3), or both.

[SOURCE: ISO/IEC 17029:2019, 3.2, modified – The original Note 4 to entry has been deleted and a new Note 4 to entry has been added.]

3.3

verification

confirmation of a *claim* (3.1), through the provision of objective evidence, that specified requirements have been fulfilled

Note 1 to entry: Verification is considered to be a process for evaluating a claim based on historical data and information to determine whether the claim is materially correct and conforms with specified requirements.

Note 2 to entry: Verification is applied to claims regarding events that have already occurred or results that have already been obtained (confirmation of truthfulness).

Note 3 to entry: In this document, the expression “validation/verification” means either *validation* (3.2) or verification, or both.

[SOURCE: ISO/IEC 17029:2019, 3.3, modified – The original Note 3 to entry has been deleted and a new Note 3 to entry has been added.]

3.4

validation body

body that performs *validation* (3.2)

Note 1 to entry: A validation body can be an organization, or part of an organization.

Note 2 to entry: In this document, the expression “validation/verification body” means either validation body or *verification body* (3.5), or both.

[SOURCE: ISO/IEC 17029:2019, 3.4, modified – Note 2 to entry has been added.]

3.5

verification body

body that performs *verification* (3.3).

Note 1 to entry: A verification body can be an organization, or part of an organization.

Note 2 to entry: In this document, the expression “validation/verification body” means either *validation body* (3.4) or verification body, or both.

[SOURCE: ISO/IEC 17029:2019, 3.5, modified – Note 2 to entry has been added.]

3.6

validation statement

declaration by the *validation body* (3.4) of the outcome of the *validation* (3.2) process

Note 1 to entry: Validation statements can be referred to using specific programme terminology, such as “decisions”, “opinions” or “reports”.

Note 2 to entry: The validation statement reflects only the situation at the point in time it is issued.

Note 3 to entry: The validation statement can be confirming or not confirming the *claim* (3.1), with or without comments, according to the programme requirements.

Note 4 to entry: In this document, the expression “validation/verification statement” means either validation statement or *verification statement* (3.7), or both.

[SOURCE: ISO/IEC 17029:2019, 3.6, modified – Note 4 to entry has been added.]

3.7

verification statement

declaration by the *verification body* (3.5) of the outcome of the *verification* (3.3) process

Note 1 to entry: Verification statements can be referred to using specific programme terminology, such as “decisions”, “opinions” or “reports”.

Note 2 to entry: The verification statement reflects only the situation at the point in time it is issued.

Note 3 to entry: The verification statement can be confirming or not confirming the *claim* (3.1), with or without comments, according to the programme requirements.

Note 4 to entry: In this document, the expression “validation/verification statement” means either *validation statement* (3.6) or *verification statement*, or both.

[SOURCE: ISO/IEC 17029:2019, 3.7, modified – Note 4 to entry has been added.]

3.8

validation programme

rules, procedures and management for carrying out *validation* (3.2) activities in a specific sector

Note 1 to entry: Validation programmes can be operated at international, regional, national, sub-national or sector-specific level.

Note 2 to entry: A programme can also be called a “scheme”.

Note 3 to entry: A set of standards able to cover all the requirements of ISO/IEC 17029 can serve as a programme.

Note 4 to entry: In this document, the expression “validation/verification programme” means either *validation programme* or *verification programme* (3.9), or both.

[SOURCE: ISO/IEC 17029:2019, 3.8, modified – Note 4 to entry has been added.]

3.9

verification programme

rules, procedures and management for carrying out *verification* (3.3) activities in a specific sector

Note 1 to entry: Verification programmes can be operated at international, regional, national, sub-national or sector-specific level.

Note 2 to entry: A programme can also be called a “scheme”.

Note 3 to entry: A set of standards able to cover all the requirements of ISO/IEC 17029 can serve as a programme.

Note 4 to entry: In this document, the expression “validation/verification programme” means either *validation programme* (3.8) or *verification programme*, or both.

[SOURCE: ISO/IEC 17029:2019, 3.9, modified – Note 4 to entry has been added.]

3.10

programme owner

person or organization responsible for developing and maintaining a specific *validation programme* (3.8) or *verification programme* (3.9)

Note 1 to entry: The programme owner can be the *validation body* (3.4)/*verification body* (3.5) itself, a governmental authority, a trade association, a group of validation bodies/verification bodies, an external programme owner or others.

[SOURCE: ISO/IEC 17029:2019, 3.10]

3.11

normative document

document that provides rules, guidelines or characteristics for activities or their results

Note 1 to entry: The term “normative document” is a generic term that covers such documents as standards, technical specifications, codes of practice and regulations.

Note 2 to entry: A “document” is to be understood as any medium with information recorded on or in it.

Note 3 to entry: The terms for different kinds of normative documents are defined considering the document and its content as a single entity.

[SOURCE: ISO/IEC Guide 2:2004, 3.1]

4 Validation/Verification programmes

4.1 General

4.1.1 In accordance with ISO/IEC 17029, validation/verification are always undertaken within the context of a validation/verification programme, in which case the operated validation/verification programme cannot exclude any of the requirements specified by ISO/IEC 17029. This document can be used by programmes that use another document for validation/verification bodies, in which case the programme should not exclude or contradict the requirements in that document.

4.1.2 Programmes can be legal frameworks, a set of international, regional or national standards, global initiatives and sector applications, as well as individual agreements with clients of the validation/verification body.

4.1.3 Conformity assessment schemes in general comprise the full set of rules and procedures:

- describing the object of conformity assessment (claim),
- identifying the specified requirements applicable to the claim, and
- providing the methodology for performing conformity assessment (validation/verification).

NOTE The specified requirements to be identified apply to the object (i.e. relate to describing the claim). The methodology relates to the way conformity assessment is performed (i.e. how, when, by whom), e.g. providing specific methods and procedures for certain activities or rules for validation/verification bodies.

4.1.4 ISO/IEC 17029:2019, 3.11 defines the scope of validation/verification as the identification of the claim as being the object of conformity assessment and the identification of the applicable specified requirements.

4.1.5 ISO/IEC 17029:2019, Clause 8 lists the following elements as content of programmes:

- a) scope of validation/verification;
- b) specific competence criteria for the validation/verification team and body;
- c) process for validation/verification;
- d) evidence gathering activities of validation/verification ;
- e) reporting of validation/verification.

NOTE ISO/IEC 17029:2019, Annex A also provides additional elements.

4.1.6 The content of the programme (see [4.2](#)) is specified by the programme owner (see [4.3](#)).

4.1.7 Where validation/verification is performed as conformity assessment, i.e. including a decision on whether or not to confirm the claim, the result or deliverable of the outcome of this process is a validation/verification statement (see ISO/IEC 17029:2019, 9.7).

Where validation/verification is performed as an activity contributing to the selection, determination, and review functions of the validation/verification process (see ISO/IEC 17029:2019, Annex B), other deliverables than a validation/verification statement result from this activity.

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In principle, a validation/verification programme can specify deliverables resulting from activities contributing to each of the functions. For example,

- a “validation/verification plan” as a result of selection activities (see ISO/IEC 17029:2019, 9.2 and 9.4);
- an “evidence report” as a result of the selection and determination activities (see ISO/IEC 17029:2019, 9.2, 9.4 and 9.5);
- a “findings report” as a result of the review of the gathered evidence (see ISO/IEC 17029:2019, 9.6);
- a “report of actual findings”, i.e. the outcome of agreed upon procedures (AUP).

4.1.8 The deliverables associated with validation/verification programmes can be used as inputs to other conformity assessment activities.

EXAMPLE A validation/verification statement can be used as an input into an evaluation activity of a product certification body that fulfils ISO/IEC 17065.

Similarly, validation/verification programmes can specify that the results of other conformity assessment activities (such as auditing, inspection, testing or certification) can be used as inputs into the validation/verification process.

4.2 Programme content

4.2.1 Scope of validation/verification

4.2.1.1 The programme describes the claim to be the object of validation/verification, e.g. specifying types of claims and boundaries.

4.2.1.2 The programme contains or references specified requirements to be fulfilled by the claim in order to be confirmed.

4.2.1.3 The programme can allow for specific levels of assurance provided with the outcome of validation/verification, e.g. reasonable, limited (see ISO/IEC 17029:2019, 9.2.2).

4.2.2 Competence, impartiality and operation of validation/verification bodies

4.2.2.1 The programme should describe means of monitoring to identify and to mitigate threats to impartiality, e.g. consulting with the committee of the interested parties (see ISO/IEC 17029:2019, 5.3.3).

4.2.2.2 The programme can allow and set rules for providing both validation and verification to the same client or in the context of the same project (see ISO/IEC 17029:2019, 5.3.8).

4.2.2.3 The programme can require or recommend specific arrangements to cover liability (see ISO/IEC 17029:2019, 5.4).

4.2.2.4 The programme can specify requirements for resources, i.e. personnel, facilities, equipment, systems and support services (see ISO/IEC 17029:2019, 7.1).

4.2.2.5 The programme can specify a period for personnel who have provided consultancy before performing validation/verification activities (see ISO/IEC 17029:2019, 7.2.5).

4.2.2.6 The programme can require or recommend specific confidentiality requirements (see ISO/IEC 17029:2019, 7.2.6).

4.2.2.7 The programme can specify the training requirements of personnel, including requirements for their monitoring (see ISO/IEC 17029:2019, 7.3.2).

4.2.2.8 The programme can set rules for outsourcing, including prohibitions on outsourcing (see ISO/IEC 17029:2019, 7.4).

4.2.2.9 The programme can specify requirements for persons carrying out the review, e.g. not being involved in planning (see ISO/IEC 17029:2019, 9.6.2).

4.2.2.10 The programme can specify the requirements for persons making the decision on whether or not to confirm the claim and issuing the validation/verification statement, e.g. not being involved in planning (see ISO/IEC 17029:2019, 9.7.1.2).

4.2.3 Steps for the validation/verification process

4.2.3.1 The programme contains rules and procedures for carrying out validation/verification, e.g. specific requirements for the pre-engagement (see [4.2.3.2](#)), engagement (see [4.2.3.3](#)), planning, execution (see [4.2.4](#)), review and decision (see [4.2.3.5](#) and [4.2.4.2](#)).

4.2.3.2 Pre-engagement activities specified by the programme can include information to be submitted by the client for pre-engagement review, time frames and any applicable fees (see ISO/IEC 17029:2019, 9.2).

4.2.3.3 Specification of the engagement agreement between the client and the validation/verification body by the programme can include identification of the programme requirements to be covered by agreement [see ISO/IEC 17029:2019, 9.3.1 and 9.3.3 bullet b)].

4.2.3.4 Planning and preparation activities specified by the programme can include specific terms, e.g. evidence-gathering plan, sampling plan, validation/verification plan, and criteria, e.g. for materiality, assurance levels (see ISO/IEC 17029:2019, 9.4.1).

4.2.3.5 The programme can specify the applicable materiality and criteria for significance of evidence (see ISO/IEC 17029:2019, 3.1.6 and 9.2.2).

4.2.3.6 The programme should provide objectives for a risk-based approach to validation/verification activities including, among others, threats to impartiality (see ISO/IEC 17029:2019, 4.3.7).

4.2.3.7 The programme should set rules for any acceptance of inputs generated prior to engagement or provided by the client or other external parties (see ISO/IEC 17029:2019, 9.3.4).

4.2.3.8 The programme should specify the handling of facts discovered after the issue of the validation/verification statement (see ISO/IEC 17029:2019, 9.8).

4.2.3.9 The programme should specify the handling of complaints and appeals and who is responsible for undertaking these processes (see ISO/IEC 17029:2019, 9.9 and 9.10). Appeals against the decision of the validation/verification body and complaints about the validation/verification body should be addressed to the validation/verification body in the first instance. Appeals and complaints that have not been, or cannot be, resolved by the validation/verification body can be addressed to the programme owner.

4.2.4 Evidence gathering activities

4.2.4.1 The programme contains rules and procedures for carrying out validation/verification, including the evidence gathering activities (see ISO/IEC 17029:2019, 9.5.4).

4.2.4.2 The requirements for review and decision specified by the programme can include criteria for suitability, adequacy and effectiveness of the planning and evidence gathering (see ISO/IEC 17029:2019, 9.6.3).

4.2.5 Reporting

4.2.5.1 The programme can provide specific requirements for reporting, issue of the validation/verification statement, and records (see ISO/IEC 17029:2019, 9.5.5, 9.7.2 and 9.11).

4.2.5.2 The programme can set a sector specific terminology for validation/verification statements (e.g. opinion, report, letter) and specify additional information to be included.

4.2.5.3 The programme can allow for the issue of not-confirming statements (e.g. not confirming due to lack of data) as well as specify eligible comments on statements (see ISO/IEC 17029:2019, 9.7.1.3).

4.2.5.4 The content of the validation/verification statement specified by the programme can include interpretation of the validation/verification outcome and consequences, e.g. with respect to future developments, product or process certification [see ISO/IEC 17029:2019, 9.7.2 bullets h), i), k)].

4.2.5.5 The rules and procedures for managing validation/verification specified by the programme can include rules for records to be maintained, managed and retained, e.g. findings and information on material or non-material misstatements (see ISO/IEC 17029:2019, 9.11).

4.2.5.6 The programme can specify which information is to be made available upon request, e.g. the status of a given validation/verification statement (see ISO/IEC 17029:2019, 10.2).

4.2.5.7 The programme can set rules for reference to validation/verification, including use of marks (see ISO/IEC 17029:2019, 10.3).

NOTE Guidance on marks is given in [Annex A](#).

4.3 Programme development

4.3.1 Programmes should be consistent with the principles of validation/verification, including, but not limited to:

- a) consideration of interested parties (i.e. clients, programme owners, users of validated/verified claims, regulatory authorities);
- b) allowing for collection of sufficient and adequate evidence as the basis for an objective conclusion on confirming a claim in the validation/verification process;
- c) allowing for truthful and accurate reflection of the activities, findings, conclusions, statements, obstacles and diverging views;
- d) implementing a risk-based approach to validation/verification activities including, among others, risks to miss suitable, adequate and effective evidence, risks to reliable decision making, risks to impartiality.

NOTE See ISO/IEC 17029:2019, Clause 4 for a list of principles.

4.3.2 In developing a programme, the programme owner should have a clear understanding of the objectives of the programme, the assumptions that underlie the need for a programme and the recognition of the programme (e.g. in the market or by regulatory authorities). To assist in this, the programme owner should identify interested parties and seek their opinions and participation in the development.

4.3.3 Before developing the specific content of the programme, fundamental principles should be agreed among the interested parties. Such principles can include:

- a) confirmation of the ownership;
- b) confirmation of the governance and decision-making mechanisms that can potentially provide for direct involvement of interested parties;
- c) confirmation of the underlying business and funding model, and providing an outline for monitoring and periodic review of the programme;
- d) the need for legally enforceable agreements, e.g.
 - 1) between the programme owner and the validation/verification body;
 - 2) between the programme owner and clients;
 - 3) between the validation/verification body and clients;
- e) the content of such legally enforceable agreements, including definition of the rights, responsibilities and liabilities of the various parties.

4.3.4 The programme owner should specify the actions and responsibilities for situations where validation/verification within the context of the programme is being used fraudulently or in a misleading manner.

4.4 Programme maintenance, review and improvement

4.4.1 The programme owner should monitor the development of normative documents (e.g. standards) which define the specified requirements used in the programme. Where changes in these documents occur, the programme owner should have a process for making the necessary changes to the programme and for managing the implementation of the changes (e.g. transition period) by the validation/verification bodies, clients and, where necessary, other interested parties.

4.4.2 The programme owner should define a process for reviewing the operation of the programme on a periodic basis in order to confirm its ongoing applicability and to identify aspects requiring improvement, taking into account feedback from interested parties. The review should include provisions for ensuring that the programme requirements are being applied in a consistent manner.

4.4.3 The programme owner should define a process for managing the implementation of other changes to the rules, procedures and management of the programme.

4.4.4 The programme owner should create, control and maintain adequate information for the operation, maintenance and improvement of the programme to ensure transparency, understanding and acceptance. The information should specify the rules and the operating procedures of the programme, and in particular the responsibilities for governance of the programme.

4.4.5 The programme owner can provide explanations of the requirements, which should be clearly formulated by competent people and made available to all interested parties.

4.4.6 The programme owner should specify the content, conditions and responsibility for publication of any directory of validated/verified claims by the programme owner or by the validation/verification body.

NOTE [Annex B](#) provides guidance on recognition of validation/verification programme. [Annex C](#) provides example questions that can be used by organizations to recognize validation/verification programme.

5 Programme owner

5.1 The programme owners can be the validation/verification bodies themselves, governmental authorities, trade associations, groups of validation/verification bodies, or others.

5.2 The programme owner should:

- a) be a legal entity;
- b) be able to take on full responsibility for the objectives, the content and the integrity of the programme;
- c) manage the programme and provide guidance when required;
- d) set up a structure for the operation and management of the programme;
- e) document the content of the programme;
- f) ensure that the programme is developed and maintained by persons competent on the subject matter and on conformity assessment aspects;
- g) make arrangements to protect the confidentiality of information provided by the parties involved in the programme;
- h) evaluate and manage the risks and liabilities arising from its activities;
- i) have adequate arrangements (e.g. insurance or reserves) to cover liabilities arising from its activities, e.g. appropriate for the range of activities undertaken and in the geographic regions in which the programme operates;
- j) have the financial means and resources required for it to fulfil its role in the operation of the programme;
- k) understand the assumptions, influences and consequences involved in establishing, operating and maintaining a programme on an ongoing basis.

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Annex A (informative)

Clarification of logo/symbol/mark

A.1 General

A.1.1 Marks of conformity can be issued for validated/verified claims where the validation/verification has been performed as a first-, second- or third-party activity.

A.1.2 Third-party marks of conformity are defined as protected marks issued by a body performing third-party conformity assessment, indicating that an object of conformity assessment fulfils the applicable specified requirements. A protected mark is a mark legally protected against unauthorized use.

A.1.3 Marks are understood as indications, e.g. an illustration of demonstrated compliance or a code for specified characteristics, while logos are understood as emblems (e.g. a sign of a conformity assessment body or trademark of a company) and symbols are understood as allegories (e.g. representation of recognition or depiction of an applicable programme).

A.1.4 Marks of conformity can include logos, symbols, or a combination thereof.

A.1.5 Marks of conformity as a graphic representation of demonstrated conformity can be a combination of multiple marks (e.g. indications of compliance with several sets of specifications, codes for individually fulfilled specifications).

A.1.6 Marks of conformity in this sense are not understood as markings that provide indication of a designation, a code, or a classification only. Furthermore, marks are not understood as graphic representations (e.g. of conformity assessment systems or schemes) or logos (e.g. of an association of accreditation bodies or an association of conformity assessment bodies).

A.2 Rules for issuing and using marks

A.2.1 ISO/IEC 17029:2019, 10.3.1 specifies rules on reference to validation/verification and use of marks.

A.2.2 Use of marks of conformity, while permitted in validation/verification, should be carefully considered. Improper use of a mark, or use of a mark that conveys incorrect information can mislead intended users. This can influence users' decisions based on the validated/verified claim.

A.2.3 Validation/verification programmes should ensure that all reasonable interpretations resulting from the use of a mark are truthful, not misleading (e.g. with regards to product certification), and supported by sufficient and reliable evidence.

A.2.4 When issuing a mark of conformity for validated/verified claims, the following should be considered as rules to be respected by the validation/verification body governing any reference to validation/verification or use of its marks:

- a) confirmation of conformity of the claim to be validated/verified with the requirements defined with a certain level of assurance (e.g. reasonable level of assurance and no limitations);
- b) identification of the issue date of the validation/verification statement;

c) application of a programme providing for regularly recurring validation/verification, or agreed lines of communication, and enforceable actions in the event of new facts or information that are discovered after the validation/verification statement is issued and can materially affect it.

A.2.5 Only marks of conformity issued with a specific validation/verification statement should be used. They should be used only in conjunction with the respective validated/verified claim.

A.2.6 The client should be responsible for controlling the use of the mark of conformity and for ensuring that the mark of conformity is only used in conjunction with the client's identity and the specific validated/verified claim.

A.2.7 If the validation/verification statement is revised or withdrawn, a mark of conformity issued in conjunction with the specific validated/verified claim should not be used anymore. In addition, a mark of conformity should not be used anymore if the programme defines a period of admissible use, or after one year at the latest. For example, use of a body's mark can include affixing it in a client's report (claim) next to a description of a verified or validated claim. Marks of conformity already used are removed or made permanently unrecognizable.

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Annex B (informative)

Recognition of validation/verification programmes

B.1 General

B.1.1 This annex provides guidance on recognition of validation/verification programmes.

B.1.2 Recognition of validation/verification programmes for use by validation/verification bodies that fulfil ISO/IEC 17029 requirements can be provided by:

- a) validation/verification bodies;
- b) groups of validation/verification bodies (e.g. peer assessment groups);
- c) accreditation bodies;
- d) programme owners and operators;
- e) government and regulatory authorities;
- f) other interested parties, such as consumer groups, industry associations, non-government interest groups.

B.2 Validation/verification programmes

B.2.1 For the purpose of recognizing a validation/verification programme, the validation/verification programme should constitute a documented and publicly available set of requirements that establishes the following:

- a) claims as the object of conformity assessment;
- b) the requirements against which conformity is to be assessed by validation/verification bodies;
- c) the process and activities by which conformity is determined, e.g. testing, inspection, verification, validation or auditing and any other supporting activities to ensure conformity;
- d) any requirements (including competency requirements) placed on validation/verification bodies and other conformity assessment bodies by the programme owner and, if applicable, any specific applications or interpretations thereof.

B.2.2 The recognition of the validation/verification programmes should ensure that:

- a) the validation/verification falls within the scope of ISO/IEC 17029;
- b) the programme specific requirements placed on validation/verification bodies by the programme owner do not contradict, or exclude, any of the requirements included in ISO/IEC 17029;
- c) if a programme places specific requirements on the recognition of validation/verification bodies (e.g. by accreditation bodies or by peer assessment groups), they do not contradict or exclude any of the requirements in relevant International Standards (e.g. ISO/IEC 17011 for accreditation bodies or ISO/IEC 17040 for peer assessment);

- d) for accreditation, programme specific requirements do not contradict or exclude any of the requirements of the applicable mandatory documents of accreditation organizations, including acceptance of the programme requirements from regional or international accreditation cooperations, if applicable.

B.3 Responsibilities for programme owners

The recognition process should ensure the owner of the validation/verification programme:

- a) is a legal entity, or a defined part of a legal entity, that is legally responsible for its activities;
- b) has the authority to establish and manage the programme;
- c) has the authority to cooperate with the organization that is recognizing the programme (e.g. an accreditation body);
- d) has a mechanism to provide for feedback from the organization that is recognizing the programme on the operation of the programme;
- e) is able to demonstrate that there is a need in the market for the programme (e.g. demonstrating added value, involvement of relevant interested parties such as those representing the end-users of validated/verified claims, government initiatives or regulatory needs);
- f) if applicable, commits to accept results from validation/verification bodies that:
 - 1) are accredited by any signatory of a multilateral arrangements for the relevant scope which follows the requirements laid down in the programme; or
 - 2) are part of a recognized peer assessment group operating in accordance with ISO/IEC 17040;
- g) demonstrates that the programme is proven, including documentation of
 - 1) the purpose of the programme;
 - 2) programme requirements;
 - 3) an analysis of the appropriateness of the established requirements for fulfilling the defined purpose (e.g. by consulting relevant interested parties);
 - 4) methods to be used for determining fulfilment of the requirements;
 - 5) validation/verification in accordance with ISO/IEC 17029 as the conformity assessment activity to be used;
 - 6) an analysis of the appropriateness of validation/verification as the selected conformity assessment activity;
- h) restricts the use of the programme to validation/verification bodies where an agreement has been entered into, ensuring at least that the validation/verification bodies will use the programme as it is, without any limitations and without any additions;
- i) is responsible for keeping the recognized validation/verification bodies, accreditation bodies and peer assessment groups informed of any relevant information and developments relating to the programme, including in particular any proposed change in requirements;
- j) if applicable, is prepared to pay for the costs of the recognition of its programme by the organization that is recognizing the programme;
- k) commits in writing to comply with the recognition procedure.