

**Solid recovered fuels - Quality management systems -
Particular requirements for their application to the
production of solid recovered fuels**

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 15358:2011 sisaldab Euroopa standardi EN 15358:2011 ingliskeelset teksti.

Standard on kinnitatud Eesti Standardikeskuse 31.03.2011 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.

Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 09.03.2011.

Standard on kättesaadav Eesti standardiorganisatsioonist.

This Estonian standard EVS-EN 15358:2011 consists of the English text of the European standard EN 15358:2011.

This standard is ratified with the order of Estonian Centre for Standardisation dated 31.03.2011 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.

Date of Availability of the European standard text 09.03.2011.

The standard is available from Estonian standardisation organisation.

ICS 75.160.10

Standardite reprodutseerimis- ja levitamiseõigus kuulub Eesti Standardikeskusele

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonilisse süsteemi või edastamine ükskõik millises vormis või millisel teel on keelatud ilma Eesti Standardikeskuse poolt antud kirjaliku loata.

Kui Teil on küsimusi standardite autorikaitse kohta, palun võtke ühendust Eesti Standardikeskusega:
Aru 10 Tallinn 10317 Eesti; www.evs.ee; Telefon: 605 5050; E-post: info@evs.ee

Right to reproduce and distribute belongs to the Estonian Centre for Standardisation

No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, without permission in writing from Estonian Centre for Standardisation.

If you have any questions about standards copyright, please contact Estonian Centre for Standardisation:
Aru str 10 Tallinn 10317 Estonia; www.evs.ee; Phone: 605 5050; E-mail: info@evs.ee

English Version

Solid recovered fuels - Quality management systems - Particular requirements for their application to the production of solid recovered fuels

Combustibles solides de récupération - Systèmes de management de la qualité - Impositions particulières pour leur application à la production de combustibles solides de récupération

Feste Sekundärbrennstoffe - Qualitätsmanagementsysteme - Besondere Anforderungen für die Anwendung bei der Herstellung von festen Sekundärbrennstoffen

This European Standard was approved by CEN on 22 January 2011.

CEN members are bound to comply with the CEN-CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents	Page
Foreword.....	4
Introduction	5
1 Scope	7
2 Normative references	7
3 Terms and definitions	7
4 Quality management system	8
4.1 General requirements	8
4.1.1 General	9
4.1.2 Outsourced processes	9
4.2 Documentation requirements	9
4.2.1 General	9
4.2.2 Quality manual	10
4.2.3 Control of documents	10
4.2.4 Control of records	11
5 Management responsibility	11
5.1 Management commitment	11
5.2 Customer focus	11
5.3 Quality policy	12
5.4 Planning	12
5.4.1 Quality objectives	12
5.4.2 Quality management system planning	13
5.5 Responsibility, authority and communication	14
5.5.1 Responsibility and authority	14
5.5.2 Management representative	14
5.5.3 Internal communication	15
5.6 Management review	15
5.6.1 General	15
5.6.2 Review input	16
5.6.3 Review output	16
6 Resource management	16
6.1 Provision of resources	16
6.2 Human resources	17
6.2.1 General	17
6.2.2 Competence, awareness and training	17
6.3 Infrastructure	18
6.4 Work environment	18
7 Product realization	19
7.1 Planning of product realization	19
7.1.1 Product and process validation	19
7.1.2 Control of changes	19
7.2 Customer-related processes	20
7.2.1 Determination of requirements related to the product	20
7.2.2 Review of requirements related to the product	20
7.2.3 Customer communication	21
7.3 Design and development	21
7.3.1 Design and development planning	21
7.3.2 Design and development inputs	22
7.3.3 Design and development outputs	23

7.3.4	Design and development review.....	24
7.3.5	Design and development verification.....	24
7.3.6	Design and development validation	24
7.3.7	Control of design and development changes	24
7.4	Purchasing	25
7.4.1	Purchasing process	25
7.4.2	Purchasing information	26
7.4.3	Verification of purchased product.....	26
7.5	Production and service provision	28
7.5.1	Control of production and service provision	28
7.5.2	Validation of processes for production and service provision	29
7.5.3	Identification and traceability.....	29
7.5.4	Customer property	30
7.5.5	Preservation of product.....	30
7.6	Control of monitoring and measuring devices	30
7.6.1	Measurement system analysis.....	31
7.6.2	Calibration/verification records	31
7.6.3	Laboratory/sampling requirements	31
8	Measurement, analysis and improvement.....	32
8.1	General	32
8.2	Monitoring and measurement.....	33
8.2.1	Customer satisfaction.....	33
8.2.2	Internal audit.....	33
8.2.3	Monitoring and measurement of processes.....	34
8.2.4	Monitoring and measurement of product.....	35
8.3	Control of nonconforming product	36
8.3.1	Control of reworked product.....	36
8.3.2	Customer information.....	36
8.4	Analysis of data	36
8.5	Improvement	37
8.5.1	Continual improvement	37
8.5.2	Corrective action	38
8.5.3	Preventive action.....	39
	Bibliography.....	40

Foreword

This document (EN 15358:2011) has been prepared by Technical Committee CEN/TC 343 “Solid Recovered Fuels”, the secretariat of which is held by SFS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2011, and conflicting national standards shall be withdrawn at the latest by September 2011.

This document supersedes CEN/TS 15358:2006.

This document differs from CEN/TS 15358:2006 only editorially.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

In the context of solid recovered fuels (SRF) production, the Quality Management (QM) strategy is mainly based on the fact that, by increasing knowledge about the whole production-process, it is possible to reduce the amount of sampling and testing to be carried out on the final products. This strategy is expressed by good Quality Management Procedures in the manufacturing process, including good record-keeping. In the context of SRF, Quality Management offers a route through which the confidence of customers and regulators can be established and maintained.

The goal of this European Standard is the development of a Quality Management System (QMS) for SRF production and trade that provides for continual improvement, emphasising the fulfilment of quality requirements.

This European Standard is a base for developing a QMS for a SRF supplier organization which has not earlier established a QMS. It can also be used as a supporting document for a supplier which already has a QMS established.

This European Standard, coupled with applicable customer-specific requirements and the normative references specified in Clause 2, defines the fundamental quality management system requirements for those subscribing to this European Standard. The development of a quality management system for solid recovered fuels based on this European Standard does not involve a compulsory third party certification, however this certification is recommended.

The emphasis of this European Standard is on:

- 1) giving wider confidence to the production and trading of SRF;
- 2) defining the documentation to be used for internal procedures and communicating to all parties the specifications needed to ensure the achievement of the quality objectives;
- 3) verifying the origin and demonstrating the properties of the input materials (i.e. non hazardous wastes).

The Quality Management Systems accords with EN ISO 9001 to cover the whole process from the point of waste reception to the point of delivery of SRF to the customer. Quality Management Systems have several important features, including the definition of:

- a) the key steps in the process;
- b) the person(s) who is/are responsible for each step of the process, and for the overall co-ordination of quality-management;
- c) training – policies and procedures for execution;
- d) procedures for production;
- e) procedures for record-keeping, to provide full traceability;
- f) procedures for dealing with failures, and self-improvement;
- g) procedures for the development of the processing.

To accomplish CEN Internal Regulations for the drafting of documents in this European Standard boxed text is used for the original EN ISO 9001:2008 text, while sector-specific supplemental requirements are outside the boxes.

In this standard, the word “shall” indicates a requirement while the word “should” indicates a recommendation.

Paragraphs marked “NOTE” are for guidance in understanding or clarifying the associated requirement.

Where the term “such as” is used, any suggestions given are for guidance only.

This document is a preview generated by EVS

1 Scope

This European Standard specifies requirements for the quality management system for the production and trade of solid recovered fuels from the reception of waste(s) up to the delivery of solid recovered fuels (Figure 1).

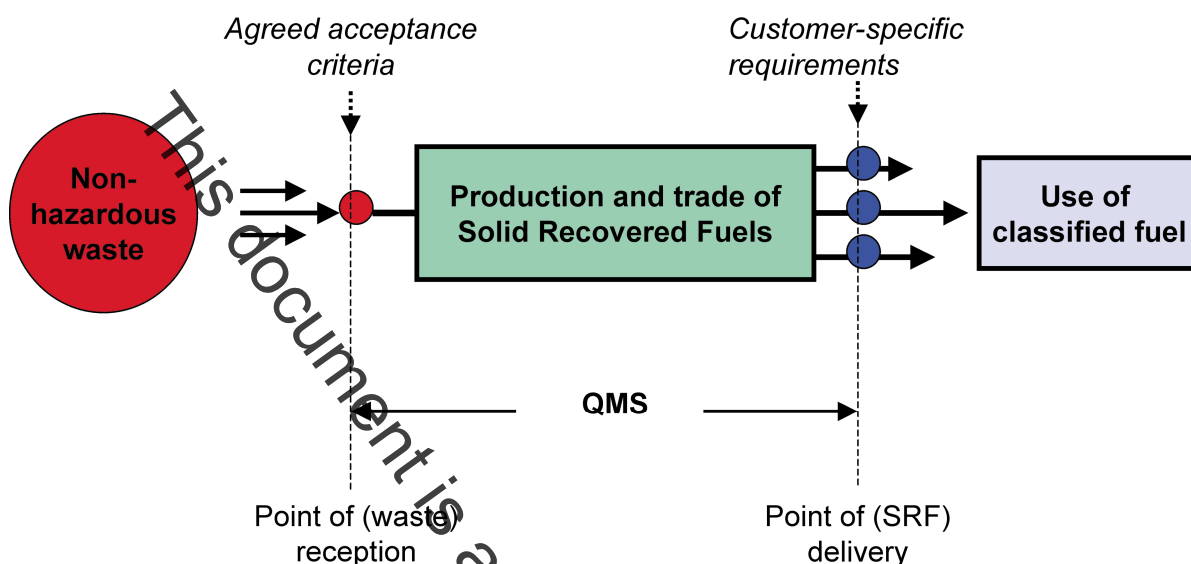


Figure 1 — Quality management systems within the solid recovered fuels chain

2 Normative references

The following referenced documents are indispensable for the application 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.

EN 15357:2011, *Solid recovered fuels — Terminology, definitions and descriptions*

EN 15359, *Solid recovered fuels — Specifications and classes*

EN ISO 9000:2005, *Quality management systems — Fundamentals and vocabulary (ISO 9000:2005)*

EN ISO/IEC 17020, *General criteria for the operation of various types of bodies performing inspection (ISO/IEC 17020:1998)*

EN ISO/IEC 17025, *General requirements for the competence of testing and calibration laboratories (ISO/IEC 17025:2005)*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN ISO 9000:2005, EN 15357:2011 and the following apply.

3.1

product realization

production of solid recovered fuels