

**Request:**

**ISO 9001:2000 Clause(s)** 7.5.2

Does the process of an organization, whose results can be verified by means of monitoring or measurement after their realization and prior to delivery to the customer, need to be validated in order to comply with the requirements of clause 7.5.2?

**Background:** The organization provides transportation of orders (goods etc.) involving collection and dispatching services that can be monitored during their respective execution.

**Interpretation: No**