



ISO 9001:2015

Revision overview

- General users

July 2014

ISO/TC 176/SC 2/N1219

Disclaimers

- verbal statements made by the presenter may represent personal opinions and/or interpretations
- the presentation includes information related to the revision process up to and including May 2014
- further changes *may* occur

International Organization for Standardization (ISO)

- all ISO standards are based on consensus
- ISO work involves experts from business, government, academia, etc.
- representation from over 160 countries

This presentation

- provides an overview of the revision of ISO 9001 to be published in 2015
- is being developed by the ISO sub-committee for communication

Reasons for revisions

The world changes:

- increased prominence of services
- globalization
- more complex supply chain
- increased interested parties' expectations
- information availability

Key perspectives

ISO 9001 needs to change, to:

- adapt to a changing world
- enhance an organization's ability to satisfy its customers
- provide a consistent foundation for the future
- reflect the increasingly complex environments in which organizations operate
- ensure the new standard reflects the needs of all interested parties
- integrate with other management systems

Main changes

emphasis on:

- greater focus on the customer
- risk-based thinking
- aligning QMS policy and objectives with the strategy of an organization
- greater flexibility with documentation

High level structure

A new common format has been developed for use in all management system standards:

- *standardized core text and structure for multiple ISO management systems for integration*
- *standardized core definitions*

Organizations implementing multiple management systems (e.g. quality, environmental, information security) can achieve better integration and easier implementation

The high level structure and common text is public information and can be found in Annex SL of the www.iso.org/directives

Structure of ISO 9001:2015

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- 1 Scope**
- 2 Normative references**
- 3 Terms and definitions**
- 4 Context of the organization**
 - 4.1 Understanding the organization and its context
 - 4.2 Understanding the needs and expectations of interested parties
 - 4.3 Determining the scope of QMS
 - 4.4 Quality management system and its processes
- 5 Leadership**
 - 5.1 Leadership and commitment
 - 5.2 Quality policy
 - 5.3 Organizational roles, responsibilities and authorities
- 6 Planning for the QMS**
 - 6.1 Actions to address risks and opportunities
 - 6.2 Quality objectives and planning to achieve them
 - 6.3 Planning of changes

Structure of ISO 9001:2015

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7 Support

- 7.1 Resources
- 7.2 Competence
- 7.3 Awareness
- 7.4 Communication
- 7.5 Documented information

8 Operation

- 8.1 Operational planning and control
- 8.2 Determination of requirements for products and services
- 8.3 Design and development of products and services
- 8.4 Control of externally provided products and services
- 8.5 Production and service provision
- 8.6 Release of products and services
- 8.7 Control of non conforming process outputs, products and services

Structure of ISO 9001:2015

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9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.2 Internal audit

9.3 Management review

10 Improvement

10.1 General

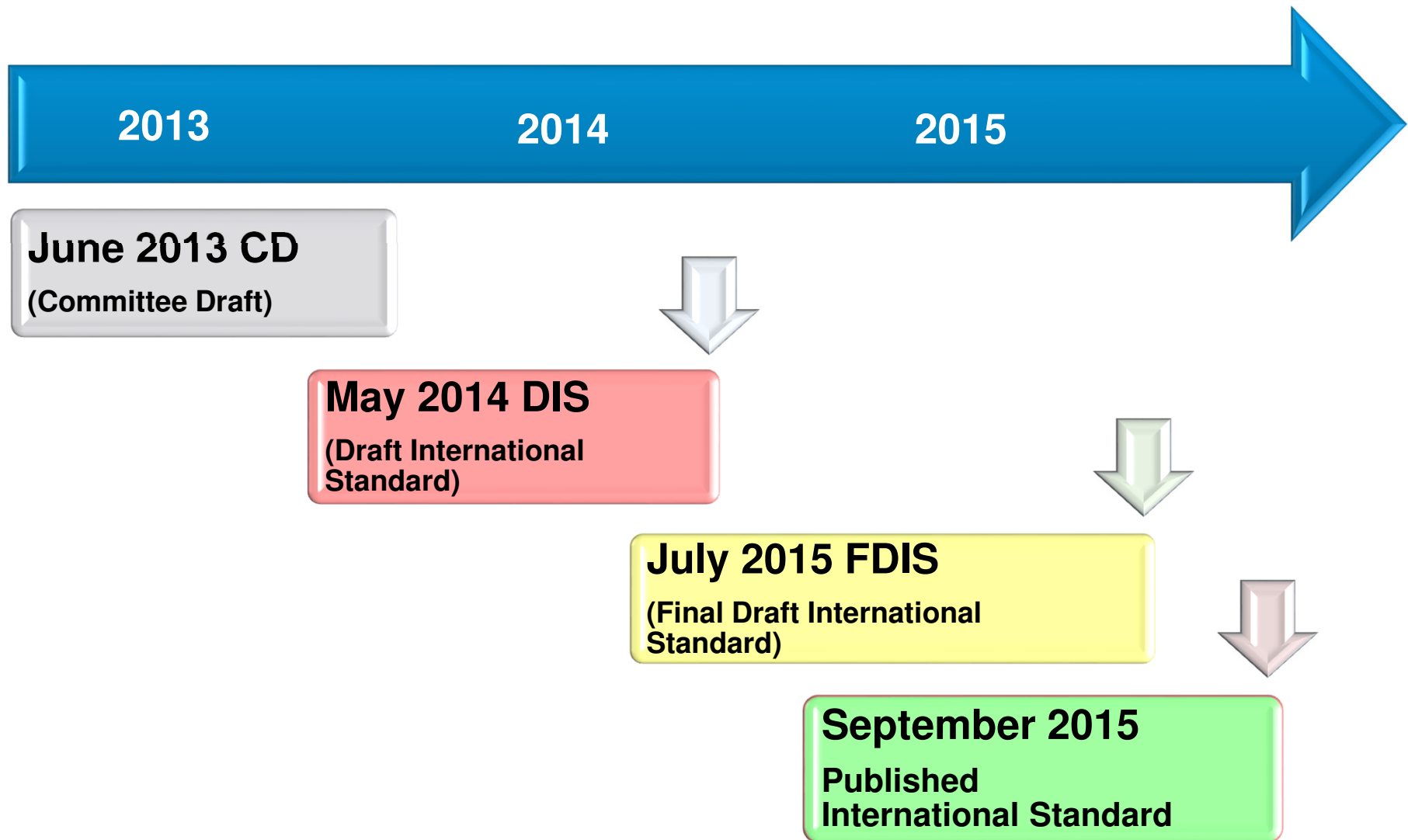
10.2 Non-conformity and corrective action

10.3 Continual improvement

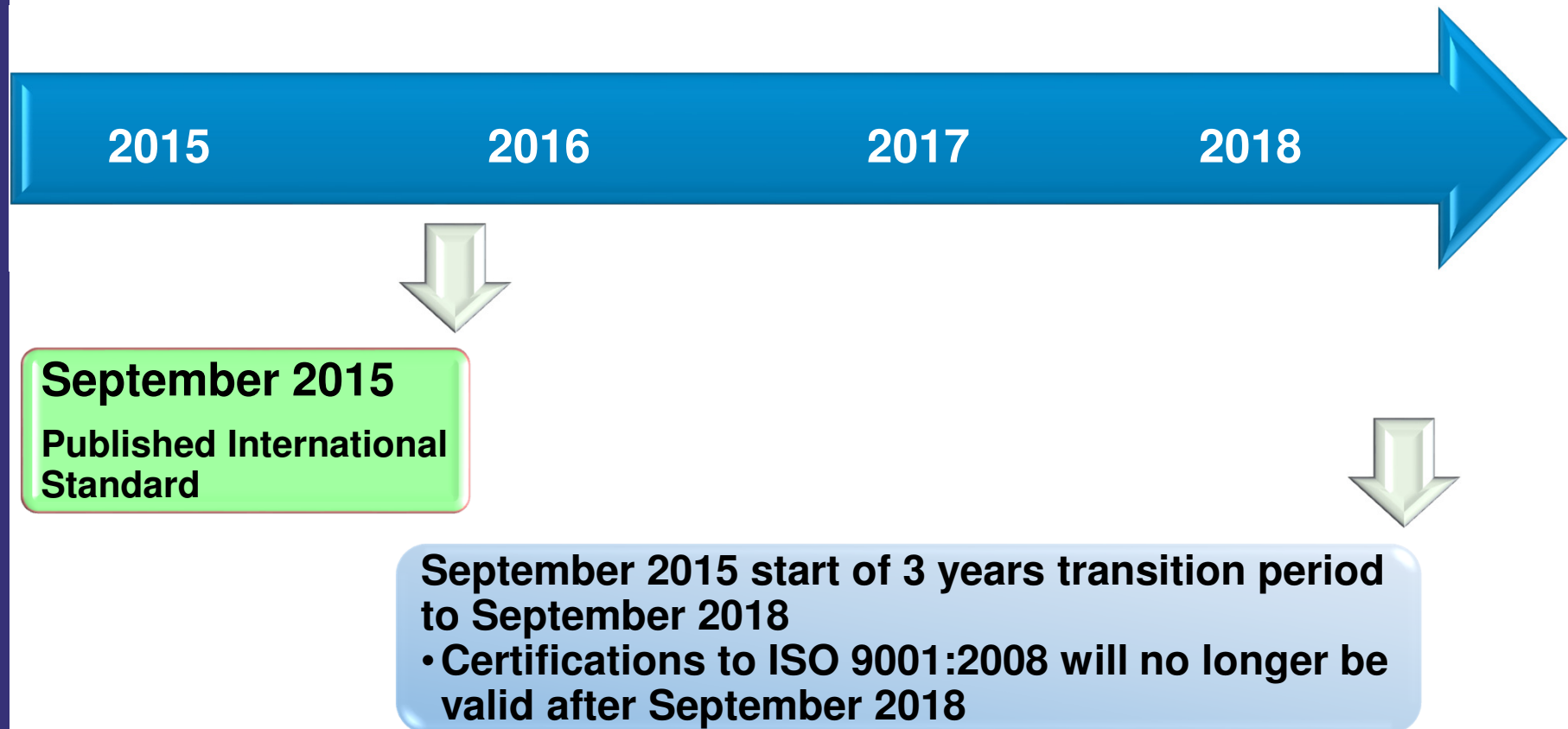
Supporting documents

- certification transition plan and timeframe
- guidance documents on specific topics, e.g. the process approach
- comparison of ISO 9001:2008 and 9001:2015
- frequently asked questions
- ISO website updates

ISO 9001:2015 Timeline



ISO 9001:2015 Certification Transition Timeline



Other important Information

The revision of ISO 9001 will impact on other related standards and documents.

Expect changes to:

- industry-specific standards
- supporting documents

I need to ensure my organization . . .

- knows and understands the key changes and concepts
- plans to implement the new requirements
- stays informed as the revision proceeds
- takes full advantage of the revised ISO 9001

What is next?

Updates will be made available as
the revision proceeds

www.iso.org/tc176/sc02/public