



ISO 9001:2015 TO A BETTER MANAGEMENT SYSTEM

1. WHAT IS ISO 9001:2015 & WHAT MAKES IT DIFFERENT THAN OTHER ISOs?

International standard specifying requirements for a **quality management system (QMS)** within an organisation to provide **products & services** that meet **customer & regulatory requirements**. ISO 9001 differs from other ISOs as this standard can be **implemented in various organisations**, while focusing on the **continuous improvement of the management system**.

2. CONTENTS OF ISO 9001:2015

ISO 9001:2015 consists of **10 clauses**

Clause 1	Scope
Clause 2	Normative reference
Clause 3	Terms and definition
Clause 4	Context of organisation
Clause 5	Leadership
Clause 6	Planning
Clause 7	Support
Clause 8	Operation
Clause 9	Performances evaluation
Clause 10	Improvement

5. REVISION OF ISO 9001:2015



5a) Why has it been revised?

- To enhance ability of organization to **satisfy customers**
- To ensure standards can easily **integrate with other standards**
- To maintain **relevance of standards** as business and industries grow

5b) Key improvements:

- Emphasis on **risk-based thinking**
 - Perform the proper risk analysis in companies' management processes
- More emphasis on **leadership**
 - Managers take an active role to promote harmonisation within company
- New **high level structure**
 - To achieve consistency of management system standards across all standards

3. TARGET

ALL ORGANISATIONS GLOBALLY!

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4. PURPOSE & BENEFITS

Standards implementation are done for **continuous improvement** in:

- Products & service
- Customer satisfaction
- Credibility & image
- Decision making

6. TO GET CERTIFIED



Choose the ISO management system to be certified.



Implement ISO standard and conduct awareness training in organisation.



Conduct internal audit & management review.



Invite an ISO certification body to perform certification audit.



Certification will be granted if no non-conformance is identified.

7. FOR MORE INFO



ISO 9001:2015 INTRODUCTION

Scan

CONTENTS OF ISO 9001:2015



REFERENCES

Hoyle, D. (2017). ISO 9000 Quality systems handbook updated for the ISO 9001:2015 standard: increasing the quality of an organization's outputs. *Routledge*.

9 main changes between ISO 9001:2015 and ISO 9001:2008. (22 May 2019) 9001SIMPLIFIED. Retrieved from <https://www.9001simplified.com/iso-9001-2015-changes.php>