

- 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 the quality management system
 - 4.4. Quality management system and its processes
- 5. Leadership**
 - 5.1. Leadership and commitment
 - 5.1.1. *General*
 - 5.1.2. *Customer focus*
 - 5.2. Policy
 - 5.2.1. *Developing the quality policy*
 - 5.2.2. *Communicating the quality policy*
 - 5.3. Organizational roles, responsibilities and authorities
- 6. Planning**
 - 6.1. Actions to address risks and opportunities
 - 6.2. Quality objectives and planning to achieve them
 - 6.3. Planning of changes
- 7. Support**
 - 7.1. Resources
 - 7.1.1. *General*
 - 7.1.2. *People*
 - 7.1.3. *Infrastructure*
 - 7.1.4. *Environment for the operation of processes*
 - 7.1.5. *Monitoring and measuring resources*
 - 7.1.6. *Organizational knowledge*
 - 7.2. Competence
 - 7.3. Awareness
 - 7.4. Communication
 - 7.5. Documented information
 - 7.5.1. *General*
 - 7.5.2. *Creating and updating*
 - 7.5.3. *Control of documented information*
- 8. Operation**
 - 8.1. Operational planning and control
 - 8.2. Requirements for products and services
 - 8.2.1. *Customer communication*
 - 8.2.2. *Determining the requirements related to products and services*
 - 8.2.3. *Review of requirements related to products and services*
 - 8.2.4. *Changes to requirements for products and services*
 - 8.3. Design and development of products and services
 - 8.3.1. *General*
 - 8.3.2. *Design and development planning*
 - 8.3.3. *Design and development inputs*
 - 8.3.4. *Design and development controls*
 - 8.3.5. *Design and development outputs*
 - 8.3.6. *Design and development changes*
 - 8.4. Control of externally provided products and services
 - 8.4.1. *General*
 - 8.4.2. *Type and extent of control*
 - 8.4.3. *Information for external providers*
- 8.5. Production and service provision**
 - 8.5.1. *Control of production and service provision*
 - 8.5.2. *Identification and traceability*
 - 8.5.3. *Property belonging to customers or external providers*
 - 8.5.4. *Preservation*
 - 8.5.5. *Post-delivery activities*
 - 8.5.6. *Control of changes*
- 8.6. Release of products and services**
- 8.7. Control of nonconforming outputs**
- 9. Performance evaluation**
 - 9.1. Monitoring, measurement, analysis and evaluation
 - 9.1.1. *General*
 - 9.1.2. *Customer satisfaction*
 - 9.1.3. *Analysis and evaluation*
 - 9.2. Internal audit
 - 9.3. Management review
 - 9.3.1. *General*
 - 9.3.2. *Management review inputs*
 - 9.3.3. *Management review outputs*
- 10. Improvement**
 - 10.1. General
 - 10.2. Nonconformity and corrective action
 - 10.3. Continual improvement

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