

# ISO 9001:2008 Quick Reference



This reference is a quick clause-by-clause summary of the ISO 9001:2008 requirements.

See the actual ISO 9001:2008 standard for a complete description of the requirements.

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ISO 9001:2008 Clauses	Summary of Requirements
<b>4. Quality Management System</b>	
4.1 General Requirements	Implement quality system and continually improve it
4.2 Documentation Requirements	
4.2.1 General	Include the required documents and records
4.2.2 Quality Manual	Establish and maintain a quality manual
4.2.3 Control of Documents	Ensure documents are at right status in right places
4.2.4 Control of Records	Identify records and keep as evidence of conformity

ISO 9001:2008 Clauses	Summary of Requirements
<b>5. Management Responsibility</b>	
5.1 Management Commitment	Show evidence of top management commitment
5.2 Customer Focus	Meet the requirements and satisfy your customers
5.3 Quality Policy	Have top management express quality intentions
5.4 Planning	
5.4.1 Quality Objectives	Set measurable targets for products and processes
5.4.2 Quality Management System Planning	Carry out plans for quality system and its processes
5.5 Responsibility, Authority, and Communication	
5.5.1 Responsibility and Authority	Make sure everyone knows their duties and roles
5.5.2 Management Representative	Appoint a manager as focal point for quality system
5.5.3 Internal Communications	Keep everyone informed of system effectiveness
5.6 Management Review	
5.6.1 General	Review the quality system at planned intervals
5.6.2 Review Input	Ensure the required agenda topics are covered
5.6.3 Review Output	Record the decisions and actions from reviews

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<b>6. Resource Management</b>	
6.1 Provision of Resources	Provide necessary resources to meet requirements
6.2 Human Resources	
6.2.1 General	Ensure everyone working in system is competent
6.2.2 Competence, Training, and Awareness	Train personnel and recognize their contributions
6.3 Infrastructure	Provide facilities, equipment, and support services
6.4 Work Environment	Manage combination of human and physical factors

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<b>7. Product Realization</b>	
7.1 Planning of Product Realization	Plan and develop processes for product realization
7.2 Customer-Related Processes	
7.2.1 Determination of Requirements Related to the Product	Define customer, regulatory, and own requirements
7.2.2 Review of Requirements Related to the Product	Review requirements before committing to customer
7.2.3 Customer Communication	Talk to customers about products and complaints
7.3 Design and Development	
7.3.1 Design and Development Planning	Plan design stages, activities, and responsibilities
7.3.2 Design and Development Inputs	Identify and review input requirements for design
7.3.3 Design and Development Outputs	Prepare design outputs and approve before release
7.3.4 Design and Development Review	Review ability of design results to meet requirements
7.3.5 Design and Development Verification	Verify the design outputs meet input requirements
7.3.6 Design and Development Validation	Validate the product is okay for application or use
7.3.7 Control of Design and Development Changes	Review, verify, and validate any design changes
7.4 Purchasing	
7.4.1 Purchasing Process	Evaluate, select, monitor, and control your suppliers
7.4.2 Purchasing Information	Create purchase orders describing supplier products
7.4.3 Verification of Purchased Product	Check purchases to ensure they meet requirements
7.5 Production and Service Provision	
7.5.1 Control of Production and Service Provision	Plan and control production and service activities
7.5.2 Validation of Processes for Production and Service Provision	Examine the process if you can't check the product
7.5.3 Identification and Traceability	Identify the product and its inspection and test status
7.5.4 Customer Property	Exercise care with any customer property
7.5.5 Preservation of Product	Handle, store, package, and protect the product
7.6 Control of Monitoring and Measuring Equipment	Calibrate measuring equipment for valid results

ISO 9001:2008 Clauses	Summary of Requirements
<b>8. Measurement, Analysis, and Improvement</b>	
8.1 General	Plan, measure, analyze, and improve processes
8.2 Monitoring and Measurement	
8.2.1 Customer Satisfaction	Ask customers what they think about your products
8.2.2 Internal Audit	Evaluate conformity and effectiveness of system
8.2.3 Monitoring and Measurement of Processes	See if processes are achieving planned results
8.2.4 Monitoring and Measurement of Product	Verify products meet acceptance criteria
8.3 Control of Nonconforming Product	Prevent use or delivery of nonconforming product
8.4 Analysis of Data	Analyze effectiveness and identify improvements
8.5 Improvement	
8.5.1 Continual Improvement	Continually improve effectiveness of quality system
8.5.2 Corrective Action	Fix detected problems and prevent recurrence
8.5.3 Preventive Action	Avoid potential problems by preventing occurrence

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