

ISO 9001:2015 Quick Reference

ISO 9001:2015 Clauses	Summary of Requirements
4. Context of the organization	
4.1 Understanding the organization and its context	Internal / external issues; strategic direction; intended results
4.2 Understanding the needs and expectations of interested parties	Relevant interested parties; their relevant requirements
4.3 Determining the scope of the quality management system	Boundaries and applicability of quality management system; Types of products and services covered; documented scope
4.4 Quality management system and its processes	
4.4.1 (untitled)	Needed processes, their interactions, their application
4.4.2 (untitled)	Support for process operation; evidence for confidence

5. Leadership	
5.1 Leadership and commitment	
5.1.1 General	Accountability; demonstrated leadership and commitment
5.1.2 Customer focus	Requirements; risks addressed; customer satisfaction
5.2 Policy	
5.2.1 Establishing the quality policy	Meet requirements; continual improvement; set objectives
5.2.2 Communicating the quality policy	Documented policy; communicated; understood; available
5.3 Organizational roles, responsibilities, and authorities	Assigned; communicated; understood; performance reporting

6. Planning	
6.1 Actions to address risks and opportunities	
6.1.1 (untitled)	Issues (4.1); requirements (4.2); risks determined
6.1.2 (untitled)	Actions planned; integrated; implemented; evaluated
6.2 Quality objectives and planning to achieve them	
6.2.1 (untitled)	Match policy; measurable; monitored; communicated
6.2.2 (untitled)	What done; who does; when done; how evaluated
6.3 Planning of changes	Purpose; consequences, resources; responsibilities

7. Support	
7.1 Resources	
7.1.1 General	Resource capabilities; constraints; external needs
7.1.2 People	People for implementation; operation; control
7.1.3 Infrastructure	Facilities; equipment; transportation; information technology
7.1.4 Environment for the operation of processes	Social, psychological, and physical factors
7.1.5 Monitoring and measuring resources	
7.1.5.1 General	Resources for valid, reliable monitoring and measuring results
7.1.5.2 Measurement traceability	Calibration; verification; traceability to standards
7.1.6 Organizational knowledge	Maintained; available; how to acquire, access, and update
7.2 Competence	Education; training; experience; evidence of competence
7.3 Awareness	Policy; objectives; contributions; implications of nonconformity
7.4 Communication	On what; when; with whom; how; who communicates
7.5 Documented information	
7.5.1 General	Required by ISO 9001; determined by organization
7.5.2 Creating and updating	Identification; description; format; media; approvals
7.5.3 Control of documented information	
7.5.3.1 (untitled)	Available; suitable; protected from loss or improper use
7.5.3.2 (untitled)	Access; use; storage; version control; retention; disposition

This reference is a quick clause-by-clause summary of the ISO 9001:2015 requirements. See the actual ISO 9001:2015 standard for a complete description of the requirements.

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8. Operation	
8.1 Operational planning and control	Requirements; criteria; resources; controls; outsourcing
8.2 Requirements for products and services	
8.2.1 Customer communication	Information; inquiries; changes; complaints; property
8.2.2 Determining requirements for products and services	Defined requirements; legal requirements; meet claims
8.2.3 Review of requirements for products and services	
8.2.3.1 (untitled)	Customer; organization; legal; differing from prior expressions
8.2.3.2 (untitled)	Records of review results; new requirements
8.2.4 Changes to requirements for products and services	Amended documents; awareness of changes
8.3 Design and development of products and services	
8.3.1 General	Process established; implemented; maintained
8.3.2 Design and development planning	Stages; controls; activities; reviews; roles; resources
8.3.3 Design and development inputs	Functions; performance; legal requirements; standards
8.3.4 Design and development controls	Results; reviews; verification; validation; actions; records
8.3.5 Design and development outputs	Inputs met; adequate; acceptance criteria; safe provision
8.3.6 Design and development changes	Identify, review; control; no adverse impacts; records
8.4 Control of externally provided processes, products and services	
8.4.1 General	Controls; evaluation; selection; monitoring; re-evaluation
8.4.2 Type and extent of control	Potential impact; effectiveness of controls; verification
8.4.3 Information for external providers	Approvals; interactions; controls; verification; validation
8.5 Production and service provision	
8.5.1 Control of production and service provision	Characteristics; measurements; competencies; human error
8.5.2 Identification and traceability	Outputs; identification; status; traceability
8.5.3 Property belonging to customers or external providers	Identify; verify; protect; safeguard; report if unsuitable
8.5.4 Preservation	Preserve outputs to ensure conformity to requirements
8.5.5 Post-delivery activities	Potential undesired consequences; lifetime; feedback
8.5.6 Control of changes	Review and control changes; authorization; needed actions
8.6 Release of products and services	Verify requirements met; evidence of conformity
8.7 Control of nonconforming outputs	
8.7.1 (untitled)	Correction; containment; return; inform customer; concession;
8.7.2 (untitled)	Record of nonconformity; actions; concessions; authority
9. Performance evaluation	
9.1 Monitoring, measurement, analysis, and evaluation	
9.1.1 General	What done; methods; when measured; results; performance
9.1.2 Customer satisfaction	Perceptions; how obtained, monitored, and reviewed
9.1.3 Analysis and evaluation	Conformity; performance; improvement needs
9.2 Internal audit	
9.2.1 (untitled)	Planned intervals; conformity to requirements; effectiveness
9.2.2 (untitled)	Audit frequency; methods; criteria; scope; results; actions
9.3 Management review	
9.3.1 General	Action status; audits; issues; resources; performance
9.3.2 Management review inputs	Objectives; performance; actions; results
9.3.3 Management review outputs	Decisions; actions; improvements; evidence of review results
10. Improvement	
10.1 General	Improve products, services, and QMS; address future needs
10.2 Nonconformity and corrective action	
10.2.1 (untitled)	Correct; eliminate cause; review effectiveness; update risks
10.2.2 (untitled)	Evidence of nonconformities; actions taken; results
10.3 Continual improvement	Improve suitability, adequacy, and effectiveness of system