

TÜV NORD CERT –

The forthcoming new version of Standard ISO 9001

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For many years now, the internationally recognised standard ISO 9001 has provided the basis for efficient quality management in a large number of organisations. The current version was issued in 2008. However, for around two years now Technical Committee ISO/TC 176 has been working on an amended version, with publication intended for September 2015. We have summarised the expected modifications to the revised version of ISO 9001 as follows.

The expected changes at a glance

- ISO 9001 will remain the only cross-sector QM certification standard, and will provide a consistent basis for the coming ten years in its revised version.
- The aim of the revision is to take account of the growing complexity of the operating environment. Consideration of opportunities and risks is a new element. However, the most important objectives of ISO 9001, such as customer satisfaction and creation of compliant products and services, remain the same.
- The new High Level Structure creates greater harmony between the ISO management system standards, making it easier to extend existing systems into an integrated whole.
- The themes of user friendliness and market orientation are accorded more emphasis. This means that the standard focuses more strongly on the characteristics and needs of service companies and that documentation requirements are more flexible.
- The direct responsibility of organisations is emphasised much more strongly than before. The same applies to the process approach and the responsibility of top management.



New structure, similar to other standards

ISO 9001:2015 will have a new structure, the so-called High Level Structure. This is intended to provide the same binding structure for all the management system standards, and results in two very important benefits. Firstly, terms, definitions and structures can be used for all the standards and secondly, standards are easier to understand and synergies possible when different standards and certifications are combined.

In detail, the current draft version indicates that the structure of the ten clauses will be as follows:

- 1. Scope**
- 2. Normative references**
- 3. Terms and definitions**
- 4. Context of the organisation**
- 5. Leadership**
- 6. Planning for the quality management system**
- 7. Support**
- 8. Operation**
- 9. Performance evaluation**
- 10. Improvement**

Fact Sheet

Greater focus on the process approach

The process approach is much stronger in the new version of ISO 9001 than in the previous version. Key Performance Indicators (KPIs) must be established and monitored for the defined processes. Required inputs and expected outputs must be specified for each process defined as necessary for the quality management system.

More consideration of risks

The treatment of risks plays a more central role than is currently the case – among others in the clauses on “Leadership” and “Planning”. Although a specific risk management system as such is not demanded, organisations should be capable of identifying risks and taking them into consideration in an appropriate way. However, there is no specific requirement for preventive measures. Companies profit from this new way of seeing things, as they have the chance to recognise risks early on and take corresponding action.

Spotlight on service providers

The service sector continues to grow – and the new ISO 9001:2015 will take account of this. Even in the unrevised version, a basic characteristic of the standard has been that it can be used by all sectors and by both production and service organisations. But whilst many concepts and terms have up to now been mainly directed towards manufacturing companies, the service sector will be more specifically included in future. In addition to

updating of the language, the usability of the standard for service providers will also be improved. This will reduce friction and further improve the efficiency of management systems.

More stakeholders included

The new version of the standard also requires companies to consider the outside world in a wider sense. They will not only have to fulfil legal requirements and the expectations of customers, but will also need to engage with other interested parties. This means that the complexity of today’s working and social environment is taken into account, and also offers opportunities to achieve desired improvements and minimise risks.

Impact of changes on certification

Certification according to the amended standard ISO 9001 will only be possible after its publication, planned for September 2015. There will be a three-year transitional period. The changeover can take place after the certifiability of the organisation has been established and will generally be implemented during recertification.



**We will be happy to give you further information.
Please talk to us.**

Timeline for the new ISO 9001:2015



Further information about our services can be found at:
www.tuev-nord.com/en/quality/din-en-iso-9001-9181.htm