INTRODUCTION

This document provides:
• a summary of the new ISO 9001:2015 structure
• an overview of the new and revised ISO 9001:2015 requirements and concepts
• ISO 9001:2015 transition timescales.

A summary of some of the key changes in content between ISO 9001:2008 and ISO 9001:2015 is as follows:
• restructuring of the standard to adopt the new high level Annex SL structure
• greater integration of the standard with the strategic direction of the organisation
• enhanced requirements with regards to top management under a new clause entitled leadership
• introduction of a new requirement to determine risks and opportunities (risk-based thinking)
• introduction of a new requirement to understand the context of the organisation as well as the expectations of interested parties
• more flexibility regarding documentation and documented information
• a requirement to define the boundaries of the quality management system
• greater emphasis on achieving desired process results to improve customer satisfaction
• a new requirement to manage organisational knowledge.
ISO 9001:2015 – NEW STRUCTURE (ANNEX SL)

The content in ISO 9001:2015 has been restructured based upon the new Annex SL high level structure.

Annex SL provides a framework for ISO standards’ writers and will ensure that future ISO standards will adhere to a common high level structure, identical core text and numbering, and common terms and definitions. This will in turn remove duplication, conflicting requirements, confusion and misunderstanding arising from different standards being developed in isolation.

The new structure contains a core set of generic requirements that will be reflected in all management system standards. Discipline specific requirements will remain in each of the standards especially related to clause 8 – Operation.

The revised high level clause numbering and titles of all management system standards, including ISO 9001:2015 is as follows:

1. Scope.
2. Normative references.
3. Terms and definitions.
5. Leadership.
6. Planning.
7. Support.
8. Operation.
10. Improvements.

Note: The ISO 9001:2015 terms and definitions are contained within a separate document ISO 9000:2015 – Quality management systems – fundamentals and vocabulary.

ISO 9000:2015 is a normative document and must be used in conjunction with ISO 9001:2015.

The next section will look at each of the above clauses in more detail along with the new and revised requirements and concepts.
When determining the scope, organisations must take into account context (internal and external issues and the requirements of interested parties) and also their products and services.

The scope must state the types of products and services covered by the quality management system and provide justification for any requirement of the standard that cannot be applied.

The scope must be retained as documented information and must record the rationale and justification for any exclusions.

Clause 4.4 Quality management system and its processes requires the establishment of a process-based quality management system.

ISO 9001:2008 promoted the adoption of a process approach whereas ISO 9001:2015 now mandates the requirement that organisations determine the processes needed for the quality management system and their application throughout the organisation.

ISO 9001:2015 mandates explicit requirements for organisations to:

• determine required process inputs and outputs
• determine the sequence and interaction of processes
• determine performance indicators that allow for the effective operation and control of processes
• determine responsibilities and authorities for processes
• identify risks and opportunities for processes and plan to address these.

Organisations are required to maintain documented information necessary to support the operation of processes and must retain documented information that evidences processes are being carried out as planned.

Existing operational procedures, work instructions and flow charts could be valid examples of documented information so there may be no need to replace them.

Leadership

ISO 9001:2015 Clause 5 Leadership replaces the management responsibility requirements (clause 5) of ISO 9001:2008. The clause contains three sub clauses as follows:

• Clause 5.1 Leadership and commitment
• Clause 5.2 Policy
• Clause 5.3 Organisational roles, responsibilities and authority.

Clause 5.1 Leadership and commitment introduces a number of significant changes and enhanced requirements for top management to demonstrate a “hands on” approach to the management of the organisation’s quality management system.

Top management is defined as “the person or group of people who directs and controls the organisation at the highest level”.

The new explicit requirements state that top management shall:

• demonstrate leadership and commitment with respect to the quality management system
• demonstrate leadership and commitment with respect to customer focus
• take accountability for the effectiveness of the quality management system
• establish, implement and maintain a quality policy
• ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.

Top management must ensure that the requirements of the quality management system, including the quality policy and objectives, are consistent with the strategic context and direction of the organisation, that the quality policy and objectives are established, and ensure that resources needed for the quality management system are available.

Top management must ensure that the quality management system requirements are integral to the organisation’s business process. Top management must ensure that customer and applicable statutory and regulatory requirements are identified and consistently met and that the focus on enhancing customer satisfaction is maintained. Top management must also determine and address the risks and opportunities that can affect conformity of products and services and the organisation’s ability to enhance customer satisfaction.

Clause 5.2 Policy - requires top management to establish, implement and maintain a quality policy that:

• is appropriate to the purpose and context of the organisation and supports its strategic direction
• provides a framework for setting quality objectives
• includes a commitment to satisfy applicable requirements
• includes a commitment to continual improvement of the quality management system.

The quality policy must be available as documented information and it must be communicated, understood and applied within the organisation. Finally it must be available to relevant interested parties as appropriate. Organisations will have to demonstrate how the quality policy is available if they are not already doing so.

Clause 5.3 Organisational roles, responsibilities and authority requires top management to ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.
Planning
ISO 9001:2015 Clause 6 Planning has 3 sub clauses:
- Clause 6.1 Actions to address risks and opportunities
- Clause 6.2 Quality objectives and planning to achieve them
- Clause 6.3 Planning of changes.

Clause 6.1 Actions to address risks and opportunities is a new concept introduced in ISO 9001:2015. References to preventive action have been removed from the standard being replaced with actions to address risks and opportunities.

This clause is interrelated with clauses 4.1 and 4.2 which require organisations to consider the applicable internal and external issues they face and the relevant requirements of interested parties. Organisations must then determine the risks and opportunities that need to be addressed within its given context to provide assurance that the quality management system can achieve its intended result(s), enhance desirable effects, prevent, or reduce undesired effects and ultimately achieve improvement.

While no specific risk-management methodology is required, risk management as an activity must now be carried out to allow risks and opportunities relating to the quality management system to be captured and assessed.

Clause 6.2 - Quality objectives and planning to achieve them contains a number of enhanced requirements from sub clause 5.4.2 in ISO 9001:2008. In addition to establishing quality objectives at relevant functions, levels and processes in the organisation ISO 9001:2015 contains explicit requirements for organisations to ensure that quality objectives are monitored, are communicated and are updated as appropriate.

Information on the quality objectives must be retained as documented information.

A set of new requirements requires organisations to plan activities required to achieve the quality objectives including what is required, the resources required to complete activities, who is responsible for ensuring completion of activities, timescales and how results will be evaluated to ensure the objectives have been realised.

Clause 6.3 Planning of changes is an enhancement of the ISO 9001:2008 clause 5.4.2b requirements. Organisations are required to consider a number of factors when planning changes to the quality management system including:
- the purpose of changes and their potential consequences
- the integrity of the quality management system
- the availability of resources
- the allocation or reallocation of responsibilities and authorities.

Support
ISO 9001:2015 Clause 7 Support contains 5 sub-clauses:
- Clause 7.1 Resources
- Clause 7.2 Competence
- Clause 7.3 Awareness
- Clause 7.4 Communication
- Clause 7.5 Documented information.

Many of the clause 7 requirements contain existing requirements that are present in ISO 9001:2008. There are however, a number of new requirements.

Clause 7.1 Resources introduces a new term “Organisational Knowledge” which requires that organisations determine knowledge necessary for the operation of processes and to achieve conformity of products and services. Knowledge must be maintained and be made available to the extent necessary. Organisations can choose how best to achieve this.

Organisations must reassess the extent of their organisational knowledge if they are considering making changes to their quality management system and in response to changing needs or trends in their operational environment. This will include responding to changing business environments, changing customer and interested party needs and expectations.

ISO 9001:2015 requires considerations to be made to both internal and external resource needs.

Awareness has been elevated to its own sub-clause (7.3). The requirements of this sub clause now apply to “all persons doing work under the organisation’s control” which is an expansion on the requirements of ISO 9001:2008.

The requirements related to what individuals need to be aware of has also been extended. ISO 9001:2015 mandates explicit requirements for people doing work under the organisation’s control to be aware of the organisation’s quality policy, quality objectives, how they contribute to the effectiveness of the quality management system and the implications for not conforming with the quality management system requirements.

Clause 7.4 Communication contains enhanced requirements from those specified in ISO 9001:2008. Organisations must now consider internal and external communications. Organisations must determine what they need to communicate, when they will communicate, with whom they will communicate and how they will communicate.

Clause 7.5 Documented information replaces the terms “documents and records” referenced in ISO 9001:2008. The ISO 9001:2015 standard no longer requires the need for documented procedures. It is up to organisations to decide what documented information is necessary for the effectiveness of the quality management system.
The extent of documented information required will differ from one organisation to another depending on the size of the organisation, its type of activities, processes, products and services, the complexity of processes and the competency of persons.

Where ISO 9001:2008 refers to terminology such as document, documented procedures, quality manual, quality plan, ISO 9001:2015 requirements refers to maintaining documented information. ISO 9001:2008 references to “records” to denote documents needed to provide evidence of conformity with requirements is also referred to as “documented information” in ISO 9001:2015.

It is important to note that although it is up to organisations to decide what documented information is necessary for the effectiveness of the quality management system, the ISO 9001:2015 standard still mandates the requirement for documented information in 25 clauses within the standard. These clauses are identified in the table titled Mandated Documented Information Requirements shown on pages 8–10.

There is no prescribed format for documented information to be held, it can be in any format as long as it demonstrates evidence of compliance.

ISO 9001:2015 also refers to information as well as documented information e.g. clause 4.1: “The organisation shall monitor and review the information about external and internal issues”. There is no requirement that this information is to be documented. In such situations, organisations can decide whether or not it is necessary or appropriate to maintain documented information.

**Operation**

ISO 9001:2015 Clause 8 Operation replaces the ISO 9001:2008 clause titled Product realisation. This clause is broken down into 7 sub-clauses:

- Clause 8.1 Operational planning and control
- Clause 8.2 Requirements for products and services
- Clause 8.3 Design and development of products and services
- Clause 8.4 Control of externally provided processes, products and services
- Clause 8.5 Production and service provision
- Clause 8.6 Release of products and services
- Clause 8.7 Control of nonconforming outputs.

Although clause 8 has been introduced by the high level Annex SL structure this is the clause where the most quality disciplined specific requirements are found.

Many of the requirements in ISO 9001:2015 clause 8 are similar to those found in ISO 9001:2008 clause 7. There are however a number of new requirements as follows:

**Clause 8.1 Operational planning and control**

- ISO 9001:2015 introduces a new requirement for organisations to establish criteria for the operational processes and to implement controls in accordance with the defined criteria. Organisations will need to demonstrate that they have identified criteria for the control of processes and that these controls have been implemented. The processes involved will not only be those necessary to meet requirements for conforming products and services, but also those required to implement any actions needed to address identified risks and opportunities. Organisations will be required to retain documented information necessary to evidence that its processes have been carried out as planned and that products and services conform to requirements. Documented information must also be retained on any unplanned changes, adverse effects and actions taken to address them.

**Clause 8.2 Requirements for products and services**

- ISO 9001:2015 introduces a new requirement that organisations must communicate with their customers in relation to the handling or treatment of customer property and specific requirements for contingency actions where relevant. Organisations must have processes in place for obtaining customer feedback relating to products and services including customer complaints.

When determining the requirements for products and services to be offered to customers, organisations must ensure that they can meet the claims for the products and services they offer. Going forward organisations will have to prove any claims they make about products and services. ISO 9001:2015 requires organisations to consider the requirements from relevant interested parties as part of the product and service review process. Documented information must be retained which shows the results of the review and the details of any changes / new requirements for products and services.

**Clause 8.3 Design and development of products and services**

- When determining the stages and controls for design and development, organisations have to consider explicit criteria including the nature, duration and complexity of the design and development activities and the need for involvement of customers and users in the design and development process.

Organisations must also consider the documented information necessary to demonstrate that design and development requirements have been met.

The requirement covering design and development inputs remains largely unchanged from the existing ISO 9001:2008 requirements. However ISO 9001:2015 introduces two new items that organisations must consider when determining the requirements essential for the specific types of products and services to be designed and developed as follows:
• potential consequences of failure due to the nature of the products and services
• standards or codes of practice that the organisation has committed to implement.

Documented information must be retained on design and development inputs, design and development outputs and design and development changes.

Clause 8.4 Control of externally provided processes, products and services – This clause covers all types of external providers including purchasing from a supplier, outsourcing of processes etc.

ISO 9001:2015 now requires organisations to determine and apply criteria for monitoring the performance of external providers in addition to evaluation, selection and re-evaluation of external providers. The criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers and any necessary actions arising from the evaluations must be retained as documented information.

As part of the process for defining the controls to be applied to external providers and to the products and services they supply organisations are now required to take into consideration:

• the potential impact of the externally provided processes, products and services on the organisation’s ability to consistently meet customer and applicable statutory and regulatory requirements
• the effectiveness of the controls applied by the external provider.

The requirement for information for external providers is fundamentally the same as per ISO 9001:2008. However ISO 9001:2015 requires organisations to communicate to external providers their requirements for competence, including the required qualification of persons, the external providers’ interactions with the organisation and the processes to be provided (in addition to the products and services provided).

Clause 8.5 Production and service provision – Sub-clause 8.5.1 Control of production and service provision is a combination of ISO 9001:2008 sub clauses 7.5.1 and 7.5.2 with a number of enhanced requirements. In addition to the ISO 9001:2008 requirements organisations must now demonstrate that controlled conditions include:

• documented information defining the characteristics of the products to be produced, the services to be provided under controlled conditions and the results to be achieved
• the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs and acceptance criteria for products and services have been met.

Note that reference to monitoring and measuring equipment has been replaced by monitoring and measuring resources. This is to reflect that monitoring and measuring activities can be conducted by humans as well as equipment. The use of suitable equipment has been replaced by the use of suitable infrastructure and environment for the operation of processes.

Sub clause 8.5.3 has been expanded to include property belonging to external providers in addition to property belonging to customers. As such sub-clause 8.5.3 is now entitled “Property belonging to customers and external providers”. Organisations’ arrangements must be revised to reflect this expanded requirement.

A note has been added to sub clause 8.5.4 Preservation stating that preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation and protection. Sub clause 8.5.4 also refers to process outputs rather than product.

Sub-clause 8.5.5 Post-delivery is a new clause that require organisations to consider specific issues when determining post-delivery activities associated with their products and services. Considerations must include:

• statutory and regulatory requirements
• the potential undesired consequences associated with its products and services
• the nature, use and intended lifetime of its products and services
• customer requirements
• customer feedback.

A note has been added to sub clause 8.5.5 that states that post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

This clause will have a potentially significant impact if an organisation’s products or services are of particularly high risk, or are governed by statutory and regulatory requirements related to the use of the product or service (e.g. medical, aerospace).

Sub clause 8.5.6 Control of changes is another new clause that introduces explicit requirements that were only implicit in ISO 9001:2008. If any unplanned changes to production or service provision are identified organisations must ensure that they review and control the changes to the extent necessary to ensure continuing conformity with requirements.

Organisations are required to maintain documented information describing the results of the review of changes, the person(s) authorising the change and any necessary actions arising from the review. This new
clause will have an impact on those organisations that are regularly making unplanned changes to production or service provision as a result of customer needs or lack of supplier performance.

Clause 8.6 Release of products and services – The requirements of this clause remain largely the same as the previous ISO 9001:2008 sub clause 8.2.4 requirements. There are some changes in terminology. ISO 9001:2015 refers to products and services instead of products. It is important to note that organisations must retain documented information on the release of products and services and the documented information must include:

- evidence of conformity with the acceptance criteria
- traceability to the person(s) authorising the release.

Clause 8.7 Control of nonconforming outputs – The requirements of this clause again remain largely the same as the previous ISO 9001:2008 clause 8.3 requirements. However the ISO 9001:2015 refers to process outputs and services as well as products. Although a documented procedure to define the controls and related responsibilities and authorities for dealing with nonconforming product is no longer required, organisations must still retain documented information that must:

- describe the nonconformity
- describe the actions taken
- describe any concessions obtained
- identifies the authority deciding the action in respect of the nonconformity.

Performance evaluation

Many of the requirements under ISO 9001:2015 Clause 9 Performance evaluation remain the same as the previous requirements of ISO 9001:2008 clause 8. ISO 9001:2015 Performance evaluation is made up of 3 sub-clauses as follows:

- Clause 9.1 Monitoring, measurement, analysis and evaluation
- Clause 9.2 Internal audit
- Clause 9.3 Management review.

ISO 9001:2015 requires organisations to determine what needs to be monitored and measured, the monitoring and evaluation methods required, frequencies of monitoring and measurement, and when results will be analysed and evaluated. Organisations will be required to retain documented information as evidence of the results on monitoring and measurement activities including the results.

ISO 9001:2015 retains explicit requirements related to customer satisfaction. It does introduce a new requirement for organisations to monitor customers’ perceptions relating to the degree to which their needs and expectations have been fulfilled. Although there is no requirement for this to be documented organisations must be able to demonstrate methods for obtaining, monitoring and reviewing this information.

Sub clause 9.1.3 now refers to analysis and evaluation rather than just analysis as per ISO 9001:2008 clause 8.4. The term preventive action has been removed. Organisations must now demonstrate evaluation in addition to analysis of data. Evidence of interpretation of data analysis must be available, only conducting data analysis will not be acceptable. Organisations must evidence through analysis and evaluation that planning has been implemented effectively, and the need for improvements to the quality management system.

The ISO 9001:2015 requirements related to internal audit remain largely unchanged. When planning the audit programme organisations must take into consideration any changes that have affected them. Results of internal audits must now be reported to relevant management.

Although a documented procedure for internal audit is no longer required there is a requirement that documented information is retained to demonstrate evidence of the implementation of the audit programme and the audit results.

ISO 9001:2015 has introduced a number of new requirements related to management review. Inputs to management review must now include:

- changes in external and internal issues that are relevant to the quality management system
- the performance of external providers
- customer satisfaction and feedback from interested parties
- adequacy of resources
- effectiveness of actions taken to address risks and opportunities.

Organisations will be required to evidence a more strategically focused management review considering the organisation’s context and risks and opportunities. Management review input must include information on the performance and effectiveness of the quality management system e.g. trends and indicators.

Improvement

ISO 9001:2015 Clause 10 Improvement is made up of 3 sub-clauses as follows:

- Clause 10.1 General
- Clause 10.2 Nonconformity and corrective action
- Clause 10.3 Continual improvements.
Clause 10.1 requires organisations to determine and select opportunities for improvement and any necessary actions to meet customer requirements and enhance customer satisfaction. Organisations will have to evidence that improvement is taking place.

Clause 10.2 Nonconformity and corrective action – requires organisations to determine if similar nonconformities exist, or could potentially occur upon discovering a nonconformity. There is a requirement to determine whether any necessary changes are required to the quality management system in order to eliminate the cause and prevent reoccurrence. Note that the term preventive action has now been completely deleted from the new standard. Risk management (identification, management and elimination of risks) has replaced preventive action.

Finally a documented procedure for managing nonconformity is no longer required. However organisations must now retain documented information as evidence of:

• the nature of the nonconformities and any subsequent actions taken
• the results of any corrective action.

Clause 10.3 Continual improvements is largely the same as the requirements of ISO 9001:2008 sub clause 8.5.1 continual improvement. ISO 9001:2015 now requires organisations to demonstrate that they have considered the results of analysis and evaluation (clause 9.1.3) and management review processes as part of continual improvement.

MANDATED DOCUMENTED INFORMATION REQUIREMENTS

ISO 9001:2015 mandates explicit requirements for organisations to retain documented information. The following table shows the clauses and requirements of ISO 9001:2015 that requires documented information.

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<thead>
<tr>
<th>Clause</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>4.3 Determining the scope of the quality management system</td>
<td>The scope of the organisation’s quality management system shall be available and be maintained as documented information.</td>
</tr>
<tr>
<td>4.4 Quality management system and its processes (sub clause 4.4.2)</td>
<td>To the extent necessary, the organisation shall: a) maintain documented information to support the operation of its processes. b) retain documented information to have confidence that the processes are being carried out as planned.</td>
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<tr>
<td>5.2.2 Communicating the quality policy</td>
<td>The quality policy shall be available and be maintained as documented information.</td>
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<tr>
<td>6.2 Quality objectives and planning to achieve them (sub clause 6.2.1)</td>
<td>The organisation shall maintain documented information on the quality objectives.</td>
</tr>
<tr>
<td>7.1.5 Monitoring and measuring resources (sub clauses 7.1.5.1 / 2)</td>
<td>The organisation shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources. When measurement traceability is a requirement, or is considered by the organisation to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information.</td>
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<tr>
<td>7.2 Competence</td>
<td>The organisation shall retain appropriate documented information as evidence of competence.</td>
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</table>
### Clause 8.1 Operational planning and control

The organisation shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by determining and keeping documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements.

### Clause 8.2.3 Review of requirements related to products and services

The organisation shall retain documented information, as applicable:
- a) on the results of the review
- b) on any new requirements for the products and services.

### Clause 8.2.4 Changes to requirements for products and services

The organisation shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

### Clause 8.3.2 Design and development planning

In determining the stages and controls for design and development, the organisation shall consider the documented information needed to demonstrate that design and development requirements have been met.

### Clause 8.3.3 Design and development inputs

The organisation shall retain documented information on design and development inputs.

### Clause 8.3.4 Design and development controls

The organisation shall apply controls to the design and development process to ensure that documented information of these activities is retained.

### Clause 8.3.5 Design and development outputs

The organisation shall retain documented information on design and development outputs.

### Clause 8.3.6 Design and development changes

The organisation shall retain documented information on:
- a) design and development changes
- b) the results of reviews
- c) the authorisation of the changes
- d) the actions taken to prevent adverse impacts.

### Clause 8.4 Control of externally provided processes, products and services

The organisation shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organisation shall retain documented information of these activities and any necessary actions arising from the evaluations.

### Clause 8.5.1 Control of production and service provision

Controlled conditions shall include, as applicable:
- a) the availability of documented information that defines:
  1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed
  2) the results to be achieved.

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**MANDATED DOCUMENTED INFORMATION REQUIREMENTS cont’d.**
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<th>Clause</th>
<th>Requirement</th>
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<tr>
<td>8.5.2 Identification and traceability</td>
<td>The organisation shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.</td>
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<tr>
<td>8.5.3 Property belonging to customers or external providers</td>
<td>When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organisation shall report this to the customer or external provider and retain documented information on what has occurred.</td>
</tr>
<tr>
<td>8.5.6 Control of changes</td>
<td>The organisation shall retain documented information describing the results of the review of changes, the person(s) authorising the change, and any necessary actions arising from the review.</td>
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<tr>
<td>8.6 Release of products and services</td>
<td>The organisation shall retain documented information on the release of products and services. The documented information shall include: a) evidence of conformity with the acceptance criteria b) traceability to the person(s) authorising the release.</td>
</tr>
<tr>
<td>8.7 Control of nonconforming outputs</td>
<td>The organisation shall retain documented information that: a) describes the nonconformity b) describes the actions taken c) describes any concessions obtained d) identifies the authority deciding the action in respect of the nonconformity.</td>
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<tr>
<td>9.1 Monitoring, measurement, analysis and evaluation</td>
<td>The organisation shall retain appropriate documented information as evidence of the results.</td>
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<tr>
<td>9.2 Internal audit</td>
<td>The organisation shall retain documented information as evidence of the implementation of the audit programme and the audit results.</td>
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<tr>
<td>9.3 Management review</td>
<td>The organisation shall retain documented information as evidence of the results of management reviews.</td>
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<tr>
<td>10.2 Nonconformity and corrective action</td>
<td>The organisation shall retain documented information as evidence of: a) the nature of the nonconformities and any subsequent actions taken b) the results of any corrective action.</td>
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<td>Externally provided products and services</td>
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<td>External provider</td>
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ISO 9001:2015 transition timescales

- **23rd September 2015**
  - ISO 9001:2015 Standard Published
  
- **23rd September 2016**
  - All new Exova BM TRADA certifications to be to ISO 9001:2015

- **September 2018**
Exova BM TRADA provides independent certification, inspection, technical and training services.
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