

Evolution of quality management

Versions before 1994

- Focus on control of final product
- Specialists singularly responsible

ISO 9000:1994

- Integrated quality assurance
- QM is everyone's responsibility
- Focus on procedure manuals

ISO 9000:2000

- Key leadership responsibility
- Stakeholder perspectives
- Viewing customers in a new way

ISO 9001:2008

- Continual improvement
- Meeting customer requirements
- Conforming to regulatory requirements

ISO 9001:2015

- Risk-oriented
- Process-oriented
- High-level structure



Changes and their impact



The ISO 9001:2015 provides a stable framework of requirements for the next ten years.

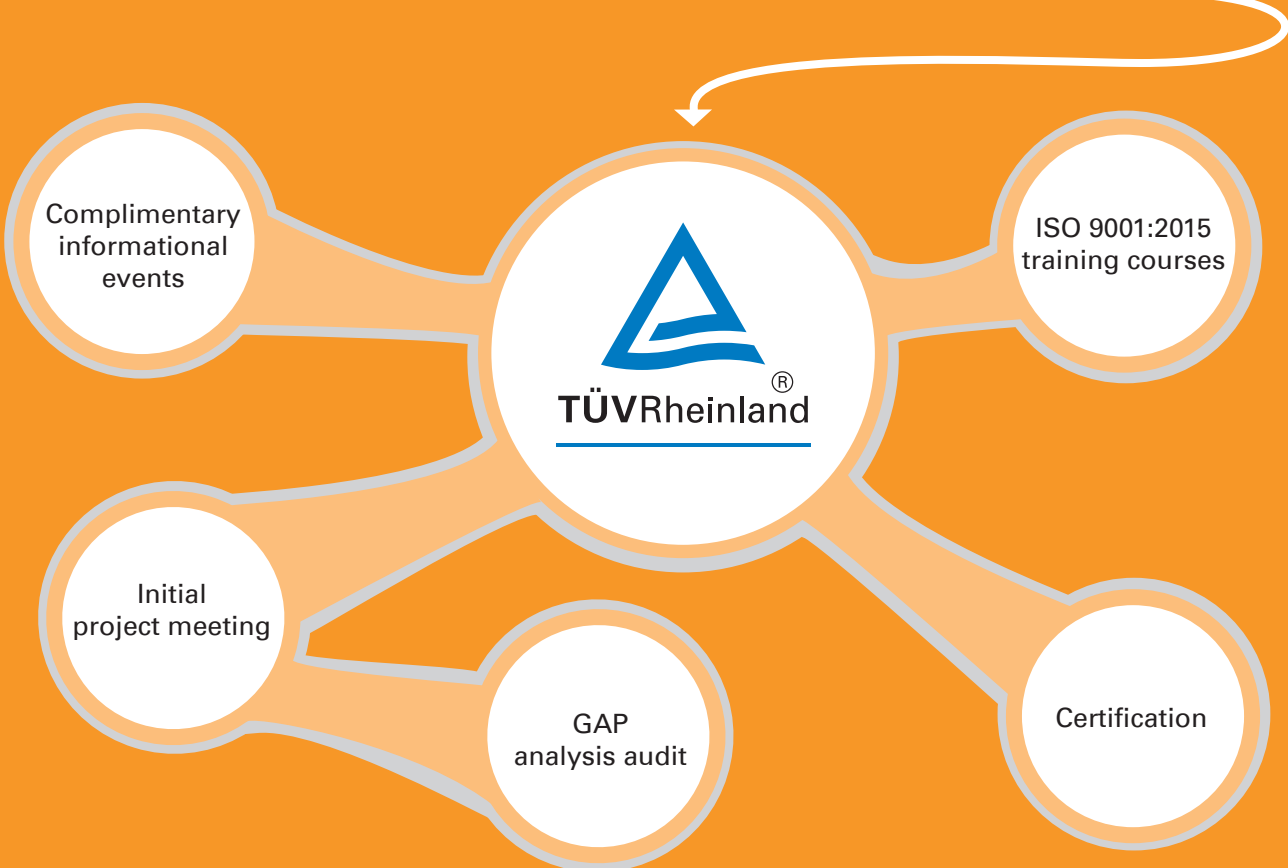
The generic approach provides the necessary relevance for all enterprises regardless of their size, organizational structure, industry or sector.

What does the new structure look like?

ISO 9001:2008	
1 Scope	Introduction
2 Normative Reference	
3 Terms and Definitions	
4 Quality Management System	Plan
5 Management Responsibility	
6 Resource Management	
7 Product Realization	Do
8 Measurement, Analysis and Improvement	Check, Act

ISO 9001:2015	
1 Scope	Introduction
2 Normative Reference	
3 Terms and Definitions	
4 Context of the Organization	Plan
5 Leadership	
6 Planning	
7 Support	
8 Operation	Do
9 Performance Evaluation	Check
10 Improvement	Act

What to do next?



No legal liability. Status: April 2015

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