

## ISO 9001: 2015

### Context

Technical progress, development of societal trends as well as increasing globalisation do not stop. Customer loyalty and long-term customer satisfaction ask for on-going, systematic maintenance and permanent knowledge concerning the development of the context, of the needs and expectations of appropriate parties to promote in good time the identification of short- and long-term challenges. These issues are the basics of organisation's orientation and enterprise's processes for their improvement according aspired proficiency levels. A risk based management supports favouring suitable measures to prevent threats as well as to comprehensively seek opportunities at the due time. In this context enterprises are challenged by the growing complex duty to strengthen assure availability, maintenance and development of competence and knowledge. These issues, supplemented by other denouements, contain the most important requirements of standard revision 9001:2015.

### Target

ISO 9001 defines the requirements for implementing a quality management system and contains needed basics for long-term and aspired market positions of enterprises. Opportunities can be realised in time and implemented by supporting diminution of risks. Reliable satisfaction of requirements may produce a development of confidence and an increased image with customers and stakeholders.

### Target audience

All requirements ISO 9001 are generic and provided for all organisations, independent of sort and size or of performed products and services.

### Recognition

The certificate ISO 9001 of ProCert is recognised nationally and internationally.

### Benefits for certified customers

ISO 9001 specifies the requirements of a quality management system because an organisation:

- a) shall demonstrate its faculty to on-going purchase products and services fulfilling customer requirements and appropriate legal and administrative exigencies, and

- b) being in line with increasing customer satisfaction by an effective use of system – including improvement procedures of system and assurance of conformance with customer requirements and legal exigencies.

### Validity of certificate

3 years

### Audit

Annual audits by ProCert.

### Possible combinations

With regard to the development of integrated management systems ISO 9001 can be used in combination with the standards ISO 14001 (environmental management), OHSAS 18001 (management of occupational health and safety), ISO 50001 (energy management) or ISO 31000 (risk management). The new structure (High Level Structure, HLS) simplifies the integration of ISO 14001. In future all ISO standards shall be revised according to HLS.

### Owner

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. The standard ISO 9001 has been published by subcommittee 2 (SC 2) of ISO technical committee 176 (TC 176). It is part of the standard series ISO 9000 (ISO 9000, ISO 9001 and ISO 9004). The first edition of standard 9001 was in 1987; since then it has been regularly revised. Its first revision is dating 1994, the next 2000 with integration of process orientation, then 2008 and finally 2015.

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