



International
Standard

ISO 9001

Quality management systems —
Requirements

Systèmes de management de la qualité — Exigences

Sixth edition
2026-09



COPYRIGHT PROTECTED DOCUMENT

© ISO 2026

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org
Published in Switzerland

Contents	Page
Foreword	v
Introduction	vi
0.1 General	vi
0.2 Quality management principles	vi
0.3 Process approach	vii
0.3.1 General	vii
0.3.2 Plan-Do-Check-Act cycle	viii
0.4 Relationship with other management system standards	viii
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	5
4.1 Understanding the organization and its context	5
4.2 Understanding the needs and expectations of interested parties	5
4.3 Determining the scope of the quality management system	6
4.4 Quality management system	6
5 Leadership	7
5.1 Leadership and commitment	7
5.1.1 General	7
5.1.2 Customer focus	7
5.2 Quality policy	8
5.3 Roles, responsibilities and authorities	8
6 Planning	8
6.1 Actions to address risks and opportunities	8
6.1.1 Determining risks and opportunities	8
6.1.2 Actions to address risks	9
6.1.3 Actions to address opportunities	9
6.2 Quality objectives and planning to achieve them	9
6.3 Planning of changes	10
7 Support	10
7.1 Resources	10
7.1.1 General	10
7.1.2 People	10
7.1.3 Infrastructure	11
7.1.4 Environment for the operation of processes	11
7.1.5 Monitoring and measuring resources	11
7.1.6 Organizational knowledge	12
7.2 Competence	12
7.3 Awareness	12
7.4 Communication	12
7.5 Documented information	13
7.5.1 General	13
7.5.2 Creating and updating documented information	13
7.5.3 Control of documented information	13
8 Operation	14
8.1 Operational planning and control	14
8.2 Requirements for products and services	14
8.2.1 Customer communication	14
8.2.2 Determining requirements for products and services	14
8.2.3 Review of requirements for products and services	15
8.2.4 Changes to requirements for products and services	15
8.3 Design and development of products and services	15

8.3.1	General	15
8.3.2	Design and development planning	15
8.3.3	Design and development inputs	16
8.3.4	Design and development controls	16
8.3.5	Design and development outputs	16
8.3.6	Design and development changes	17
8.4	Control of externally provided processes, products and services	17
8.4.1	General	17
8.4.2	Type and extent of control	17
8.4.3	Information for external providers	18
8.5	Production and service provision	18
8.5.1	Control of production and service provision	18
8.5.2	Identification and traceability	19
8.5.3	Property belonging to customers or external providers	19
8.5.4	Preservation	19
8.5.5	Post-delivery activities	19
8.5.6	Control of changes	20
8.6	Release of products and services	20
8.7	Control of nonconforming outputs	20
9	Performance evaluation	21
9.1	Monitoring, measurement, analysis and evaluation	21
9.1.1	General	21
9.1.2	Customer satisfaction	21
9.1.3	Analysis and evaluation	21
9.2	Internal audit	22
9.2.1	General	22
9.2.2	Internal audit programme	22
9.3	Management review	22
9.3.1	General	22
9.3.2	Management review inputs	22
9.3.3	Management review results	23
10	Improvement	23
10.1	Continual improvement	23
10.2	Nonconformity and corrective action	23
Annex A (informative) Clarification of structure, terminology and clauses		25
Bibliography		36

Foreword

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. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*, in collaboration with the European Committee for Standardization (CEN), in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This sixth edition cancels and replaces the fifth edition (ISO 9001:2015), which has been technically revised. It also incorporates the Amendment ISO 9001:2015/Amd 1:2024.

The main changes are as follows:

- Inclusion of core ISO management system terms and definitions: [Clause 3](#) of the document now includes a limited number of terms and definitions. ISO 9000 remains the normative reference for all quality management terms and definitions.
- Introduction of quality culture and ethical behaviour: Quality culture and ethical behaviour are now addressed within the requirements, particularly in relation to leadership, awareness and the environment for the operation of processes.
- Separation of risks and opportunities: Risks and opportunities are more clearly distinguished, with separate consideration of actions to address each.
- Strengthened management of change: Requirements related to changes to the quality management system have been reinforced to support the achievement of intended results.
- Enhanced explanatory content in [Annex A](#): It has been revised to provide enhanced clarification of the structure, terminology and intent of the requirements as informative text, without introducing additional requirements.
- Removal of Annex B: It previously provided information on other ISO/TC 176 standards. References to these standards are now included in [Annex A](#) and on the ISO/TC 176 website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 General

Establishing and implementing a quality management system is a strategic decision for an organization that supports improved performance, enhances customer satisfaction, and provides a foundation for sustained success and sustainable development initiatives.

The potential benefits to an organization of implementing a quality management system based on the requirements in this document are:

- a) the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b) facilitating opportunities to enhance customer satisfaction;
- c) addressing risks and opportunities associated with its context and objectives;
- d) the ability to demonstrate conformity to quality management system requirements.

This document can be used by internal and external parties.

This document does not imply the need for:

- uniformity in the structure of different quality management systems;
- alignment of documentation to the clause structure of this document;
- the use of the specific terminology of this document within the organization.

The quality management system requirements in this document are complementary to requirements for products and services.

Consistently meeting requirements and addressing future needs and expectations of customers and other relevant interested parties poses a challenge for organizations in an increasingly dynamic and complex environment. To achieve this objective, the organization can pursue continual improvement in various ways, such as incremental or breakthrough change, innovation or reorganization initiatives.

[Annex A](#) provides information and clarifications that can support understanding of the structure, terms and clauses of this document. It does not contain any additional requirements.

For guidance on the application of all clauses in this document, see ISO 9002 [\[1\]](#).

0.2 Quality management principles

This document is based on the quality management principles described in ISO 9000 [\[2\]](#). The descriptions include a statement of each principle, a rationale of why the principle is important for the organization, some examples of benefits associated with the principle and examples of actions to improve the organization's performance when applying the principle.

The quality management principles are:

- customer focus;
- leadership;
- engagement of people;
- process approach;
- improvement;

- evidence-based decision-making;
- relationship management.

0.3 Process approach

0.3.1 General

This document promotes the adoption of a process approach when establishing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements. Specific requirements considered essential to the application of a process approach are included in [4.4](#).

Understanding and managing interrelated processes as a system contributes to the organization’s effectiveness and efficiency in achieving its intended results. This approach enables the organization to control the interrelationships and interdependencies among the processes of the system, so that the overall performance of the organization can be enhanced.

The process approach involves the systematic determination and management of processes, and their interactions, so as to achieve the intended results in accordance with the quality policy and strategic direction of the organization. Management of the processes and the system as a whole can be achieved using the Plan-Do-Check-Act (PDCA) cycle (see [0.3.2](#)) with an overall focus on risk-based thinking (see [A.6.1.2](#)) aimed at preventing undesired results, and opportunity-based thinking (see [A.6.1.3](#)) aimed at pursuing desired results by taking advantage of opportunities.

The application of the process approach in a quality management system enables:

- a) understanding and consistency in meeting requirements;
- b) consideration of processes in terms of risk, opportunity and added value;
- c) achievement of effective process performance;
- d) improvement of processes based on the results of evaluation of data and information.

[Figure 1](#) gives a schematic representation of any single process and shows the interaction of its elements. The monitoring and measuring check points, which are necessary for control, are specific to each process and will vary depending on the process steps and related risks.

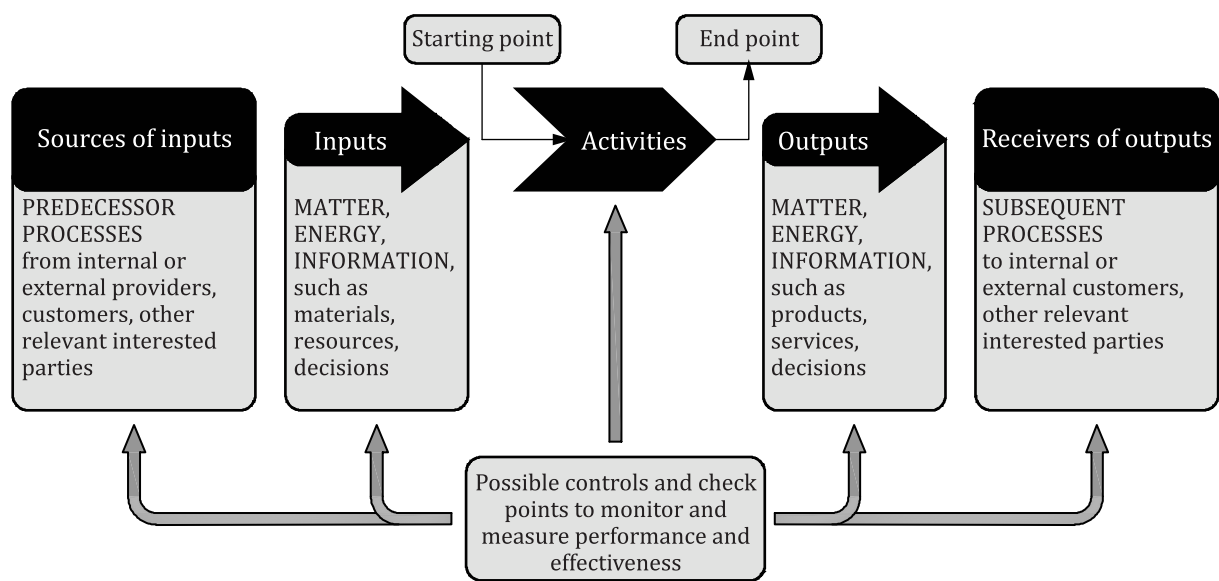


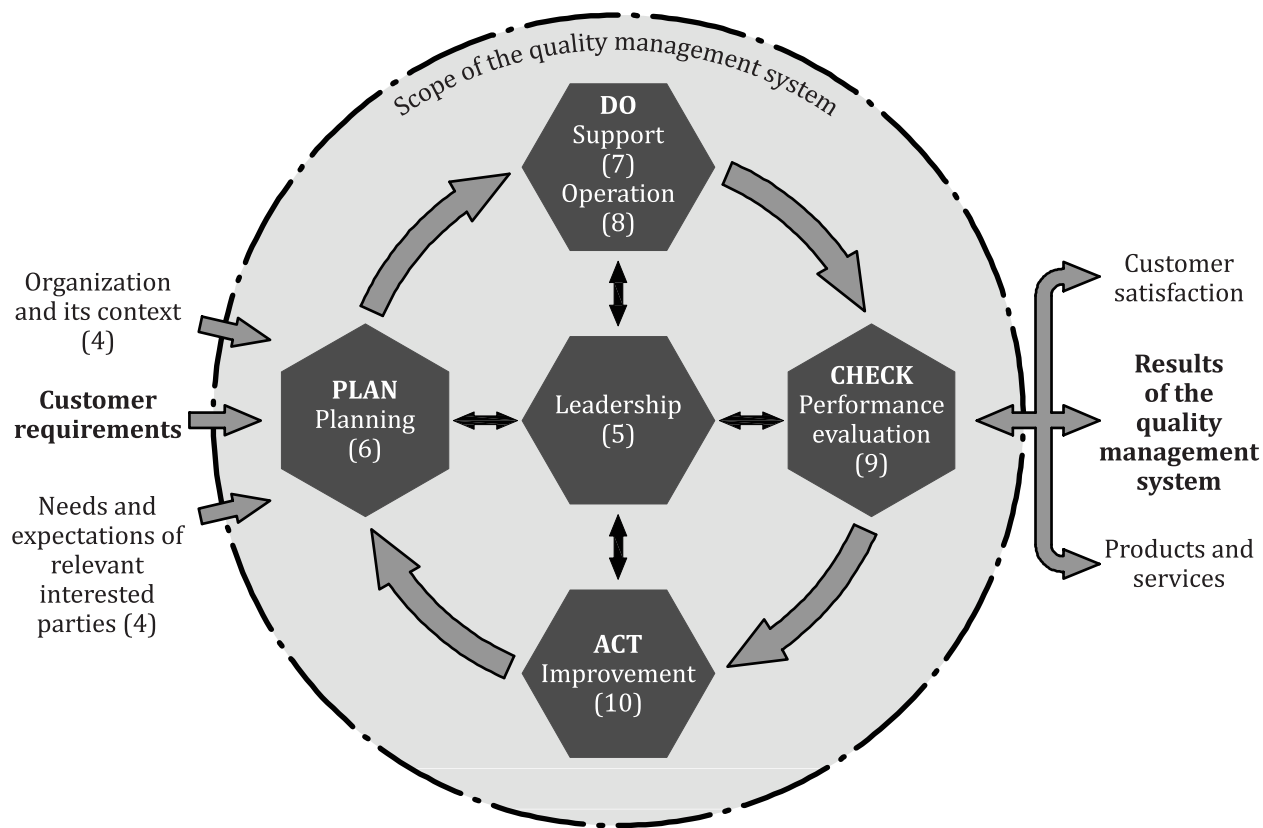
Figure 1 — Schematic representation of the elements of a single process

0.3.2 Plan-Do-Check-Act cycle

The PDCA cycle can be briefly described as follows:

- Plan: Establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customer and other relevant interested party requirements and the organization’s policies, and determine and address risks and opportunities.
- Do: Implement what was planned.
- Check: Monitor and, as applicable, measure processes and the resulting products and services against policies, objectives, requirements and planned activities, and report the results.
- Act: Take actions to improve the performance of the quality management system.

The PDCA cycle can be applied to all processes and to the quality management system as a whole. [Figure 2](#) illustrates how [Clause 4](#) to [Clause 10](#) can be grouped in relation to the PDCA cycle.



NOTE Numbers in brackets refer to the clauses in this document.

Figure 2 — Representation of the structure of this document in the PDCA cycle

0.4 Relationship with other management system standards

This document applies the harmonized approach as published in the ISO/IEC Directives related to the development of management system standards. The intention is to support alignment and facilitate the integration of the requirements and recommendations of one or more management system standards into an organization’s management system.

For more information, see <https://www.iso.org/management-system-standards.html>.

This document provides a basis for an organization to apply the process approach, coupled with the PDCA cycle, risk-based thinking and opportunity-based thinking, in order to align or integrate its quality management system with the requirements of other management system standards.

ISO 9001:2026(en)

This document relates to the following standards:

- ISO 9000 [\[2\]](#) provides the fundamental concepts and vocabulary essential for understanding the requirements of this document;
- ISO 9002 [\[1\]](#) provides guidance on the application of the requirements of this document;
- ISO 9004 [\[3\]](#) provides guidance on enhancing the quality of an organization and its ability to achieve sustained success.

This document does not include requirements specific to other management systems, such as those for environmental management, occupational health and safety management, or asset management.

Sector-specific ISO quality management system standards based on the requirements of this document have been developed. Some of these standards specify additional quality management system requirements, while others are limited to providing guidance to the application of this document within the particular sector.

Quality management systems — Requirements

1 Scope

This document specifies requirements for a quality management system when an organization:

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of this document are generic.

This document is applicable to any organization, regardless of its type or size, or the products and services it provides.

NOTE 1 In this document, the terms “product” or “service” only apply to products and services intended for, or required by, a customer.

NOTE 2 Statutory and regulatory requirements can be expressed as legal requirements.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000, *Quality management — Fundamentals and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org>

3.1

organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.6)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: If the organization is part of a larger entity, the term “organization” refers only to the part of the larger entity that is within the scope of the *quality management system* (3.4.1).

3.2

interested party

stakeholder

person or *organization* (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

EXAMPLE Customers, owners, people in an organization, providers, bankers, regulatory authorities, unions, partners or society that can include competitors or opposing pressure groups.

3.3

top management

person or group of people who directs and controls an *organization* (3.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.4) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

3.4

management system

set of interrelated or interacting elements of an *organization* (3.1) to establish *policies* (3.5) and *objectives* (3.6), as well as *processes* (3.8) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The management system elements include the organization's structure, roles and responsibilities, planning and operation.

Note 3 to entry: The management system elements can include the organization's policies, practices, rules and beliefs.

Note 4 to entry: An organization manages its interrelated elements in an orderly manner to achieve its objectives.

Note 5 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

3.4.1

quality management system

part of the overall *management system* (3.4) of an *organization* (3.1) related to quality

3.5

policy

intentions and direction of an *organization* (3.1) as formally expressed by its *top management* (3.3)

3.5.1

quality policy

policy (3.5) related to quality

Note 1 to entry: The quality policy:

- is generally consistent with the overall policy of the *organization* (3.1);
- can be aligned with the organization's vision and mission;
- provides a framework for the setting of quality objectives.

Note 2 to entry: The quality management principles presented in ISO 9000 [2] can form a basis for the establishment of a quality policy.

3.6

objective

result to be achieved

Note 1 to entry: An objective can be strategic, tactical or operational.

Note 2 to entry: Objectives can relate to different disciplines (e.g. finance, health and safety, environment). They can be, for example, organization-wide or specific to a project, product, service or *process* (3.8).

Note 3 to entry: An objective can be expressed in other ways, such as an intended result, as a purpose, as an operational criterion, as a *quality objective* (3.6.1) or by the use of other words with similar meaning (e.g. aim, goal, target).

Note 4 to entry: In the context of *quality management systems* (3.4.1), *quality objectives* (3.6.1) are set by the *organization* (3.1), consistent with the *quality policy* (3.5.1), to achieve specific results.

3.6.1

quality objective

objective (3.6) related to quality

Note 1 to entry: Quality objectives are generally based on the *organization's* (3.1) *quality policy* (3.5.1).

Note 2 to entry: Quality objectives are generally specified for relevant functions, levels and *processes* (3.8) in the organization.

3.7

risk

effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential events and consequences, or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of occurrence.

Note 5 to entry: The word “risk” is sometimes used when there is the possibility of only negative consequences.

3.8

process

set of interrelated or interacting activities that uses or transforms inputs to deliver a result

Note 1 to entry: Whether the result of a process is called an output, a product or a service depends on the context of the reference.

Note 2 to entry: Inputs to a process are generally the outputs of other processes and outputs of a process are generally the inputs to other processes.

Note 3 to entry: Two or more interrelated and interacting processes in series can also be referred to as a “process”.

Note 4 to entry: Processes in an *organization* (3.1) are generally planned and carried out under controlled conditions to ensure that intended results can be achieved.

Note 5 to entry: A process where the *conformity* (3.15) of the resulting output cannot be readily or economically validated is frequently referred to as a “special process”.

3.9

competence

ability to apply knowledge and skills to achieve intended results

3.10

documented information

information required to be controlled and maintained by an *organization* (3.1) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media and from any source.

Note 2 to entry: Documented information can refer to:

- the *management system* (3.4), including related *processes* (3.8);
- information created in order for the organization to operate (documentation);
- evidence of results achieved (records).

3.11

performance

measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to managing activities, *processes* (3.8), products, services, systems or *organizations* (3.1).

3.12

continual improvement

recurring activity to enhance *performance* (3.11)

3.13

effectiveness

extent to which planned activities are realized and planned results are achieved

3.14

requirement

need or expectation that is stated, generally implied or obligatory

Note 1 to entry: “Generally implied” means that it is custom or common practice for the *organization* (3.1) and *interested parties* (3.2) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, e.g. in *documented information* (3.10).

Note 3 to entry: A qualifier can be used to denote a specific type of requirement, e.g. product requirement, service requirement, quality management requirement, customer requirement, quality requirement.

Note 4 to entry: Requirements can be generated by different interested parties or by the organization itself.

Note 5 to entry: It can be necessary for achieving high customer satisfaction to fulfil an expectation of a customer even if it is neither stated nor generally implied or obligatory.

3.15

conformity

fulfilment of a *requirement* (3.14)

Note 1 to entry: The term “conformance” is synonymous but deprecated.

3.16

nonconformity

non-fulfilment of a *requirement* (3.14)

3.17

corrective action

action to eliminate the cause(s) of a *nonconformity* (3.16) and to prevent recurrence

Note 1 to entry: Corrective action is taken to prevent recurrence whereas preventive action is taken to prevent occurrence.

3.18

audit

systematic and independent *process* (3.8) for obtaining evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the *organization* (3.1) itself, or by an external party on its behalf.

Note 3 to entry: “Audit evidence” and “audit criteria” are defined in ISO 19011 [4].

Note 4 to entry: The fundamental elements of an audit include the determination of the *conformity* (3.15) of an object according to a procedure carried out by people selected to ensure impartiality and objectivity of the audit process.

Note 5 to entry: Internal audits are conducted for management review and other internal purposes and can form the basis for an organization’s declaration of conformity. Independence can be demonstrated by the freedom from responsibility for the activity being audited.

Note 6 to entry: Second-party audits are conducted by parties having an interest in the organization, such as customers, or by other persons on their behalf. Third-party audits are conducted by external, independent auditing organizations such as those providing certification or registration of conformity or governmental agencies.

Note 7 to entry: An audit can also be a joint audit conducted by two or more auditing organizations.

3.19

measurement

process (3.8) to determine a value

Note 1 to entry: According to ISO 3534-2:2006 [5], 3.2.1, the value determined is generally the value of a quantity.

3.20

monitoring

determining the status of a system, a *process* (3.8) or an activity

Note 1 to entry: To determine the status, there can be a need to check, supervise or critically observe.

Note 2 to entry: Monitoring can also determine the status of a product or a service.

Note 3 to entry: Monitoring is generally a determination of the status of an object, carried out at different stages or at different times.

4 Context of the organization

4.1 Understanding the organization and its context

The organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

The organization shall determine whether climate change is a relevant issue.

The organization shall monitor and review information about these external and internal issues.

NOTE 1 Issues can include positive and negative factors or conditions for consideration.

NOTE 2 Understanding the external context can be facilitated by considering legal, technological, competitive, market, cultural, political, social, economic and environmental issues at the international, national, regional or local level.

NOTE 3 Understanding the internal context can be facilitated by considering issues related to the organization’s strategic direction, values, culture, resources, knowledge and performance.

4.2 Understanding the needs and expectations of interested parties

The organization shall determine:

- a) the interested parties that are relevant to the quality management system;
- b) the relevant requirements of these interested parties;