

ISO 9001: Quality Management Systems

This document outlines the requirements for a quality management system.

Organisations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.

Key Principles:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

Section 4: Context of the organisation

Section 5: Leadership

Section 6: Planning

Section 7: Support

Section 8: Operation

Section 9: Performance evaluation

Section 10: Improvement