High Level Structure

ISO 9001:2015

0. Introduction

1. Scope

2. Normative references

3. Terms and definitions

4. Context of the organization

5. Leadership

6. Planning

7. Support

8. Operation

9. Performance evaluation

10. Improvement

Annex A (Informative): Clarification of new structure, terminology and concepts

A.1 Structure and terminology

A.2 Products and services

A.3 Understanding the needs and expectations of interested parties

A.4 Risk-based thinking

A.5 Applicability

A.6 Documented information

A.7 Organizational knowledge

A.8 Control of externally provided processes, products and services

Annex B (Informative): Other International Standards on quality management and quality management systems developed by ISO/TC 176

8.3.1 General

8.3.2 Design and development planning

8.3.3 Design and development inputs

8.4.1 General

8.4.2 Type and extent of control

8.4.3 Information for external providers

8.5 Production and service provision

8.5.1 Control of production and service provision

8.5.2 Identification and traceability

8.5.3 Property belonging to customers or external providers

8.5.4 Preservation

8.5.5 Post-delivery activities

8.5.6 Control of changes

8.6 Release of products and services

8.7 Control of nonconforming outputs