

ISBN 978-0-626-32554-1

SANS 9001:2015

Edition 5

ISO 9001:2015

Edition 5

SOUTH AFRICAN NATIONAL STANDARD

Quality management systems — Requirements

This national standard is the identical implementation of ISO 9001:2015, and is adopted with the permission of the International Organization for Standardization.

WARNING

This document references other documents normatively.

SANS 9001:2015

Edition 5

ISO 9001:2015

Edition 5

Table of changes

Change No.	Date	Scope

National foreword

This South African standard was approved by National Committee SABS/TC 176, *Quality assurance and quality management matters*, in accordance with procedures of the SABS Standards Division, in compliance with annex 3 of the WTO/TBT agreement.

This document was approved for publication in October 2015.

This document supersedes SANS 9001:2008 (edition 4 as modified by ISO tech. corr. 1:2009).

SANS 9001:2015
INTERNATIONAL
STANDARD

ISO
9001

Fifth edition
2015-09-15

Quality management systems —
Requirements

Systèmes de management de la qualité — Exigences



Reference number
ISO 9001:2015(E)

© ISO 2015



COPYRIGHT PROTECTED DOCUMENT

© ISO 2015, Published in Switzerland

All rights reserved. Unless otherwise specified, 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
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	1
4.1 Understanding the organization and its context.....	1
4.2 Understanding the needs and expectations of interested parties.....	2
4.3 Determining the scope of the quality management system.....	2
4.4 Quality management system and its processes.....	2
5 Leadership	3
5.1 Leadership and commitment.....	3
5.1.1 General.....	3
5.1.2 Customer focus.....	3
5.2 Policy.....	4
5.2.1 Establishing the quality policy.....	4
5.2.2 Communicating the quality policy.....	4
5.3 Organizational roles, responsibilities and authorities.....	4
6 Planning	4
6.1 Actions to address risks and opportunities.....	4
6.2 Quality objectives and planning to achieve them.....	5
6.3 Planning of changes.....	5
7 Support	6
7.1 Resources.....	6
7.1.1 General.....	6
7.1.2 People.....	6
7.1.3 Infrastructure.....	6
7.1.4 Environment for the operation of processes.....	6
7.1.5 Monitoring and measuring resources.....	7
7.1.6 Organizational knowledge.....	7
7.2 Competence.....	8
7.3 Awareness.....	8
7.4 Communication.....	8
7.5 Documented information.....	8
7.5.1 General.....	8
7.5.2 Creating and updating.....	9
7.5.3 Control of documented information.....	9
8 Operation	9
8.1 Operational planning and control.....	9
8.2 Requirements for products and services.....	10
8.2.1 Customer communication.....	10
8.2.2 Determining the requirements for products and services.....	10
8.2.3 Review of the requirements for products and services.....	10
8.2.4 Changes to requirements for products and services.....	11
8.3 Design and development of products and services.....	11
8.3.1 General.....	11
8.3.2 Design and development planning.....	11
8.3.3 Design and development inputs.....	11
8.3.4 Design and development controls.....	12
8.3.5 Design and development outputs.....	12
8.3.6 Design and development changes.....	12