

ISO9001: Quality Management System

5 Management Responsibilities

5.1 Management Commitment

5.2 Customer Focus

5.3 Quality Policy

5.4 Planning

5.4.1 Quality Objectives

5.4.2 Quality Management Systems Planning

5.5 Responsibility, Authority and Communication

5.6 Management Review

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6 Resource Management

6.1 Provisions of Resources

6.2 Human Resources

6.2.1 General

6.2.2 Competence, Training and Awareness

6.3 Infrastructure

6.4 Work Environment

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7 Product Realization

7.1 Planning of Product Realization

7.2 Customer-Related Processes

7.3 Design and Development

7.3.1 Design / Dev. Planning

7.3.2 Design / Dev. Inputs

7.3.3 Design / Dev. Outputs

7.3.4 Design / Dev. Review

7.3.5 Design / Dev. Verification

7.3.6 Design / Dev. Validation

7.3.7 Control of Design / Dev. Changes

7.4 Purchasing

7.5 Production and Service Provision

7.6 Control of Monitoring and Measuring Equipment

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8 Monitoring and Measurement

8.1 General Requirements

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

8.2.2 Internal Audit

8.2.3 Monitoring and Measurement of Processes

8.2.4 Monitoring and Measurement of Product

8.3 Control of Nonconforming Product

8.4 Analysis of Data

8.5 Monitoring and Measurement

8.5.1 Continual Improvement

8.5.2 Corrective Action

8.5.3 Preventive Action