

Preparing for a potential revision of ISO 9001

The International Standard ISO 9001 “Quality management systems — Requirements”, developed by ISO (International Organization for Standardization) is one of the most recognized standards (or normative documents) in the world. According to the latest data¹, there are 878664 valid certificates related to 1180654 sites in the world. ISO 9001 is the basis for a number of industry standards that define the requirements for management systems in the automotive, aircraft, medical device manufacturing, etc. It can be said with confidence that tens of millions of people around the world are involved in the development and use of quality management systems based on the ISO 9001 standard.

Quality management systems (QMS) are an important part of ensuring the reliability of both regional and global supply chains of various types. They play an equally important role in ensuring the quality of a wide variety of services around the world.

ISO 9001 specifies requirements for a QMS when an organization:

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

First published in 1987, ISO 9001 has already been revised 4 times, to address the challenges of changing economies, advances in technology and trends in society. In order to ensure the continuing relevance and usefulness of ISO 9001, during the meeting of ISO/TC176 “Quality management and quality assurance” held in November 2019, it was decided to conduct a global survey on the future of ISO 9001. The objectives of this survey are:

- 1) to provide data on the value to organizations of implementing a Quality Management Systems in accordance with the requirements of the current 2015 edition of ISO 9001,
- 2) to provide data on its advantages and disadvantages, and
- 3) to capture user opinions on how to ensure this standard remains relevant in the future.

One of the key elements of the survey is the question of the future of the ISO 9001 itself - should it be left “as is” for the next five-year period, revised, or supplemented by standards with either an enhanced and/or reduced set of requirements.

We invite all categories of users of the ISO 9001 from all over the world to participate in a global survey about its future, available here. You can also find a link to the survey on the ISO/TC176/SC02 website.

For your convenience, the survey has been developed in 13 languages on SurveyMonkey, so at the beginning of it you can choose the language that is most convenient for you. In addition, a Persian version is available on Google Forms via this link.

Your contribution is very important to ensure the continued relevance, usefulness and recognition of the International Standard ISO 9001 and we will be grateful to receive your input via the survey

ISO/TC176/SC02/TG05 “Preparing for a potential revision of ISO 9001” Team

For the hyperlinks above, the full URLs are:

https://www.surveymonkey.com/r/ISO9001_User_Survey_2020 ;

<https://forms.gle/KrnB8GmyowP5aeKr5> ;

<https://committee.iso.org/home/tc176sc2>