ISO 9001:2015 Revision

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Abstract

Purpose: This paper aims to discuss the rationale behind the ISO 9001:2015 revision and the status of this (still ongoing) process. Key Stakeholders have (and are still working) towards a Quality Management Systems with less emphasis on documentation and new/reinforced approaches like consideration of organizational context and (relevant) Stakeholders, risk based thinking and knowledge management. The main question is how far ISO/TC 176 can go without alienating the "traditional" user and at the same time bonding Quality with Management.

Design/methodology/approach: the status of the revision process and a comparison of ISO 9001:2008 and the expected ISO 9001:2015 International Standard are presented, along with author comments on the revision processes and its expected outcomes.

Findings: The revision should assure the standard reflects the changes of an increasingly complex, demanding and dynamic environment and remains stable and adequate to provide assurance that organizations by complying with them are able to provide conformity products and services that satisfy their customers.

The core elements have been standardized by the "Annex SL" and it follows the Plan Do Check Act. Some familiar elements have been omitted (e.g., Quality Manual title is no longer a specific requirement) and some ideas should be reinforced or introduced.

Practical implications: There will be a 3 year transition process and major benefits like Quality Management Systems with less emphasis on documentation and new/reinforced approaches as consideration of organizational context and (relevant) Stakeholders, risk based thinking and knowledge management.

Originality/value: Any opinions expressed by the author are personal viewpoints and information about the revision of ISO 9001 is not yet final. The author thinks organizations will have to be clearer about what they say they are going to offer and the main question is how far ISO/TC 176 can go without alienating the "traditional" user.

Keywords: Quality Management Standards, Management Systems, ISO 9001 revision