



Share your feedback
about this Standard.
Scan the QR code on your
phone or click/ enter the
link to take the survey
feedback.standards.org.au/9001:2016

AS/NZS ISO 9001:2016
ISO 9001:2015

AS/NZS ISO 9001:2016

Australian/New Zealand Standard™

**Quality management systems—
Requirements**



AS/NZS ISO 9001:2016

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-008, Quality Systems. It was approved on behalf of the Council of Standards Australia on 22 February 2016 and on behalf of the Council of Standards New Zealand on 16 February 2016.

This Standard was published on 26 February 2016.

The following are represented on Committee QR-008:

Association of Accredited Certification Bodies
Australian Industry Group
Australian Institute of Petroleum
Australian Organisation for Quality
Australian Prudential Regulation Authority
Consumers Federation of Australia
Engineers Australia
Griffith University, Qld
Housing NSW
ISACA
Joint Accreditation System of Australia and New Zealand
Master Builders Australia
Materials Australia
New Zealand Organisation for Quality
Royal Australian Chemical Institute
University of Canterbury, New Zealand
University of Technology Sydney
University of Wollongong

Keeping Standards up-to-date

Standards are living documents which reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued. Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments which may have been published since the Standard was purchased.

Detailed information about joint Australian/New Zealand Standards can be found by visiting the Standards Australia Web Site at www.standards.org.au or Standards New Zealand web site at www.standards.co.nz and looking up the relevant Standard in the on-line catalogue.

For more frequent listings or notification of revisions, amendments and withdrawals, Standards Australia and Standards New Zealand offer a number of update options. For information about these services, users should contact their respective national Standards organization.

We also welcome suggestions for improvement in our Standards, and especially encourage readers to notify us immediately of any apparent inaccuracies or ambiguities. Please address your comments to the Chief Executive of either Standards Australia or Standards New Zealand at the address shown on the back cover.

AS/NZS ISO 9001:2016

Australian/New Zealand Standard™

Quality management systems— Requirements

Originated in Australia as AS 3901—1987/ISO 9001:1990, AS 3902—1987/ISO 9002:1990 and AS 3903—1987/ISO 9003:1990.
Originated in New Zealand as NZS 5601:1987, NZS 5602:1987 and NZS 5603:1987.
Previous edition AS/NZS ISO 9001:2008.
Fifth edition 2016.

COPYRIGHT

© Standards Australia Limited/Standards New Zealand

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher, unless otherwise permitted under the Copyright Act 1968 (Australia) or the Copyright Act 1994 (New Zealand).

PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Systems, to supersede AS/NZS ISO 9001:2008.

The objective of this Standard is to specify requirements for a quality management system. All the requirements are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

This Standard is identical with, and has been reproduced from ISO 9001:2015, *Quality management systems—Requirements*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text ‘this International Standard’ should read ‘this Australian/New Zealand Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>		<i>Australian/New Zealand Standard</i>	
ISO		AS/NZS ISO	
9000	Quality management systems—Fundamentals and vocabulary	9000	Quality management systems—Fundamentals and vocabulary

The term ‘informative’ has been used in this Standard to define the application of the Annexes to which it applies. An ‘informative’ Annex is only for information and guidance.

CONTENTS

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

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- [Looking for additional Standards? Visit Intertek Inform Infostore](#)
 - [Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation](#)
-