

INTERNATIONAL
STANDARD

ISO
9001

Third edition
2000-12-15

Quality management systems — Requirements

Systèmes de management de la qualité — Exigences



Reference number
ISO 9001:2000(E)

© ISO 2000

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO 2000

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.ch
Web www.iso.ch

Printed in Switzerland

Contents

	Page
1 Scope	1
1.1 General	1
1.2 Application	1
2 Normative reference	1
3 Terms and definitions	1
4 Quality management system	2
4.1 General requirements	2
4.2 Documentation requirements	2
5 Management responsibility	3
5.1 Management commitment	3
5.2 Customer focus	4
5.3 Quality policy	4
5.4 Planning	4
5.5 Responsibility, authority and communication	4
5.6 Management review	5
6 Resource management	5
6.1 Provision of resources	5
6.2 Human resources	6
6.3 Infrastructure	6
6.4 Work environment	6
7 Product realization	6
7.1 Planning of product realization	6
7.2 Customer-related processes	7
7.3 Design and development	8
7.4 Purchasing	9
7.5 Production and service provision	10
7.6 Control of monitoring and measuring devices	11
8 Measurement, analysis and improvement	11
8.1 General	11
8.2 Monitoring and measurement	11
8.3 Control of nonconforming product	12
8.4 Analysis of data	13
8.5 Improvement	13

Annexes

A Correspondence between ISO 9001:2000 and ISO 14001:1996.....	15
B Correspondence between ISO 9001:2000 and ISO 9001:1994	19
Bibliography.....	23