

The Standard ISO 9001:2015. Changes and Challenges

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Abstract

ISO 9001 is undoubtedly the best known and most widely used of the many standards developed by the International Organization for Standardization (ISO). This paper analyzes – on the basis of documents elaborated by ISO/TC 176 – changes and updates proposed for the new ISO 9001:2015. As one of the key changes in the 2015 revision of ISO 9001 is to establish a systematic approach to risk, a special attention is given to the analysis of the concepts of risk and of risk-based thinking, introduced in this standard. A comparison between the “old standard” ISO 9001:2008 and the “new standard” ISO 9001:2015 is given too.

Keywords: quality, quality management, quality management system, ISO 9001, ISO 9001:2015, standard, International Organization for Standardization ISO, ISO/TC 176, changes, new standard revision, risk, risk-based thinking.

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