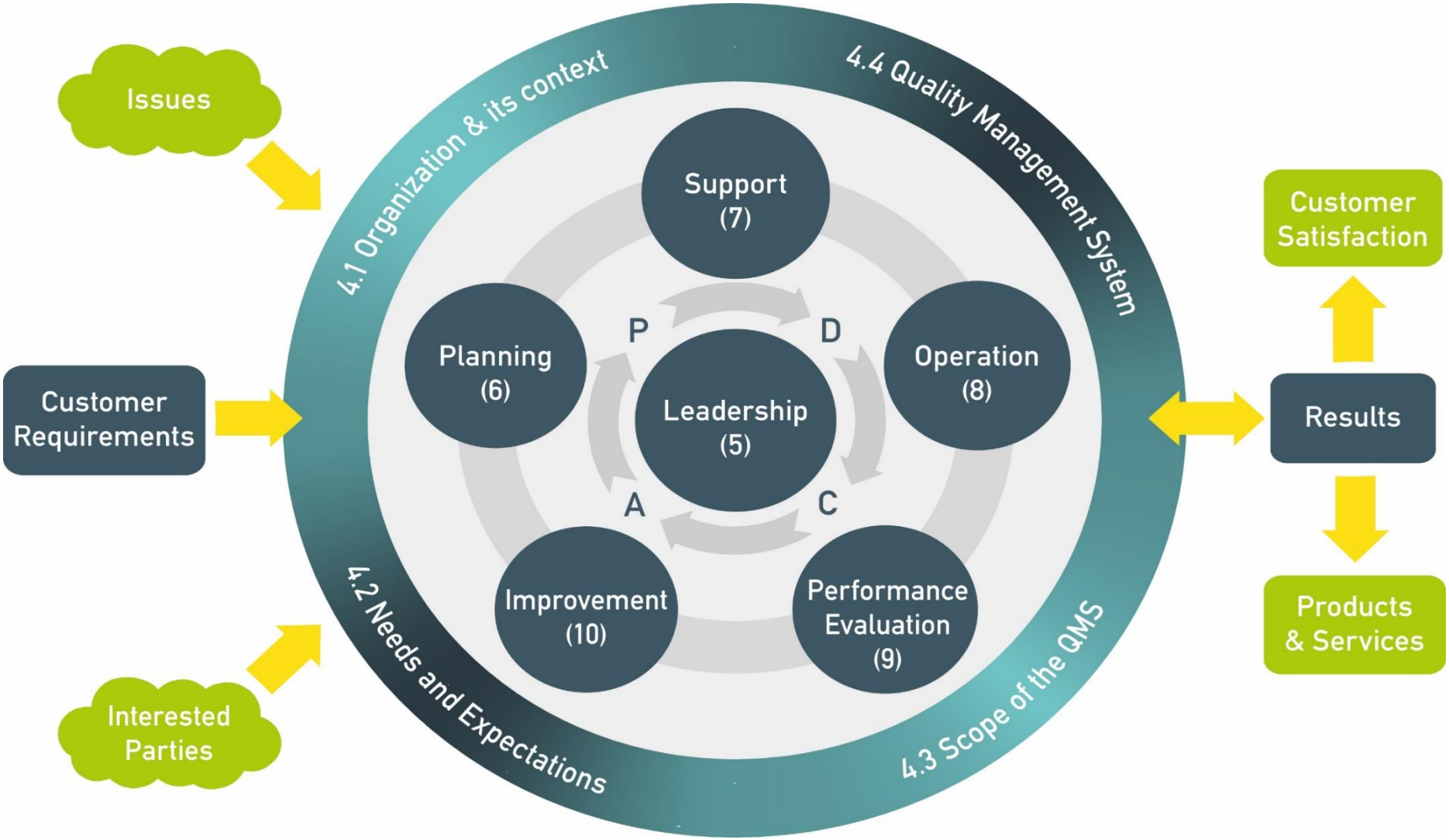
PDCA – ISO 9001:2015



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ISO 9001:2015 Clause Relationships

4. Context of Organisation
4.1 Understanding organisation Context
4.2 Interested parties - needs & expectations
4.3 Scope of QMS
4.4 QMS & its processes

5. Leadership
5.1 Leadership & commitment
5.2 Quality policy
5.3 Organisation, roles & responsibilities

9.3 Management review

10. Improvement
10.1 General
10.2 Nonconformity & Corrective Action
10.3 Continual Improvement

9. Performance Evaluation
9.1 Monitoring, Measurement, Analysis & Evaluation including
9.1.2 Customer Satisfaction
9.2 Internal Audit

6. Planning for the Quality Management System
6.1 Risks & Opportunities
6.2 Quality Objectives
6.3 Planning for Change

Customer

8. Operation
8.1 Operational Planning & Control
8.2 Requirements for Products & Services
8.3 Design & Development of Products & Services
8.4 Externally Provided Products & Services
8.5 Production & Service Provision
8.6 Release of Products & Services
8.7 Control of Nonconforming outputs

Customer

7. Support
7.1 Resources
7.1.1 General
7.1.2 People
7.1.3 Infrastructure
7.1.4 Environment for Process Operations
7.1.5 Monitoring & Measurement Resources
7.1.6 Organisational Knowledge

7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented Information
7.5.1 General
7.5.2 Creating & Updating
7.5.3 Control of Documented Information

Bywater

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