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The ISO 9000 family of international quality management standards and guidelines has earned a global reputation as the basis for establishing quality management systems. ISO 9001 specifies requirements for a quality management system for any organization that needs to demonstrate its ability to consistently provide products that meet customer and applicable regulatory requirements and aims to enhance customer satisfaction. The standards are used for certification/registration and contractual purposes by organizations seeking recognition of their quality management system.

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Quality management systems—Requirements

This standard replaces ANSI/ISO/ASQ 9001:2000. It specifies requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

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