The correlation matrix compares the new requirements of ISO 9001:2015 to the requirements of ISO 9001:2008, and provides a summary of the changes.

**Correlation Matrix & Change Summary**

**ISO 9001:2015 & ISO 9001:2008**

# Introduction

This document provides a matrix that correlates the requirements of ISO 9001:2015 to the new requirements of ISO 9001:2008 and should be used to determine where the new and amended clauses are located. Many of the requirements from ISO 9001:2008 are present with ISO 9001:2015.

# Correlation Matrix

## ISO 9001:2015 to ISO 9001:2008

| **ISO 9001:2015** | **ISO 9001:2008** | **Summary of Changes** |
| --- | --- | --- |
| 4.0 | Context Of The Organization | 1.0 | Scope | Title only |
| 4.1 | Understanding The Organization And Its Context | 1.1 | General | This **new requirement** requires an organisation to demonstrate that it understands all internal and external influences that may affect its strategic direction and market position and what effect any changes may have on its future. |
| 4.2 | Understanding The Needs And Expectations Of Interested Parties | 1.1 | General | This is a **new requirement** which requires the organisation to determine the boundaries and applicability of the QMS. It also makes reference to 4.1. There is now a requirement to state the scope in terms of the ‘goods and services’ delivered and the sites of the organisation to be included. There is a requirement to document and justify any exclusion from the standard; exclusion must be limited to Clauses 7.1.4 to 8.0. |
| 4.3 | Determining The Scope Of The Quality Management System | 1.2 | Application | This requirement is **comparable** to ISO 9001:2008 Clause 4 - Quality Management System and Clause 4.1 – General Requirements. Organizations should review their process-based management system to ensure that it captures elements from 4.1 and 4.2.  |
| 4.2.2 | Quality Manual |
| 4.4 | Quality Management SystemAnd Its Processes | 4.0 | Quality Management System | Process approach – **now a stated requirement** but the content is largely the same as previous clause 4.1 apart from a requirement to determine the risks to conformity if processes are ineffective. |
| 4.1 | General Requirements |
| 5.0 | Leadership | 5.0 | Management Responsibility | Title only |
| 5.1 | Leadership And Commitment | 5.1 | Management Commitment | Top management is **now required** to demonstrate leadership and commitment in regard to the QMS. They should ensure that the quality policy and objectives are compatible with the business’s strategic direction, that the policy is understood and followed, and that the QMS is integrated into the organization’s business processes. There are also **additional requirements** based on the need to identify and address any risks to conformity of goods and services provided to customers. |
| 5.1.1 | Leadership And Commitment For The Quality Management System | 5.1 | Management Commitment |
| 5.1.2 | Customer Focus | 5.2 | Customer Focus |
| 5.2 | Quality Policy | 5.3 | Quality Policy | Includes an **additional requirement** to make the policy available to interested parties and being available as documented information. |
| 5.2.1 | Establishing the Quality Policy | 5.3 | Quality Policy |
| 5.2.2 | Communicating the Quality Policy | 5.5.3 | Internal Communication |
| 5.3 | Organizational Roles, Responsibilities And Authorities | 5.5.1 | Responsibility And Authority | Amended, **no longer requires** the specific position of a Quality Management Representative. Organizations ensure should that Top management has taken on or delegated the responsibility for management of the quality management system, and that they have established a means to monitor if processes are delivering their intended outputs. |
| 5.5.2 | Management Representative |
| 6.0 | Planning For The Quality Management System | 5.4.2 | Quality Management System Planning | Title only. |
| 6.1 | Actions To Address Risks And Opportunities | 5.4.2 | Quality Management System Planning | This is a **new requirement** that requires a process to be implemented to determine and evaluate applicable risks. The organization will be expected to have an understanding of this requirement and be prepared to explain how they are managed within their quality system. |
| 8.5.3 | Preventive Action |
| 6.2 | Quality Objectives And Planning To Achieve Them | 5.4.1 | Quality Objectives | This requirement as **amended** to ensure that quality objectives are relevant to the conformity of products and enhancing customer satisfaction. Quality objectives should be analyzed to assign resources, identify responsible parties, establish a timeline, and determine evaluation practices. |
| 6.3 | Planning Of Changes | 5.4.2 | Quality Management System Planning | This is a **new requirement**. Organizations should retain documented information relating to planning and implementing changes that impact upon the QMS. |
| 7.0 | Support | 6.0 | Resource Management | Title only. |
| 7.1 | Resources | 6.0 | Resource Management | Title only. |
| 7.1.1 | General | 6.1 | Provision Of Resources | There requirements are **comparable** to ISO 9001:2008 Clause 6.0 - Resource Management, Clause 6.1 - Provision of Resources, Clause 6.3 - Infrastructure and Clause 6.4 - Work Environment. It is likely that organizations complying with ISO 9001:2008 will already be undertaking the activities required by this clause. |
| 7.1.2 | People | 6.1 | Provision Of Resources |
| 7.1.3 | Infrastructure | 6.3 | Infrastructure |
| 7.1.4 | Environment For The Operation Of Processes | 6.4 | Work Environment |
| 7.1.5 | Monitoring And Measuring Resources | 7.6 | Control Of Monitoring And Measuring Equipment | This requirement is **comparable** to ISO 9001:2008 Clause 7.6 - Control of Monitoring and Measuring Equipment. It is likely that organizations complying with ISO 9001:2008 will already be undertaking the activities required by this clause. |
| 7.1.6 | Organizational Knowledge | N/A | No ISO 9001:2008 Equivalent | This is a **new requirement** for organizations to take steps to identify the internal and external knowledge necessary to ensure the continued product conformity. |
| 7.2 | Competence  | 6.2.1 | General | A **new requirement** for the organization to establish a process for assessing existing staff competencies against changing business needs and prevailing trends. |
| 6.2.2 | Competence, Training And Awareness | No change. |
| 7.3 | Awareness | 6.2.2 | Competence, Training And Awareness | Now includes a **new requirement** for organizations to ensure that employees are aware of the implications of not conforming to the quality management system requirements. |
| 7.4 | Communication | 5.5.3 | Internal Communication | A **new requirement** to communicate with external parties defined in 4.2. |
| 7.5 | Documented Information | 4.2 | Documentation Requirements | Title only. |
| 7.5.1 | General | 4.2.1 | General | No change. |
| 7.5.2 | Creating And Updating | 4.2.3 | Control Of Documents | This requirement is **comparable** to the requirements from ISO 9001:2008 Clause 4.2.3 – Document Control. |
| 4.2.4 | Control Of Records |
| 7.5.3 | Control Of Documented Information | 4.2.3 | Control Of Documents | This requirement is **comparable** to the requirements from ISO 9001:2008 Clause 4.2.4 – Control of Records. |
| 4.2.4 | Control Of Records |
| 8.0 | Operation | 7.0 | Product Realization | Title only. |
| 8.1 | Operational Planning And Control | 7.1 | Planning Of Product Realization | There is a **new requirement** that for those risks and opportunities that the organization has identified these actions and that have been integrated into the management system. |
| 8.2 | Determination Of Requirements For Products And Services | 7.2 | Customer-Related Processes | Title only. |
| 8.2.1 | Customer Communication | 7.2.3 | Customer Communication | Includes a **new requirement** for organizations to obtain ‘customer views and perceptions’ instead of ‘customer feedback’. |
| 8.2.2 | Determination Of Requirements Related To Products And Services | 7.2.1 | Determination Of Requirements Related To The Product | This **new requirement** replaces ISO 9001:2008 Clause 7.2.1 - Determination of Requirements Related to Product Requirements. Organizations should implement a process to determine the requirements for the products and services that it intends to offer to customers. |
| 8.2.3 | Review Of Requirements Related To The Products And Services | 7.2.2 | Review Of Requirements Related To The Product | This requirement is **comparable** to ISO 9001:2008 Clause 7.2.1 - Determination of Requirements Related to Product and Clause 7.2.2 - Review of Requirements Related to Product. The requirement states that organizations should now include a review of the requirements arising from any relevant interested parties. |
| 8.2.4 | Changes to Requirements for Products & Services | N/a | No ISO 9001:2008 Equivalent | This is a **new requirement** for organizations to ensure that all relevant documented information; relating to changed product or service requirements, is amended and those relevant design personnel are made aware of the changed requirements. |
| 8.3 | Design And Development Of Products And Services | 7.3 | Design And Development | Title only. |
| 8.3.1 | General | N/A | No ISO 9001:2008 Equivalent | This is a **new requirement** that mandates the introduction of a design and development process where this activity is required. |
| 8.3.2 | Design And Development Planning | 7.3.1 | Design And Development Planning | This requirement **expands** upon the requirements from ISO 9001:2008 Clause 7.3.1 – Design and Development Planning. It is likely that organizations complying with ISO 9001:2008 will already be undertaking the activities required by this clause |
| 8.3.3 | Design And Development Inputs | 7.3.2 | Design And Development Inputs | Organizations should note the **additional requirements** to ensure that when design and development is undertaken that the design inputs include standards, and relevant codes of practice that the organization is committed to implementing. Where the organization is responsible for the design of its products, the organization must consider the potential consequences of failure due to the nature of the products or services.  |
| 8.3.4 | Design And Development Controls | 7.3.4 | Design And Development Review | These requirements are **comparable** to the requirements from ISO 9001:2008. It is likely that organizations complying with ISO 9001:2008 will already be undertaking the activities required by this clause |
| 7.3.5 | Design And Development Verification |
| 7.3.6 | Design And Development Validation |
| 8.3.5 | Design And Development Outputs | 7.3.3 | Design And Development Outputs |
| 8.3.6 | Design And Development Changes | 7.3.7 | Design & Development Changes |
| 8.4 | Externally Provided Products & Services | 7.4.1 | Purchasing Process | Title only. |
| 8.4.1 | General | 7.4.1 | Purchasing Process | This requirement is **comparable** to the requirement from ISO 9001:2008 Clauses 7.4.1. Organizations should ensure that documented information records; not only the criteria by which suppliers were selected, but also the results of the selection activities, and the results from the monitoring of their performance. |
| 8.4.2 | Type And Extent Of Control Of External Provision | 7.4.1 | Purchasing Process | This requirement is **comparable** to the requirements from ISO 9001:2008 Clauses 7.4.1 – Purchasing Process and Clause 7.4.3 - Verification of Purchased Product. Organizations should ensure that the supplied product or service meets the specified requirements by implementing a process of inspection to ensure that purchased products conform. |
| 7.4.3 | Verification Of Purchased Product |
| 8.4.3 | Information For External Providers | 7.4.2 | Purchasing Information | This requirement is **comparable** to the requirements from ISO 9001:2008 Clause 7.4.2 – Purchasing Information. Organizations need establish methods for communicating their intentions in terms of controlling and monitoring external provider performance to external providers. |
| 8.5 | Production And Service Provision | 7.5 | Production And Service Provision | Title only. |
| 8.5.1 | Control Of Production And Service Provision | 7.5.1 | Control Of Production And Service Provision | This requirement is **comparable** to the requirements from ISO 9001:2008 Clause 7.5.1 - Control of Production and Service Provision and Clause 7.5.2 Validation of Processes from Production and Service Provision. Organizations must control the conditions by which products or services are provided. |
| 8.5.2 | Identification And Traceability | 7.5.3 | Identification And Traceability | This requirement is **comparable** to the requirements from ISO 9001:2008 Clause 7.5.3 - Identification and traceability. Where traceability is a requirement, the organization must control and record the unique identification of the product. |
| 8.5.3 | Property Belonging To Customers Or External Providers | 7.5.4 | Customer Property | Have controls been established for external provider property where ownership does not transfer to the organization? |
| 8.5.4 | Preservation | 7.5.5 | Preservation Of Product | This is a **new requirement**. The auditor will expect to see that adequate measures are taken to protect/preserve the product during internal processing and delivery to the intended destination. |
| 8.5.5 | Post-Delivery Activities | 7.5.1 | Control Of Production And Service Provision | This is a **new requirement** for the organization to have controls for the expanded list of applicable Post Delivery activities. |
| 8.5.6 | Control Of Changes | 7.3.7 | Control Of Design And Development Changes | This is a **new requirement** for the organization to implement a process for responding to unplanned changes in such a way that conformity with requirements is maintained. Changes should be documented and information retained about the changes, including who authorized the change and the actions arising from the change. |
| 8.6 | Release Of Products And Services | 8.2.4 | Monitoring And Measurement Of Processes | This requirement is **comparable** to ISO 9001:2008 Clause 8.2.4 Monitoring and Measurement of Processes. Your organization must show evidence that a process (method, techniques, formats, etc.) is in place to monitor and measure the characteristics of product to verify that requirements are being met. |
| 7.4.3 | Verification Of Purchased Product |
| 8.7 | Control Of Nonconforming Process Outputs, Products And Services | 8.3 | Control Of Nonconforming Product | This clause now includes as a **new requirement**, the terms ‘process outputs’ and ‘services’ as well as products. It should be noted that there is no need to maintain a documented procedure but your organization may still chose to operate one. |
| 9.0 | Performance Evaluation | N/A | No ISO 9001:2008 Equivalent | Title only. |
| 9.1 | Monitoring, Measurement, Analysis And Evaluation | 8.0 | Measurement, Analysis And Improvement | You should note the **additional requirement** for your organization to evidence evaluation of the results of monitoring and measurement, not just their analysis. |
| 9.1.1 | General | 8.1 | General |
| 9.1.2 | Customer Satisfaction | 8.2.1 | Customer Satisfaction | You should note the **additional requirement** for organizations to implement a consistent and systematic approach when dealing with customer feedback and that they are obtaining information on customer perception. |
| 9.1.3 | Analysis And Evaluation | 8.4 | Analysis Of Data | This requirement is **comparable** to ISO 9001:2008 Clause 8.4 - Analysis of Data. You should expect to see that the organization has developed a process (method, techniques, format, etc.) to identify, collect and analyze and evaluate data and information from both internal and external sources |
| 9.2 | Internal Audit | 8.2.2 | Internal Audit | This requirement is **unchanged** from the requirements of ISO 9001:2008 Clause 8.2.2 – Internal Audit.  |
| 9.3 | Management Review | 5.6 | Management Review | Title only. |
| 9.3.1 | General | 5.6.1 | General | The management review process is **comparable** to ISO 9001:2008 Clause 5.6 – Management Review and requires that top management periodically review the QMS to ensure its continuing suitability and adequacy. |
| 9.3.2 | Management Review Inputs | 5.6.2 | Management Review Input | This now includes **additional requirements** for the organization to have a structured management review process that includes discussion of internal and external issue changes, and its potential effect on the strategic direction of the organization. The organization’s management review process must also include discussion of external provider’s, and other supplier’s performance. It must also include an assessment of risk management actions. |
| 9.3.3 | Management Review Outputs | 5.6.3 | Management Review Output | The management review process is **comparable** to ISO 9001:2008 Clause 5.6.3 – Management Review Outputs. Organizations should ensure there is evidence of decisions regarding QMS, process and product improvement actions; resource provision actions; revised business plans and budgets; changes to quality objectives and policies and management meeting minutes. |
| 10.0 | Improvement | 8.5 | Improvement | Title only. |
| 10.1 | General | 8.5.1 | Continual Improvement | Organizations note the **new requirements** to consider improvement with respect to its processes, products and services, and the performance of the quality management system overall. |
| 10.2 | Non-Conformity And Corrective Action | 8.3 | Control Of Nonconforming Product | This requirement is comparable to Clause 8.3 - Control of Non-conforming Product and Clause 8.5.2 - Corrective Action. There is an **additional requirement** for organizations to determine whether other similar non-conformances exist or have the potential to exist.There is also a **new requirement** for an organisation to determine whether changes are required to the QMS in order to prevent a reoccurrence. Note the **new requirement** to record the nature of non-conformities as well as the subsequent action(s) undertaken. |
| 8.5.2 | Corrective Action |
| 10.3 | Continual Improvement | 8.5.1 | Continual Improvement | This requirement is **comparable** to ISO 9001:2008 Clause 8.5.1 Continual Improvement. It is likely that organizations complying with ISO 9001:2008 will already be undertaking the activities required by this clause. |