



The 9000 Store

The tools you need to Achieve and Maintain ISO 9001



14000 Store

The tools you need to Achieve and Maintain ISO 14001

ISO 9001:2008		ISO 14001:2004	
0.1	Introduction		Introduction
0.2	General		
0.3	Process approach		
0.4	Relationship with ISO 9004 Compatibility with other management systems		
1	Scope	1	Scope
1.1	General		
1.2	Application		
2	Normative reference	2	Normative references
3	terms and definitions	3	Definitions
4	Quality management system	4	Environmental management system requirements
4.1	General requirements	4.1	General requirements
4.2	Documentation requirements (title only)		
4.2.1	General	4.4.4	Documentation
4.2.2	Quality manual		
4.2.3	Control of documents	4.4.5	Control of documents
4.2.4	Control of records	4.5.4	Control of records
5	Management responsibility (title only)	4.4.1	Structure and responsibility
5.1	Management commitment	4.4.1	Structure and responsibility
5.2	Customer focus	4.3.1	Environmental aspects
		4.3.2	Legal and requirements
		4.6	Management Review
5.3	Quality policy	4.2	Environmental policy
5.4	Planning	4.3	Planning
5.4.1	Quality objectives	4.3.3	Objectives, targets and programme(s)
5.4.2	Quality management system planning	4.3.3	Objectives, targets and programme(s)
5.5	Responsibility authority and communication (title only)	-	-
5.5.1	Responsibility and authority	4.4.1	Resources, roles, responsibility and authority
5.5.2	management representative	4.4.1	Resources, roles, responsibility and authority
5.5.3	Internal communication	4.4.3	Communication
5.6	Management review	4.6	Management review
5.6.1	General		
5.6.2	Review input		
5.6.3	Review output		

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6	Resource management		
6.1	Provision of resources	4.4.1	Resources, roles, responsibility and authority
6.2	Human resources		
6.2.1	General	4.4.2	Competence, training and awareness
6.2.2	Competence, training and awareness	4.4.2	Competence, training and awareness
6.3	Infrastructure	4.4.1	Resources, roles, responsibility and authority
6.4	Work environment		
7	Product realization	4.4	Implementation and operation
7.1	Planning of product realization	4.4.6	Operational control
7.2	Customer – related processes		
7.2.1	Determination of requirements related to the product	4.3.1	Environmental aspects
		4.3.2	Legal and other requirements
		4.4.6	Operational control
7.2.2	Review of requirements related to the product	4.3.1	Environmental aspects
		4.4.6	Operational control
7.2.3	Customer communication	4.4.3	Communications
7.3	Design and development	4.4.6	Operational control
7.3.1	Design and development planning		
7.3.2	Design and development inputs		
7.3.3	Design and development out puts		
7.3.4	Design and development review		
7.3.5	Design and development verification		
7.3.6	Design and development validation		
7.3.7	Control of design and development changes		
7.4	Purchasing	4.4.6	Operational control
7.4.1	Purchasing process		
7.4.2	Purchasing information		
7.4.3	Verification of purchased product		
7.5	Production and service provision	4.4.6	Operational control
7.5.1	Control of production and service provision		
7.5.2	Validation of processes for production and service provision		
7.5.3	Identification and traceability		
7.5.4	Customer property		
7.5.5	Preservation of product		
7.6	Control of monitoring and measuring equipment	4.5.1	Monitoring and measurement
8	Measurement , analysis and improvement	4.5	Checking
8.1	General	4.5.1	Monitoring and measurement
8.2	Monitoring and measurement		
8.2.1	Customer satisfaction		
8.2.2	Internal audit	4.5.5	Internal audit
8.2.3	Monitoring and measurement of processes	4.5.1	Monitoring and measurement
		4.5.2	Evaluation of compliance

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8.2.4	Monitoring and measurement of product	4.5.1	Monitoring and measurement
		4.5.2	Evaluation of compliance
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8.3	Control of nonconforming product	4.5.2	Emergency preparedness and response
		4.5.3	Nonconformity, corrective and preventive action
8.4	Analysis of data	4.5.1	Monitoring and measurement
8.5	Improvement (title only)		
8.5.1	Continual improvement	4.2	Environmental policy
		4.3.3	Objectives, targets and programme(s)
		4.6	Management review
8.5.2	Corrective action	4.5.3	Nonconformity, corrective and preventive action
8.5.3	Preventive action	4.5.3	Nonconformity, corrective action and preventive action