



ISO 9001:2015		ISO 14001:2015	
	Introduction		Introduction
0.1	General	0.1	Background
0.2	Quality management principles	0.2	Aim of an environmental management system
0.3	Process approach	0.3	Success factors
0.3.1	General	0.4	Plan-Do-Check-Act model
0.3.2	Plan-Do-Check-Act cycle	0.5	Contents of this international standard
0.3.3	Risk-based thinking		
0.4	Relationship with other management standards		
1	Scope	1	Scope
2	Normative references	2	Normative references
3	Terms and definitions	3	Terms and definitions
4	Context of the organization	4	Context of the organization
4.1	Understanding the organization and its context	4.1	Understanding the organization and its context
4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of interested parties
4.3	Determining the scope of the quality management system	4.3	Determining the scope of the environmental management system
4.4	Quality management system and its processes	4.4	Environmental management system
4.4.1	.. Establish, implement, maintain and continually improve ..		
4.4.2	.. Maintain documented information ..		
5	Leadership	5	Leadership
5.1	Leadership and commitment	5.1	Leadership and commitment
5.1.1	General		
5.1.2	Customer focus		
5.2	Policy	5.2	Environmental policy
5.2.1	Establishing the quality policy		
5.2.2	Communicating the quality policy		
5.3	Organizational roles, responsibilities and authorities	5.3	Organizational roles, responsibilities and authorities
6	Planning	6	Planning
6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities
6.1.1	.. Consider issues of 4.1 and requirements of 4.2 ..	6.1.1	General
6.1.2	.. Actions to address risks and opportunities	6.1.2	Environmental aspects
		6.1.3	Compliance obligations
		6.1.4	Planning action
6.2	Quality objectives and planning to achieve them	6.2	Environmental objectives and planning to achieve them
6.2.1	.. Quality objectives at relevant functions ..	6.2.1	Environmental objectives
6.2.2	.. Determine what, who, when, how ..	6.2.2	Planning actions to achieve environmental objectives
6.3	Planning of changes		
7	Support	7	Support
7.1	Resources	7.1	Resources
7.1.1	General		
7.1.2	People		
7.1.3	Infrastructure		
7.1.4	Environment for the operation of processes		
7.1.5	Monitoring and measuring resources	* 9.1.1	<i>Operational control - Monitoring, measuring equipment</i>
7.1.5.1	General		
7.1.5.2	Measurement traceability		
7.1.6	Organizational knowledge		
7.2	Competence	7.2	Competence
7.3	Awareness	7.3	Awareness
7.4	Communication	7.4	Communication
		7.4.1	General
		7.4.2	Internal communication
		7.4.3	External communication
7.5	Documented information	7.5	Documented information
7.5.1	General	7.5.1	General
7.5.2	Creating and updating	7.5.2	Creating and updating
7.5.3	Control of documented information	7.5.3	Control of documented information
7.5.3.1	.. Documented information controlled ..		
7.5.3.2	.. Activities for control of information ..		
8	Operation	8	Operation
8.1	Operational planning and control	8.1	Operational planning and control
8.2	Requirements for products and services	8.2	Emergency preparedness and response
8.2.1	Customer communication		
8.2.2	Determining the requirements for products and services		
8.2.3	Review of the requirements for products and services		
8.2.3.1	.. Ensure ability to meet requirements ..		
8.2.3.2	.. Retain documented information ..		
8.2.4	Changes to requirements for products and services		
8.3	Design and development of products and services	*8.1	<i>Operational control - Design and development</i>
8.3.1	General		
8.3.2	Design and development planning		
8.3.3	Design and development inputs		
8.3.4	Design and development controls		
8.3.5	Design and development outputs		
8.3.6	Design and development changes		
8.4	Control of externally provided processes, products and services	*8.1	<i>Operational control- External providers</i>
8.4.1	General		
8.4.2	Type and extent of control		
8.4.3	Information for external providers		
8.5	Production and service provision		
8.5.1	Control of production and service provision	*8.1	<i>Operational control-Provision of production and service</i>
8.5.2	Identification and traceability		
8.5.3	Property belonging to customers or external providers		
8.5.4	Preservation		
8.5.5	Post-delivery activities	*8.1	<i>Operational control - Delivery and post delivery</i>
8.5.6	Control of changes		
8.6	Release of products and services		
8.7	Control of nonconforming outputs		
9	Performance evaluation	9	Performance evaluation
9.1	Monitoring measurement, analysis and evaluation	9.1	Monitoring measurement, analysis and evaluation
9.1.1	General	9.1.1	General
9.1.2	Customer satisfaction		
9.1.3	Analysis and evaluation	9.1.2	Evaluation of compliance
9.2	Internal audit	9.2	Internal audit
9.2.1	.. Conduct internal audits at planned intervals ..	9.2.1	General
9.2.2	.. Plan, establish, implement and maintain audit program ..	9.2.2	Internal audit program
9.3	Management review	9.3	Management review
9.3.1	General		
9.3.2	Management review inputs		
9.3.3	Management review outputs		
10	Improvement	10	Improvement
10.1	General	10.1	General
10.2	Nonconformity and corrective action	10.2	Nonconformity and corrective action
10.2.1	.. When a nonconformity occurs ..		
10.2.2	.. Retain documented information ..		
10.3	Continual improvement	10.3	Continual improvement

* Operational control - Depending on nature of the business.