

# DIN EN ISO 9001:2015 Norm chapters in the „never-ending“ PDCA-Cycle

0 Introduction		1 Scope		2 Normative References		3 Terms and Definitions					
PLAN						DO		CHECK	ACT		
4. Context of the organisation		5. Leadership		6. Planning		7. Support		8. Operation		9. Performance Evaluation	10. Improvement
4.1 Understanding the organisation and its context		5.1 Leadership and commitment		6.1 Actions to address risks and opportunities		7.1 Resources		8.1 Operational planning and control		9.1 Monitoring, measurement, analysis and evaluation	10.1 General
4.2 Understanding the needs and expectations of interested parties		5.2 Policy		6.2 Quality objectives and planning to achieve them		7.2 Competence		8.2 Requirements for products and services		9.2 Internal audit	10.2 Nonconformity and corrective action
4.3 Determining the scope of the QMS		5.3 Organisational roles, responsibilities and authorities		6.2 Planning of changes		7.3 Awareness		8.3 Design and development of products and services		9.3 Management review	10.3 Continual Improvement
4.4 QMS and its processes						7.4 Communication		8.4 Control of externally provided processes, products and services			
						7.5 Documented Information		8.5 Production and service provision			
								8.6 Release of products and services			
								8.7 Control of nonconforming outputs			