

ISO 9001

Quality Management Systems

ISO 9001: 2026 Revision

The revision will be published in September 2026. In all likelihood, the basic structure of the standard will be retained (chapter structure and core content). This will contribute to the stability of the certified systems. It will therefore primarily result in clarifications and specifications, whereby future topics will be considered and incorporated in a focussed manner. Quality Austria is part of the working group and is actively involved in shaping the future of the standard.

MOTIVATION AND BENEFITS

There are many reasons in favour of the introduction of a quality management according to ISO 9001 in any industry sector or size:

1. The real opportunity for increased customer orientation and increased customer satisfaction
2. Reduction of complaints, cost savings and increasing resource efficiency and legal certainty
3. The continued focus on processes, their continuous improvement and therefore a reduction in process and hidden costs
4. The promotion of organizational development, internal communication, motivation and sense of responsibility of the employees
5. Improved self-knowledge of the organization
6. Successful certification leads in many industries to a listing as a supplier and improves the image
7. A solid basis for those organizations that are faced with further industry requirements or other requirements (such as environmental or health and safety management)
8. An increase in company value
9. A solid basis for those who strive for business excellence

OBJECTIVES

Quality management systems serve to improve the organization's services, to implement changes in a future-oriented and sustainable manner as well as to develop effective and efficient processes, leading towards high customer satisfaction



Quality Management System

A quality management system according to ISO 9001 helps to guarantee that an organization is capable of meeting customer requirements and statutory and regulatory requirements placed on their products and services. Such a system also makes it possible to ensure that the organization is continually working at the improvement of customer satisfaction. In order to guarantee all this, the process approach is anchored in the standard. This process approach comprises a consistent process focus, the further development of the processes enabled by the use of the Plan-Do-Check-Act model (PDCA cycle) as well as a constant look on risks and opportunities.

The process approach is aimed at yielding the following advantages

to the organizations:

- understanding requirements, risks and interrelations and inter- actions
- optimizing the processes as to create value
- achieving effective process performance and relevant results
- continual improvement of processes in alignment with the organization's strategic goal.

Context of the organization:

The context of the organization is significant for the fundamental design of the quality management system (QMS). What are the influencing factors, what boundaries are set, how can strategic goals be reached? For implementing a successful Quality Management

System, resources, competence of employees as well as documentation are required.

- **Leadership**
- **Planning**
- **Operation**
- **Performance evaluation**
- **Improvement**

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Other Standards

- ISO 14001 – Environmental management systems
- ISO 14064 – GHG quantification, reporting, and verification
- IATF 16949 – Automotive quality management
- ISO 22301 – Business continuity management systems
- ISO 45001 – Occupational health and safety management systems
- ISO 50001 – Energy management systems

QACA Business Streams

- Inspection (TPI)
- Testing
- Certification & Audits
- PDI
- Trainings
- Sustainability (ESG)
- Cyber Security
- Market surveys

Trainings for ISO 9001

- Awareness
- Internal Auditor
- Lead Auditor
- Transition course
- Implementation



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Corporate Office:

ATS Bouquet, 201, Tower C Sector 132, Noida, 201301

+91 95996 19392 | info@qacamail.com

www.qualityaustriacentralasia.com