quality**austria**
Succeed with Quality

PART 1 "General part"

ISO 9001:2015		ISO 14001:2015		ISO 45001:2018		ISO 50001:2018		ISO 22301:2019	
Introduction	**0**	**Introduction**	**0**	**Introduction**	**0**	**Introduction**	**0**	**Introduction**	**0**
General	0.1	Background	0.1	Background	0.1	General	0.1	General	0.1
Quality management principles	0.2	Aim of the environmental management system	0.2	Aim of the OH&S management system	0.2	Energy performance approach	0.2	Benefits of a business continuity management system	0.2
Process approach	0.3	Success factors	0.3	Success factors	0.3	Plan-Do-Check-Act (PDCA) cycle	0.3	Plan-Do-Check-Act (PDCA) cycle	0.3
General	0.3.1								
Plan-Do-Check-Act cycle	0.3.2								
Risk-based thinking	0.3.3								
Relationship with other management system standards	0.4	Plan-Do-Check-Act model	0.4	Plan-Do-Check-Act cycle	0.4	Compatibility with other management system standards	0.4	Compatibility with other management system standards	0.4
		Contents of this International Standard	0.5	Contents of this document	0.5	Benefits of this document	0.5	Contents of this document	0.5
Scope	**1**	**Scope**	**1**	**Scope**	**1**	**Scope**	**1**	**Scope**	**1**
Normative references	**2**	**Normative references**	**2**	**Normative references**	**2**	**Normative references**	**2**	**Normative references**	**2**
Terms and definitions	**3**	**Terms and definitions**	**3**	**Terms and definitions**	**3**	**Terms and definitions**	**3**	**Terms and definitions**	**3**

PART 2 "Requirements"

ISO 9001:2015		ISO 14001:2015		ISO 45001:2018		ISO 50001:2018		ISO 22301:2019	
Context of the organization	**4**	**Context of the organization**	**4**	**Context of the organization**	**4**	**Context of the organization**	**4**	**Context of the organization**	**4**
Understanding the organization and its context	4.1	Understanding the organization and its context	4.1	Understanding the organization and its context	4.1	Understanding the organization and its context	4.1	Understanding the organization and its context	4.1
Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of workers and other interested parties	4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of interested parties	4.2
								General	4.2.1
								Legal and regulatory requirements	4.2.2
Determining the scope of the quality management system	4.3	Determining the scope of the environmental management system	4.3	Determining the scope of the OH&S management system	4.3	Determining the scope of the energy management system	4.3	Determining the scope of the business continuity management system	4.3
								General	4.3.1
								Scope of the BCMS	4.3.2
Quality management system and its processes	4.4	Environmental management system	4.4	OH&S management system	4.4	Energy management system	4.4	Business continuity management system	4.4
Establish, implement, maintain and continually improve a quality management system	4.4.1								

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Leadership	**5**	**Leadership**	**5**	**Leadership and worker participation**	**5**	**Leadership**	**5**	**Leadership**	**5**
Leadership and commitment	5.1	Leadership and commitment	5.1	Leadership and commitment	5.1	Leadership and commitment	5.1	Leadership and commitment	5.1
General	5.1.1								
Customer focus	5.1.2								
Policy	5.2	Environmental policy	5.2	OH&S policy	5.2	Energy policy	5.2	Policy	5.2
Establishing the quality policy	5.2.1							Establishing the business continuity policy	5.2.1
Communicating the quality policy	5.2.2							Communicating the business continuity policy	5.2.2
Organizational roles, responsibilities and authorities	5.3	Organizational roles, responsibilities and authorities	5.3	Organizational roles, responsibilities and authorities	5.3	Organizational roles, responsibilities and authorities	5.3	Roles, responsibilities and authorities	5.3
			5.4	Consultation and participation of workers	5.4				

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Planning	**6**	**Planning**	**6**	**Planning**	**6**	**Planning**	**6**	**Planning**	**6**
Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities	6.1
		General	6.1.1	General	6.1.1	Consider the issues referred to in 4.1 and requirements referred to in 4.2	6.1.1	Determining risks and opportunities	6.1.1
		Environmental aspects	6.1.2	Hazard identification and assessment of risks and opportunities	6.1.2	The organization shall plan …	6.1.2	Addressing risks and opportunities	6.1.2
		Compliance obligations	6.1.3	Hazard identification	6.1.2.1				
		Planning action	6.1.4	Assessment of OH&S risks and other risks to the OH&S management system	6.1.2.2				
				Assessment of OH&S opportunities and other opportunities for the OH&S management system	6.1.2.3				
				Determination of legal requirements and other requirements	6.1.3				
				Planning action	6.1.4				
Quality objectives and planning to achieve them	6.2	Environmental objectives and planning to achieve them	6.2	OH&S objectives and planning to achieve them	6.2	Objectives, energy targets and planning to achieve them	6.2	Business continuity objectives and plans to achieve them	6.2
		Environmental objectives	6.2.1	OH&S objectives	6.2.1	Objectives at relevant functions and levels	6.2.1	Establishing business continuity objectives	6.2.1
		Planning actions to achieve environmental objectives	6.2.2	Planning to achieve OH&S objectives	6.2.2	The objectives and energy targets shall …	6.2.2	Determining business continuity objectives	6.2.2
						Action plans	6.2.3		
Planning of changes	6.3					Energy review	6.3	Planning changes to the business continuity management system	6.3
						Energy performance indicators	6.4		
						Energy baseline	6.5		
						Planning for collection of energy data	6.6		

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Support	**7**	**Support**	**7**	**Support**	**7**	**Support**	**7**	**Support**	**7**
Resources	7.1	Resources	7.1	Resources	7.1	Resources	7.1	Resources	7.1
General	7.1.1								
People	7.1.2								
Infrastructure	7.1.3								
Environment for the operation of processes	7.1.4								
Monitoring and measuring resources	7.1.5								
General	7.1.5.1								
Measurement traceability	7.1.5.2								
Organizational knowledge	7.1.6								
Competence	7.2	Competence	7.2	Competence	7.2	Competence	7.2	Competence	7.2
Awareness	7.3	Awareness	7.3	Awareness	7.3	Awareness	7.3	Awareness	7.3
Communication	7.4	Communication	7.4	Communication	7.4	Communication	7.4	Communication	7.4
		General	7.4.1	General	7.4.1				
		Internal communication	7.4.2	Internal communication	7.4.2				
		External communication	7.4.3	External communication	7.4.3				
Documented information	7.5	Documented information	7.5	Documented information	7.5	Documented information	7.5	Documented information	7.5
General	7.5.1	General	7.5.1	General	7.5.1	General	7.5.1	General	7.5.1
Creating and updating	7.5.2	Creating and updating	7.5.2	Creating and updating	7.5.2	Creating and updating	7.5.2	Creating and updating	7.5.2
Control of documented information	7.5.3	Control of documented information	7.5.3	Control of documented information	7.5.3	Control of documented information	7.5.3	Control of documented information	7.5.3

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Operation	**8**	**Operation**	**8**	**Operation**	**8**	**Operation**	**8**	**Operation**	**8**
Operational planning and control	8.1	Operational planning and control	8.1	Operational planning and control	8.1	Operational planning and control	8.1	Operational planning and control	8.1
				General	8.1.1				
				Eliminating hazards and reducing OH&S risks	8.1.2				
				Management of change	8.1.3				
				Procurement	8.1.4				
				General	8.1.4.1				
				Contractors	8.1.4.2				
				Outsourcing	8.1.4.3				
		Emergency preparedness and response	8.2	Emergency preparedness and response	8.2				
Requirements for products and services	8.2					Design	8.2	Business impact analysis and risk assessment	8.2
Customer communication	8.2.1							General	8.2.1
Determining the requirements for products and services	8.2.2							Business impact analysis	8.2.2
Review of the requirements for products and services	8.2.3							Risk assessment	8.2.3
Changes to requirements for products and services	8.2.4								
Design and development of products and services	8.3					Procurement	8.3	Business continuity strategies and solutions	8.3
General	8.3.1							General	8.3.1
Design and development planning	8.3.2							Identification of strategies and solutions	8.3.2
Design and development inputs	8.3.3							Selection of strategies and solutions	8.3.3
Design and development controls	8.3.4							Resource requirements	8.3.4
Design and developments outputs	8.3.5							Implementation of solutions	8.3.5
Design and development changes	8.3.6								

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Control of externally provided processes, products and services	8.4							Business continuity plans and procedures	8.4
General	8.4.1							General	8.4.1
Type and extent of control	8.4.2							Response structure	8.4.2
Information for external providers	8.4.3							Warning and communication	8.4.3
								Business continuity plans	8.4.4
								Recovery	8.4.5
Production and service provision	8.5							Exercise programme	8.5
Control of production and service provision	8.5.1								
Identification and traceability	8.5.2								
Property belonging to customers or external providers	8.5.3								
Preservation	8.5.4								
Post-delivery activities	8.5.5								
Control of changes	8.5.6								
Release of products and services	8.6							Evaluation of business continuity documentation and capabilities	8.6
Control of nonconforming outputs	8.7								

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Performance evaluation	**9**	**Performance evaluation**	**9**	**Performance evaluation**	**9**	**Performance evaluation**	**9**	**Performance evaluation**	**9**
Monitoring measurement, analysis and evaluation	9.1	Monitoring measurement, analysis and evaluation	9.1	Monitoring, measurement, analysis and performance evaluation	9.1	Monitoring, measurement, analysis and evaluation of energy performance and the EnMS	9.1	Monitoring, measurement, analysis and evaluation	9.1
General	9.1.1	General	9.1.1	General	9.1.1	General	9.1.1		
Customer satisfaction	9.1.2	Evaluation of compliance	9.1.2	Evaluation of compliance	9.1.2	Evaluation of compliance with legal requirements and other requirements	9.1.2		
Analysis and evaluation	9.1.3								
Internal audit	9.2	Internal audit	9.2	Internal audit	9.2	Internal audit	9.2	Internal audit	9.2
General	9.2.1	General	9.2.1	General	9.2.1	Planned intervals	9.2.1	General	9.2.1
Internal audit program	9.2.2	Internal audit program	9.2.2	Internal audit program	9.2.2	Audit program	9.2.2	Internal audit program(s)	9.2.2
Management review	9.3	Management review	9.3	Management review	9.3	Management review	9.3	Management review	9.3
General	9.3.1					General	9.3.1	General	9.3.1
Management review inputs	9.3.2					Aspects	9.3.2	Management review inputs	9.3.2
Management review outputs	9.3.3					Input	9.3.3	Management review outputs	9.3.3
						Output	9.3.4		
Performance evaluation	**9**	**Performance evaluation**	**9**	**Performance evaluation**	**9**	**Performance evaluation**	**9**	**Performance evaluation**	**9**

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Improvement	**10**	**Improvement**	**10**	**Improvement**	**10**	**Improvement**	**10**	**Improvement**	**10**
General	10.1	General	10.1	General	10.1	Nonconformity and corrective action	10.1	Nonconformity and corrective action	10.1
Nonconformity and corrective action	10.2	Nonconformity and corrective action	10.2	Incident, nonconformity and corrective action	10.2	Continual improvement	10.2	Continual improvement	10.2
When a nonconformity occurs …	10.2.1								
… retain documented information …	10.2.2								
Continual improvement	10.3	Continual improvement	10.3	Continual improvement	10.3				