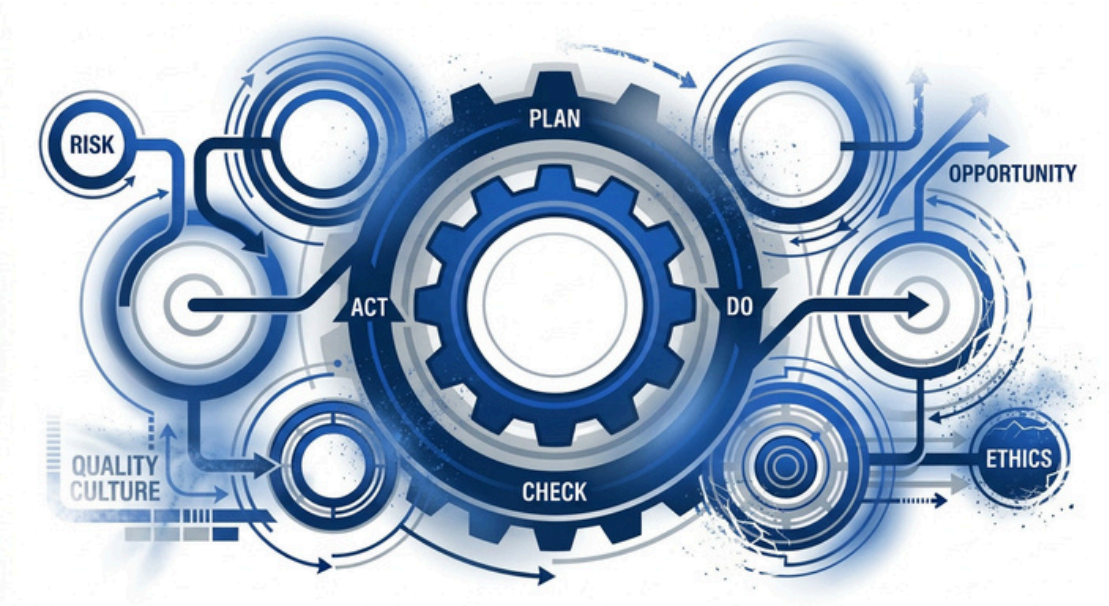
ISO 9001:2026

QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Summary of changes in the 2026 revision



Produced by World Certification Services Ltd.

ISO 9001:2026

The International Standard for Quality Management Systems (QMS) has taken a step forward with the official publication of **ISO 9001:2026**.

This revised standard was published on 16 September 2026 and replaces the 2015 version (including Amendment 1:2024 on climate change), ensuring that quality management systems remain relevant in evolving global conditions. The 2026 revision responds to global shifts such as supply chain resilience, digital transformation, customer expectations, risk management and climate change.

While the update introduces several enhancements, the changes in terms of new requirements are considered minor. However, depending on the scope and complexity of the management system, the effort required to meet the new standard may well be significant.

Organisations already certified to ISO 9001:2015 should find the transition manageable without the need for major changes to their existing system.

HIGH LEVEL CHANGES

1. **Harmonised Structure:** The standard is aligned to the ISO Harmonised Structure (HS) for management system standards, which replaces the previous High-Level Structure (HLS / Annex SL). Core terms and definitions now appear in Clause 3.

2. **Climate Change Integration:** The climate change requirements added by ISO 9001:2015/Amd 1:2024 are now built into the context of the organisation (4.1) and interested party (4.2) clauses, together with broader context factors such as the political environment.

3. **Management of Change:** Planning of changes (6.3) is expanded to cover communicating the change, monitoring its effectiveness and reviewing the results.

4. **Quality Culture and Ethical Behaviour:** New requirements for top management to promote quality culture and ethical behaviour (5.1.1) and for people to be aware of them (7.3). This is the most significant new requirement.

5. **Risks and Opportunities:** Clause 6.1 is restructured, with separate subclauses for actions to address risks (6.1.2) and actions to address opportunities (6.1.3), including consideration of disruption.

6. **Customer and Supply Chain:** Customer communication covers contingency actions and disruption (8.2.1). Requirements for externally provided processes, products and services (8.4) are essentially unchanged.

7. **Documented Information:** Terminology aligned so documented information is “available” or “available as evidence”. No new mandatory documents or records.

8. **Performance Evaluation and Improvement:** Customer satisfaction must be monitored (9.1.2), each internal audit needs defined objectives (9.2.2), and clauses 10.1 and 10.3 are merged into a single continual improvement clause (10.1).

9. **Annexes:** Annex A (informative) has been substantially revised to explain the structure, terminology and intent of every clause; it adds no requirements. Annex B has been removed. ISO 9000:2026 has been published alongside and defines “quality culture”.

CLAUSE BY CLAUSE CHANGES

The following table compares the relevant 2015 and 2026 clauses, summarises each change, and identifies the evidence or actions that you should consider.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
3	Terms and definitions are referenced in ISO 9000:2015.	**3** **Terms and Definitions**	Clause 3 now contains Terms and Definitions and references ISO 9000. Also links to online terminology databases. New standard contains a total of 20 definitions.	Be aware of the terms and definitions and if required ensure your understanding is correct.
4.1	Determine external and internal issues relevant to purpose and strategic direction. Amd 1:2024 added: determine whether climate change is a relevant issue.	**4.1** **Understanding the organisation and its context**	Climate change requirement from Amd 1:2024 is now built into the clause text. New Note: Political issues added as an external consideration; strategic direction, resources and knowledge added as internal considerations.	Consider climate change, political and other current context factors are considered within internal/external issues, where relevant. Update systems including any registers.
4.2	Determine relevant interested parties and their requirements relevant to the QMS. Amd 1:2024 note: relevant interested parties can have climate change requirements.	**4.2** **Understanding the needs and expectations of interested parties**	Reworded and new bullet c): determine which of the relevant requirements will be addressed through the QMS.	Update any documentation or systems that are relevant to interested parties and ensure implemented into the QMS.
4.4	Establish, implement, maintain, and continually improve the QMS and its necessary processes.	**4.4** **Quality Management System**	Retitled “Quality management system”. Same intent, with a minor change to the list of what must be done for the QMS and its processes.	No significant changes required. Ensure scope is well documented and accurate.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
5.1.1	Demonstrate accountability by ensuring the QMS is integrated into core business processes and achieves intended results.	**5.1.1 Leadership and commitment - general**	New requirement for top management to promote quality culture and ethical behaviour. The 2015 bullet on the process approach and risk-based thinking is split into two separate bullets. New Note 2 links culture and ethical behaviour to shared values, beliefs and practices.	Top management need to promote quality culture and ethical behaviour. Examples can include a policy, communications, briefings, training, code of conduct and management review discussions.
5.2	Establish a quality policy that aligns with the organisation's purpose and strategic direction, providing a framework for setting objectives.	**5.2** **Quality policy**	Editorial changes only. Content essentially unchanged.	No changes to consider. Confirm the policy remains appropriate to the organisation's context and strategic direction.
5.3	Assign and communicate responsibilities and authorities for relevant roles to ensure the QMS functions effectively.	**5.3 Roles, responsibilities and authorities**	Revised Clause Heading. Wording clarified: responsibility for maintaining the integrity of the QMS applies at all times, including when changes are planned and implemented. Reporting on QMS performance and on opportunities for improvement has been separated into different bullets.	Ensure there is evidence that responsibilities and authorities have been assigned for QMS. Examples could be manuals, job specs, job descriptions, systems access etc.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
6.1.1 **6.1.2**	6.1.1: Consider issues (4.1) and requirements (4.2) and determine risks and opportunities. 6.1.2: Plan actions to address risks and opportunities and evaluate their effectiveness.	**6.1.1 / 6.1.2** **Determining risks and opportunities / Actions to address risks**	There has been a structural change to clause 6.1 which is designed to make the distinction between risks and opportunities clearer. 6.1.1 determining risks and opportunities 6.1.2 actions to address risks only The organisation shall determine, analyse and evaluate risks that can have an undesired effect on its ability …	Have you determined risks and opportunities? Can you show evidence that risks have been determined, analysed, and evaluated as required. Look for evidence of actions proportionate to the potential impact of the risk. Risk register, action trackers etc.
–	No equivalent clause. Actions to address risks and opportunities were combined in 6.1.2.	**6.1.3** **Actions to address opportunities**	New subclause. Actions for opportunities are now planned separately from risks, appropriate to the organisation's context, integrated into QMS processes and evaluated for effectiveness.	Show evidence of determination of opportunities. Can you show evidence of actions proportionate to the potential impact of the opportunity.
6.3	Plan and implement any changes to the QMS systematically, considering potential consequences and resource availability.	**6.3 Planning of changes**	Expanded from four to seven considerations. Now includes communicating the change, monitoring/evaluating its effectiveness, and reviewing the results. Availability of information is considered alongside resources, and the impact on QMS integrity must be considered.	Ensure you understand and can show evidence of planning of changes including communication, monitoring and review after the change. Do you create plans, action trackers etc?
7.1.3	Provide and maintain the facilities, equipment, and services needed to achieve conformity of products and services.	**7.1.3 Infrastructure**	Requirement unchanged. Note expanded to cover all types of work (on site, remote or a combination). ICT now applies explicitly to remote and hybrid working.	Ensure evidence is available as needed for infrastructure. Includes remote and hybrid working where relevant.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
7.1.4	Determine and maintain a suitable social, psychological, and physical environment for process operation.	**7.1.4 Environment for the operation of processes**	New note that social, psychological and physical factors can be influenced by quality culture and ethical behaviour.	Can you show evidence that quality culture and ethical behaviour are considered when managing the working environment.
7.1.6	Identify, maintain, and share the knowledge necessary for process operation and conformity of products and services.	**7.1.6 Organisational knowledge**	Clearer wording: the knowledge needed covers the intended results of the whole QMS, not just products and services. Knowledge is to be maintained, used and shared as necessary.	Show evidence of knowledge handovers, mentoring or lessons learned, so key knowledge is not lost when people move on.
7.2	Ensure personnel are competent based on education, training, or experience, and retain documented evidence of this.	**7.2 Competence**	Wording change only: documented information must be “available as evidence” of competence, replacing “retain”.	Check competence records are available as documented information. Skills matrix, sign off processes, probation periods, etc.
7.3	Ensure personnel are aware of the quality policy, their contribution to the QMS, and the implications of non-conformity.	**7.3 Awareness**	Adds a fifth item: people must be aware of the organisation’s quality culture and ethical behaviour.	Ensure evidence is available and that employees are aware of new requirements. Can they answer questions under interview?
7.5	Create, update, and control the documented information required by the standard and necessary for QMS effectiveness.	**7.5 Documented information**	Terminology aligned: documented information is to be “available” to support activities, or “available as evidence” where records are needed. Existing documents and records do not need renaming. No new mandatory documents.	Review procedure wording at the next document review. Existing records should still be kept.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
8.1	Plan, implement, and control the processes needed to meet requirements for product and service provision.	**8.1 Operational planning & control**	Bullets reformatted and documented information wording updated (“available as evidence”). The 2015 edition focused on controlling "outsourced processes". The 2026 edition completely removes the word "outsourced" from Clause 8.1, changing the wording to "externally provided processes, products or services". This explicitly brings third-party manufactured products and third-party services fully under the operational controls of this clause, aligning it directly with Clause 8.4	Check operational planning still covers control of outsourced but also externally provided processes. No new records required.
8.2	Determine, review, and confirm customer requirements for products and services prior to committing to supply them.	**8.2 Requirements for products and services**	8.2.1: customer communication now includes information on contingency actions, including any disruption to products or services; new note gives examples of communication channels. 8.2.3/8.2.4: review evidence covers changed as well as new requirements; changes to be communicated to relevant interested parties.	Can you demonstrate evidence that customers are told about contingency arrangements and disruptions where relevant, and that changes to requirements are reviewed and communicated, if required.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
8.3	Plan, control and verify the design and development of products and services.	**8.3 Design and development**	8.3.1: new note on review, verification, validation and feedback cycles. 8.3.2: planning considers involvement of other relevant interested parties. 8.3.3: wider inputs. 8.3.5: outputs include information for safe and proper use. 8.3.6: changes assessed for their impact, not just identified.	Where 8.3 applies, create evidence of wider stakeholder input to design planning, outputs covering safe and proper use, and impact assessment of design changes.
8.4	Control externally provided processes, products and services.	**8.4 Control of externally provided processes, products and services**	Minor wording changes only; no change to substantive requirements. 8.4.3: Organisations shall communicate their requirements to external providers, as appropriate including the requirements for their interactions with the organisation and as applicable customers and other relevant interested parties.	Check that supplier communications cover any interaction with the client's customers where relevant. - Purchase orders - Agreements - Email templates
8.5	Control the conditions for production and service provision, including identification, traceability, and preservation of outputs.	**8.5 Production and Service provision**	Requirements unchanged. 8.5.1 a) restructured (a 1) split into two bullets) and documented information wording updated.	Check any procedures or manuals that may need a minor change.
8.7	Identify and control nonconforming outputs and retain documented information on them.	**8.7 Control of nonconforming outputs**	8.7.2 reworded into bullets a) to d); documented information to be "available as evidence". Intent unchanged.	Check any procedures or manuals that may need a minor change.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
9.1.2	Monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled.	**9.1.2 / 9.1.3 Customer satisfaction / Analysis and evaluation**	9.1.2 simplified: the organisation shall monitor customer satisfaction. New note gives example sources (e.g. complaints, surveys, social media). 9.1.3: effectiveness of actions for risks and for opportunities evaluated as separate items.	Can you show evidence that customer satisfaction is monitored and that risk and opportunity actions are evaluated separately.
9.2.2	Establish and maintain an audit programme detailing frequency, methods, responsibilities, planning requirements, and reporting.	**9.2.2** **Internal audits - implementation**	Each audit must have defined objectives (in addition to criteria and scope). Documented information wording updated.	Check your audit programmes or plans. Do they have audit objectives included? How can you provide evidence of audit objectives to external auditors?
9.3.2	Review QMS performance using specific inputs such as audit results, customer feedback, and the status of corrective actions.	**9.3.2** **Management review - inputs**	Inputs now include changes in the needs and expectations of relevant interested parties. Effectiveness of actions to address risks and of actions to address opportunities are now two separate inputs.	Check management review agendas/minutes cover changes in interested party needs and expectations, and review risk and opportunity actions separately. If not, then update.
9.3.3	Generate outputs from the review that include decisions and actions related to improvement opportunities and resource needs.	**9.3.3** **Management review - results**	"Outputs" renamed "results". Results include decisions on continual improvement opportunities, any need for changes to the QMS and resource needs. Documented information wording updated.	No substantive changes to consider. Update clause titles in templates if used.
10.1	Select opportunities for improvement and implement necessary actions to meet	**10.1**	10.1 (General) and 10.3 (Continual improvement) merged into a new 10.1 "Continual improvement". Monitoring,	Update clause references in procedures, audit checklists and records.

ISO 9001:2015	2015 Requirement	ISO 9001:2026	2026 Change/New Requirement	Actions
	customer requirements and enhance satisfaction.	**Continual Improvement**	measurement, analysis, evaluation and management review results are explicit inputs. Requirements largely unchanged.	
10.2.1	React promptly to non-conformities, evaluate root causes, and implement necessary actions to prevent recurrence.	**10.2** **Nonconformity and corrective action**	No significant change.	No changes to consider. Check terms and definitions for corrective action and ensure you understand.
10.3	Continually improve the suitability, adequacy, and effectiveness of the QMS.	**Merged into 10.1**	Content moved into 10.1 in the 2026 numbering. Content unchanged.	Update clause references in procedures, audit checklists and records if applicable.

Annex A guidance

Annex A (informative) has been extensively revised and now gives guidance on every clause, explaining structure, terminology and intent. It does not add requirements. Annex B has been removed and related standards are now referenced within Annex A.

WCS recommends a review of Annex A and ISO 9000:2026 to ensure interpretations are consistent and you are fully aware of the concepts and terminology, particularly “quality culture”.

What about transitions from ISO 9001:2015 to ISO 9001:2026?

Clients have three years to transition to the new standard. ISO 9001:2026 was published on 16 September 2026, and all ISO 9001:2015 certificates will expire on 30 September 2029. Transition audits must be completed, and certificates issued, before this date.

WCS will be able to transition its certified clients by three methods:

1. By completing a short stand-alone transition “special” audit.
2. During a surveillance audit, with additional time added to cover the changes.
3. During a recertification audit, with additional time added to cover the changes.

If a client wishes to transition to the new standard, an application is required. WCS will likely need to create a new certification agreement although existing agreements may include special audits to cover a transition. The transition is a chargeable event requiring additional audit time, a technical review and a certification decision.

WCS has created a transition time policy to ensure a consistent approach to transition audit time. In general, a minimum of 0.5 days will be added to surveillance and recertification audits. Stand-alone special audits will be 1 day. Each application however, will be reviewed and the minimum may need to be increased for more complex organisations. Multi-site clients will require a special review; time will be added at the central function and potentially at other sites.

The UK Transition Application can be completed using the QR code or link below. For clients managed in other countries, please speak with your local representative.



ISO 9001:2026 Transition Application – Complete The Application

Accreditation

WCS is currently working to transition its ISO 9001 accreditation with UKAS and ANAB. We have been advised by UKAS that the first accreditation decisions will be made on 1 December 2026, so no accredited ISO 9001:2026 certificates can be issued before this date.

ANAB has a transition process that WCS is following and requires a formal application and declaration.

WCS aims to submit this application in December 2026 and will communicate any accreditation awards on our website.

Thanks for reading. If you require further information, do not hesitate to contact us.

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