

TÜV UK Ltd – Frequently Asked Questions

How have the clauses changed?

ISO 9001:2008

1. Scope
2. Normative Reference
3. Terms and Definitions
4. Quality Management System
5. Management Responsibility
6. Resource Management
7. Product Realization
8. Measurement, Analysis & Improvement

ISO 9001:2015

1. Scope
2. Normative reference
3. Terms and definitions
4. Context of the organisation
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement

ISO 9001:2015 – Frequently Asked Questions

a. **From when is it possible to certify according to the new Standard? From when can audits be carried out based on this?**

Here, **two conditions** have to be fulfilled. Firstly, a certifiable standard must be available. We assume that EN ISO 9001:2015 will be published in mid-September 2015. The FDIS is now available. Audits based on the DIS will not be recognised. Secondly, TÜV UK must hold valid accreditation. The intention is that accreditation will be granted Q3 2015, assuming fulfilment of the UKAS requirements.

b. **How much more expensive will the first certification be, if a company goes directly to the new Standard?**

The same man-day table applies as before. However, the time and cost can increase if an organisation has a large number of outsourced processes.

c. **Do we recommend for first certifications that only the new Standard should be considered?**

There is no single answer to this. If the company is starting with implementation of the quality management system for the first time, it seems sensible to base the system directly on the FDIS.

However, if certification within a certain period is absolutely necessary, it makes sense to conduct the certification according to 9001:2008 and to perform the upgrade during the transition period. The transition period amounts to three years from publication of the Standard.

d. **As from when will first certifications according to the 2008 version of the Standard no longer be possible?**

This will be 18 months after appearance of the Standard. Therefore, if EN ISO 9001:2015 is published in September 2015 (on current assumptions), all first certifications must be performed according to 9001:2015 as from March 2017.

e. *Which standard is easier to implement, the 2008 version or the 2015 version?*

The main advantage of the 2015 version is that the structure of the Standard follows the processes within organisations. This means that the Standard is easier to use.

A further major advantage in the 2015 version is the reduced requirement for documented procedures. This means that the organisation can develop its own individually documented QM system.

The main focus of the 2015 version is on results. The most important thing is not where something is described, but if the process is effective. This encourages acceptance of the Standard.

f. *What are the main differences in comparison to the 2008 version that the client has to consider when changing over to the 2015 version?*

The Standard has a new structure. All clauses from Clause 4 to Clause 10, with the exception of justified concessions, must be covered.

Some requirements are new. These include the requirements for risk-based thinking, documented information, the context of an organisation, handling of outsourced processes, stronger emphasis on management responsibility and commitment, quality controlling and other requirements.

g. *What are the worst traps to be expected in first certifications with the 2015 version?*

On no account should the present quality management system be thrown overboard in too much of a hurry. In future, documentation will continue to be necessary in order to provide evidence of processes and their evaluation. Even if there is no longer a requirement for the Management Representative, responsibility for the quality management system will still have to be allocated and defined.

h. *What is the procedure for transfer customers who change over to the new Standard in the course of the transfer? What additional time is needed?*

For organisations holding a valid certificate according to the 2008 Standard, additional times for the upgrade will probably be set at 10% (but at least 0.25 days) within the recertification process, and at 20% (but at least 0.5 days) in the surveillance audit. For very small clients, it *may* be possible to reduce these times.

i. What do we do better than our competitors in the transition to the new Standard?

We will make use of the new Standard as an opportunity. We have developed a carefully thought-out and innovative training programme for our auditors so that we can communicate and harmonise our knowledge of the Standard. The programme will place know-how at the disposal of all our auditors and thereby generate useful added value for our clients.

j. Can a transfer client also transfer to us with the 2008 version and then upgrade in a surveillance audit?

Yes, that is possible. It is probably even a sensible way to proceed, as the transfer already means that the auditor, the audit procedure and a great many other details change for the client because of the transfer. If the client upgrades in a surveillance audit, he does not have to deal with everything at the same time.

k. Is the transfer time/cost offset against the upgrade time if the client changes over during the transfer process?

No, the times/costs must be added.

l. Which client groups can we particularly attract with the new version?

The new standard can also be used across all sectors. In particular, service providers are now explicitly mentioned and it is therefore easier for them to implement the new standard. Organisations whose business is based on a large number of outsourced processes will also find that handling of outsourced processes is now included in the standard. When outsourced processes are present, the interfaces and the monitoring of these processes have to be described and evidenced by means of key indicators.

m. Does the new version particularly appeal to client groups who have to consider the risk of their processes? Which groups are these?

One cannot really say that. The standard requires risk-based thinking within the context of the PDCA cycle. Here, it is a question of process-based risks. Risks have to be addressed that endanger customer satisfaction. These will generally be product-related risks or risks that endanger delivery capacity.

n. To what extent is the service sector now particularly included within the scope of the standard?

The terminology of the standard now also fits service providers and the service provider and services are explicitly mentioned.

o. What benefits does a service provider have with the 2015 version compared with the current version?

When implementing the 2008 version, the service provider had to understand in his own mind that his "product" was provision of a service. This is no longer necessary, as services are explicitly mentioned in the standard.

p. Very practical questions:

p.1. Why is there no longer a quality manual?

System documentation continues to be required. The standard requires documented information, which also has to be controlled. However, because strict documentation of a certain kind is no longer required, the documentation can be more individually designed and adapted to the sequences and processes in the organisation. The new requirements offer greater freedom for implementation, and the opportunity to define processes more clearly.

p.2. No more Quality Management Representative?

It is true that the term "Management Representative" no longer exists as such. However, the responsibility of the management is generally increased. In addition, clear responsibility regarding processes is required.

p.3. What exactly are the benefits of the standard for small enterprises / service providers?

The possibility of focussing on processes and designing documentation individually.
The term "service provider" is specifically used.

p.4. Are there still Stage 1 and Stage 2 audits?

Yes, nothing has changed in that regard.

q. When will the new standard appear? Final version!?

September 2015

r. Why is it not possible for TUV UK to certify according to the new standard?

The FDIS is now available but TUV UK is not yet accredited. See Question a.

Additional Information

TÜV UK has already communicated information on the coming ISO 9001 & ISO 14001 transitions to its clients.

This information can be found at: [Factsheet 9001](#); [Factsheet 14001](#)

Additional resources include:

ISO/DIS/FDIS standard

- www.iso.org
- www.asq.org
- www.ansi.org

Contact us

TÜV UK Limited

AMP House,

Suites 27-29, Fifth Floor,

Dingwall Road

Croydon, CR0 2LX

Tel: + 44 (0) 208 6807711

Fax: + 44 (0) 208 6804035

E: enquiries.uk@tuv-nord.com

www.tuv-uk.com