

ICS 13.020.10  
ISBN 978-99945-68-94-9

**NAMS 9001: 2015**

Second Edition

**ISO 9001: 2015**

Fifth edition 2015-09-15

## NAMIBIAN STANDARD

# Quality management systems – Requirements

This Namibian standard is the identical implementation of ISO 9001:2015 and is adopted with the permission of the International Organization for Standardization

Published by the Namibian Standards Institution (NSI)  
**Established by section 2 of the Standards Act, 2005 (Act No 18 of 2005)**  
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## **NAMS 9001: 2015**

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## **ISO 9001:2015**

Fifth edition 2015-09-15

### **Abstract**

Specifies requirements for a quality management system where an organization:

- Needs to demonstrate its ability to consistently provide product that meets consumer and applicable regulatory requirements, and
- Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement in the system and assurance of conformity to customer and applicable regulatory requirements.

### **Keywords**

Management system, quality, quality audit, quality management, requirements

### **National foreword**

This Namibian Standard is identical to the International Standards ISO 9001:2015 – Quality Management Systems – Requirements with guidance for use and was approved by NSI TC 2 and approved in accordance with procedures of the NSI and in compliance with Annex 3 of the WTO/TBT Agreement.

This NAMS was published in 2015.

# INTERNATIONAL STANDARD

# ISO 9001

Fifth edition  
2015-09-15

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## Quality management systems — Requirements

*Systèmes de management de la qualité — Exigences*





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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

The committee responsible for this document is Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This fifth edition cancels and replaces the fourth edition (ISO 9001:2008), which has been technically revised, through the adoption of a revised clause sequence and the adaptation of the revised quality management principles and of new concepts. It also cancels and replaces the Technical Corrigendum ISO 9001:2008/Cor.1:2009.