(Process or area to be reviewed)

Audit ref: (Serial no)

Auditee	Date
Auditor	

Audit scope

(Process or area to be reviewed)

Reference documents

ISO 9001:2015 (identify relevant clauses if applicable)

(Quality manual, procedures and other internal documents relevant to the audit)

Audit findings

Corrective actions

Action #	Problem, cause and proposed action	Action by	Target date	Completed

Action by:	(Enter names corresponding to initials in "Action by" column.)
Report prepared by:	Audit date:
Findings accepted by:	Review date:

Actions reviewed and audit closed: ---------- Date: ----------

Status of actions from previous audit

Observations

1) (Details of observation, refer to requirement of procedure, clause of ISO 9001:2015, or action report, as applicable)

Review and action

(Current status or follow-up action)

Note To print this document double sided print section 2 separately and select "flip on short edge".

The editable (Word format) version of this document can be used to create audit checklists to determine whether a QMS meets the requirements of ISO 9001:2015.

A separate checklist is available for review of the internal audit process.

Contact **Robert Marshall**, bob@bradqual.co.uk, to obtain an editable version of this document.

bradQual www.bradqual.co.uk 20-Apr-2016
Sheridan Street
Bradford
West Yorkshire UK: BD4 7RN

Ref	Requirement	Evidence	Comment
4	**Context of the organization**		
4.1	Understanding the organization and its context		
a)	Give examples of internal and external issues identified as relevant to the QMS.		
b)	How has the organization monitored and reviewed information about these issues?		
4.2	Needs and expectations of interested parties		
a)	Give examples of interested parties relevant to the QMS		
b)	Give examples of the requirements of interested parties relevant to the QMS		
4.3	Determining the scope of the QMS		
i)	What is the scope of the QMS?		
ii)	How is the scope relevant to a) external and internal issues (4.1) b) requirements of interested parties (4.2) c) products and services of the organization?		
iii)	Which requirements of ISO 9001:2015 are **NOT** relevant to the scope of the QMS?		
iv)	How does the organization demonstrate that requirements of ISO 9001:2015 which are not applicable to the scope do not affect the organization's ability to ensure conformity of its products and enhance customer satisfaction?		
v)	How is the scope of the QMS made available, and maintained as documented information?		
4.4	QMS and its processes		
i)	Give examples to demonstrate how a sample of the processes meet the following requirements of ISO 9001:		
a)	Required inputs and expected outputs		
b)	Sequence and interaction of processes		

Ref	Requirement	Evidence	Comment
c)	Criteria and methods (including monitoring and measurement) to ensure effective operation and control of processes		
d)	Determine and ensure availability of resources		
e)	Assign responsibilities and authorities		
f)	Address risks and opportunities		
g)	Evaluation to determine whether planned results are achieved, identify and implement changes		
h)	Processes of QMS have been improved		
ii)	Give examples to confirm that:		
a)	Documented information is maintained to support the operation of the processes		
b)	Documented information is retained to give confidence the processes are being carried out as planned		
5.1	**Leadership and commitment**		
5.1.1	Provide evidence that Top Management demonstrate leadership and commitment with respect to the QMS including:		
a)	taking account for the effectiveness of the QMS		
b)	ensuring quality policy and objectives are established		
c)	ensuring the QMS is integrated into the business process		
d)	promoting use of process approach, risk based thinking		
e)	ensuring resources needed for the QMS are available		
f)	communicating the importance of the effectiveness of the QMS, and conforming to QMS requirements		
g)	ensuring the QMS achieves intended results		
h)	engaging, directing and supporting persons to contribute to the effectiveness of the QMS		

Ref	Requirement	Evidence	Comment
i)	promoting improvement		
j)	providing appropriate leadership.		
5.1.2	**Customer focus**		
	Give examples to demonstrate that Top Management ensure that:		
a)	customer and applicable statutory and regulatory requirements are determined, understood and consistently met		
b)	the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed		
c)	the focus on enhancing customer satisfaction is maintained		
5.2	**Quality policy**		
i)	Provide evidence that the quality policy is established, implemented and maintained by Top Management, and it is:		
a)	appropriate to the purpose and context of the organization, and supports its strategic direction		
b)	provides a framework for setting quality objectives		
c)	includes a commitment to satisfy applicable requirements		
d)	includes a commitment to continually improve the quality management system,		
ii)	Provide evidence that the quality policy is		
a)	available and maintained as documented information		
b)	communicated, understood and applied within the organization		
c)	available to interested parties, as appropriate		
5.3	**Roles, responsibilities and authorities**		
i)	Demonstrate that Top Management have assigned responsibility and authority for:		
a)	ensuring the QMS conforms to ISO 9001:2015		
b)	ensuring processes deliver intended outputs		

Ref	Requirement	Evidence	Comment
c)	reporting to Top Management on the performance of the QMS and opportunities for improvement		
d)	ensuring customer focus is promoted throughout the organization		
e)	ensuring the integrity of the QMS is maintained when changes are planned and implemented		
ii)	How are responsibilities communicated and understood within the organization?		
6	**Planning**		
6.1	Actions to address risk and opportunity		
i)	Provide evidence that the organization has considered relevant issues and requirements, and determined risks and opportunities to be addressed to:		
a)	give assurance the QMS achieves intended results		
b)	enhance desirable effects		
c)	prevent or reduce undesirable effects		
d)	achieve improvement		
ii)	Provide evidence that the organization has planned:		
a)	actions to address risks and opportunities		
b)	how to integrate and implement the actions and evaluate the effectiveness of actions,		
6.2	Quality objectives		
i)	Provide evidence that the organization has established objectives for the relevant functions, levels and processes of the QMS and they are:		
a)	consistent with quality policy		
b)	measurable		
c)	take into account applicable requirements		
d)	relevant to conformity of product and service, and enhancement of customer satisfaction		
e)	monitored		
f)	communicated		
g)	updated as appropriate		
ii)	Provide evidence the organization has planned how to achieve its objectives, and determined		
a)	what will be done		
b)	what resources are required		

Ref	Requirement	Evidence	Comment
c)	who will be responsible		
d)	when each objective will be completed		
e)	how the results will be evaluated		
6.3	Planning of changes		
	Provide evidence that when planning changes the organization has considered:		
a)	Purpose of the change and potential consequences		
b)	How the integrity of the QMS is maintained during the implementation process		
c)	availability of resources		
d)	allocation (or re-allocation) of responsibilities and authorities		
7	**Support**		
7.1.3	Infrastructure		
	Demonstrate that the organization determines, provides and maintains infrastructure to achieve conformity to product requirements, including:		
a)	buildings, workspace and associated utilities		
b)	process equipment (both hardware and software)		
c)	transport resources		
d)	information and communication technology		
7.1.4	Work environment		
	Demonstrate that the organization determines, provides and maintains the environment to achieve conformity to product requirements, including:		
a)	social (non-discriminatory, calm, non-confrontational)		
b)	psychological (reducing stress, preventing burnout, emotionally protective)		
c)	physical (temperature, heat, humidity, light, airflow, hygiene, noise)		
7.1.5	**Monitoring and measuring resources**		
i)	What resources are required to ensure valid and reliable results to verify the conformity of products and services to requirements?		
ii)	What documented information is maintained as evidence of fitness for purpose of the monitoring and measurement resources		

Ref	Requirement	Evidence	Comment
iii)	If a device is found to be unfit for its purpose how is the validity of previous measurements determined?		
Review a sample of measuring devices to determine compliance with requirements			
(Device)			
a)	Calibrated and/or verified at specified intervals (or prior to use) against measurement standards traceable to international or national standards		
	(If no standards exist how is the basis of calibration or verification documented?)		
b)	Identified in order to determine their status		
c)	Safeguarded from adjustment s, damage or deterioration that would invalidate the calibration status and subsequent measurement results		
7.2	Competence		
	How has the organization		
a)	determined the competence of persons doing work under its control that affects the performance and effectiveness of the QMS		
b)	determined whether personnel are competent on the basis of appropriate training, education or experience		
c)	taken action to achieve necessary competence and evaluated the effectiveness of action taken		
d)	retained documented information as evidence of competence		
7.3	Awareness		
	How has the organization ensured that personnel are aware of		
a / b)	quality policy and objectives		
c)	their contribution to the effectiveness of the QMS, including the benefits of improved performance		
d)	the implications of not conforming with the QMS requirements		

Ref	Requirement	Evidence	Comment
7.4	Communication concerning the QMS		
i)	(Example of information communicated)		
a)	What does the organization communicate?		
b)	When is it communicated?		
c)	Who does it communicate with?		
d)	How does it communicate?		
e)	Who communicates?		
ii)	(Example of information communicated)		
a)	What does the organization communicate?		
b)	When is it communicated?		
c)	Who does it communicate with?		
d)	How does it communicate?		
e)	Who communicates?		
Review a sample of personnel to determine compliance with requirements			
(Name)			
1	Employment status, start date		
2	Induction record		
3	Job title		
4	Job description		
5	Competence required for the job		
6	Planned training		
7	Appraisal		
8	Record of communication concerning the QMS		
7.5	**Documented information**		
7.5.1	Confirm documentation required by ISO 9001:2015 is *maintained* including:		
4.3	Scope of QMS		
4.4.2	Documented information to support the operation of its processes		
5.2	Quality policy		
6.2	Quality objectives		
7.1.6	Knowledge necessary for the operation of processes		

Ref	Requirement	Evidence	Comment
7.5.1 b)	Documented information determined by the organization as being necessary for the effectiveness of the quality management system.		
7.5.3	Documented information of external origin, determined by the organization to be necessary for the planning and operation of the QMS		
8.1	Documentation to the extent necessary to confirm processes have been carried out as planned demonstrate products and services conform to requirements		
8.3	Design and development process appropriate to ensure provision of products and services		
9.2	Audit programme		
7.5.2	Creating and updating		
	Provide examples demonstrating that the organization has determined for each document:		
a)	Identification and description		
b)	Format, language and media		
c)	Review and approval for suitability and adequacy		
7.5.3	Control of documented information		
	How does the organization ensure documents (including records) necessary for the effectiveness of the QMS are:		
i)	appropriately identified		
ii)	available in an appropriate format		
iii)	reviewed and approved for suitability and adequacy		
iv)	available and suitable for use, where and when it is needed		
v)	adequately protected from loss of confidentiality, improper use, or loss of integrity		
vi)	controlled to prevent unauthorised changes		

Ref	Requirement	Evidence	Comment
vii)	disposed of when no longer required		
Review a sample of documents to determine compliance with requirements			
QMS documents and project documents			
(Doc No Title)			
1	Confirm entry in document register		
2	What is revision and approval in the register?		
3	Checked by, approved by and date in document		
4	Is checker qualified?		
5	Is approver authorised?		
6	Is document (native format and PDF) in correct location on server?		
7	Are superseded versions identifiable?		
8	Is the change and current revision identified		
9	Is there a record of locations which have received the document?		
10	Are changes in progress?		
Document of external origin			
(Doc No Title)			
1	Confirm entry in document register		
2	What is revision and issue date in the register?		
3	What is revision and issue date in document?		
4	Is document in the correct location on server?		
5	Are superseded versions identifiable?		
6	Is this the current version of the document?		
Documented information retained as evidence of conformity to requirements			
(Record required by the QMS)			
1	Is a paper record available?		
2	Is a PDF print available?		

Ref	Requirement	Evidence	Comment
3	When (and by whom) was the record prepared?		
4	If the record is modified:		
i)	Name of modifier and date		
ii)	Can we find out what has changed?		
5	What is the earliest date for disposal?		
6	Is secure disposal required?		
8.2	**Requirements for products and services**		
8.2.1	Customer communication		
	How does the organization		
a)	Provide customers with information relating to products and services		
b)	Handle enquiries and contracts (and changes to contracts)		
c)	Obtain customer feedback relating to products and services (including customer complaints)		
d)	Handle and control customer property (including intellectual property)		
e)	Establish requirements for contingency actions		
8.2.2	Determine requirements for products / services		
	How does the organization ensure that		
a)	requirements for products / services are defined: applicable statutory and regulatory requirements requirements considered necessary by the organization		
b)	the organization can meet the claims for the products and services it offers		

Ref	Requirement	Evidence	Comment
8.2.3	Review requirements for products / services		
8.2.3.1	How does the organization review (prior to commitment to supply)		
a)	requirements specified by the customer, including the requirements for delivery and post-delivery activities		
b)	requirements not stated by the customer, but necessary for the specified or intended use, when known		
c)	requirements specified by the organization		
d)	statutory and regulatory requirements applicable to the products and services		
e)	contract or order requirements differing from those previously expressed		
8.2.3.2	What information does the organization retain on		
a)	results of the review		
b)	any new requirements for the products and services		
8.2.4	What changes have been made to documented information following changes to requirements for products and services?		
9.1.2	How does the organization collect information relating to customer satisfaction, monitor and review it?		
9.1.3 b)	How does the organization analyse data to provide information on customer satisfaction?		
Review a sample of contracts to determine compliance with requirements			
(contract ref and title)			
1	Record in project register, status		
2	Proposal, issue date		
3	Prepared and approved by		

Ref	Requirement	Evidence	Comment
4	Customer and product requirements		
5	Price and timescale Follow-up proposal following initial survey and preliminary design. Optional extras included in revised proposal (price and timescale to be determined)		
6	Folder and sub-folders for proposal, on server		
7	Record of review of contract requirements and objectives		
8	Actions following review (confirm product requirements, advise any changes required)		
9	Review variation request, determine impact on cost and delivery and prepare contract variation		
10	Maintain records of review and acceptance of contract variations		
11	Complaints or compliments from the customer are recorded, and reviewed to determine whether action is required		
12	Problems reported by the customer or end user are recorded and an action report is prepared		
13	Evidence of compliance with customer requirements following delivery (including feedback in response to request)		
14	Close-out report (summary of performance against contractual requirements and other objectives) prepared following delivery of product and documentation		
Review customer satisfaction data			
1	Records of feedback received during the past year (positive and negative)		
2	Customer satisfaction questionnaires issued following acceptance by customer,		

Ref	Requirement	Evidence	Comment
	response recorded		
3	Customer complaints entered in action register and appropriate action taken		
4	Close-out reports updated (recording significant feedback, and completion of installation and commissioning if applicable) approved and issued		
5	Customer satisfaction reviewed and analysed by management to provide data on performance against objectives.		
8.3	**Design and development**		
8.3.2	Design and development planning		
	Provide examples to demonstrate that the organization has considered:		
a)	the nature, duration and complexity of design and development activities		
b)	the required process stages, including applicable design and development reviews		
c)	the required verification and validation		
d)	responsibilities and authorities involved in the design process		
e)	internal and external resources required for design and development		
f)	the need to control interfaces between persons and groups involved in design and development		
g)	the need to involve customer and end user in the design and development process		
h)	supply of further product to the same design		
i)	the level of control of the design process required by customers and other interested parties		
j)	documented information needed to demonstrate that design and development requirements have been met		

Ref	Requirement	Evidence	Comment
8.3.3	Design and development inputs		
	Provide examples to demonstrate that the organization has determined:		(confirm inputs are retained as information)
a)	Functional and performance requirements		
b)	Information derived from previous similar designs		
c)	Statutory and regulatory requirements		
d)	Standards and codes of practice to be implemented		
e)	Potential consequences of failure		
	Provide examples to demonstrate that have been reviewed to confirm they are:		
i)	adequate for design and development purposes		
ii)	complete and unambiguous (and conflicts have been resolved)		
8.3.4	Design and development controls		
	Provide examples to demonstrate that the process is controlled to ensure that:		
a)	Results to be achieved are defined		
b)	Reviews are conducted to evaluate the ability of the results of design and development to meet requirements		
c)	Verification activities are conducted to ensure that the design and development outputs meet the input requirements		
d)	Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use		
e)	Any necessary actions are taken on problems determined during the reviews, or verification and validation activities		
f)	Documented information of these activities is retained		

Ref	Requirement	Evidence	Comment
8.3.5	Design and development outputs		
	Provide examples to demonstrate the outputs of the design process:		(confirm outputs are retained as information)
a)	Meet input requirements		
b)	Are adequate for the subsequent processes for the provision of products and services		
c)	Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria		
d)	specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision		
8.3.6	Control of design and development changes		
	Demonstrate that changes to design of product or process are reviewed to ensure that there is no adverse impact on conformity to requirements		
	Demonstrate that the organization retains documented information on:		
a)	Design and development changes		
b)	The results of reviews of changes		
c)	Authorization of the changes		
d)	Actions taken to prevent adverse impacts		
Review a sample of design projects to determine compliance with requirements			
(Project ref and description)			
1	Design team, identifying responsibilities and authorities		
2	Output of design planning process, identifying Design stages Review, verification and validation Updated as design progresses		
3	Design inputs (e.g. design brief), defining: Function and performance Statutory and regulatory requirements		

Ref	Requirement	Evidence	Comment
	Information from similar designs Other applicable requirements		
4	Confirm design inputs are reviewed to confirm they are complete, unambiguous and not in conflict with each other.		
5	When product requirements are changed, confirm design inputs are updated.		
6	Confirm design outputs are reviewed to confirm Input requirements are met Purchasing and production information Product acceptance criteria Characteristics for safe and proper use Requirements for preservation		
7	Records of review of design to evaluate the ability of the output to meet requirements, including records of problems and necessary actions		
8	Confirm actions from design reviews have been followed-up and closed		
9	Records of verification to confirm output meets input requirements, including records of problems and necessary actions		
10	Records of validation to confirm output meets requirements of specified application or end user, including records of problems and necessary actions		
11	Records of review of design changes prior to implementation including effect of the changes on constituent parts and product already delivered.		

Ref	Requirement	Evidence	Comment
8.4	**Control of externally provided processes, products and services**		
8.4.1	General		
i)	Give examples of controls to be applied to externally provided processes, product s and services when:		
a)	Products and services are required from external providers		
b)	Products and services are to be supplied directly to customer(s) by external providers		
c)	A process, or part of a process, is provided by an external provider		
ii)	What are the criteria for evaluation, monitoring and re-evaluation of external providers?		
iii)	What information is retained relating to evaluation of external providers?		
8.4.2	How does the organization		
a)	ensure externally provided processes remain within the control of its QMS		
b)	define the controls it intends to apply		
1)	to an external provider		
2)	to the resulting output		
c)	Take into consideration		
1)	the potential impact of the externally provided processes, etc. on the organization's ability to meet applicable statutory requirements		
2)	the effectiveness of the controls applied by the external provider		
d)	Determine verification, necessary to ensure externally provided processes, etc. meet requirements		

Ref	Requirement	Evidence	Comment
8.4.3	Information for external providers		
	Give examples showing how the organization ensures information is adequately defined prior to issue to external providers, including as applicable:		
a)	Processes, products and services to be provided		
b)	Approval of:		
1)	products and services		
2)	methods, processes and equipment		
3)	the release of products and services		
c)	Competence, including any required qualification of persons		
d)	External providers' interactions with the organization		
e)	Control and monitoring of the external providers' performance to be applied by the organization		
f)	Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.		
8.7	Control of non-conforming product		
	Give examples to demonstrate that product or service from external providers which does not meet specified requirements is:		
i)	Identified and controlled to prevent unintended use or delivery		
ii)	Reviewed to determine action		
iii)	Corrected and re-verified to demonstrate conformity to requirements, and		
iv)	Results of review of non-conforming product, and release by concession, is recorded		
9.1.3	Analysis and evaluation		
f)	Confirm data relating to performance of external providers is analysed and evaluated		

Ref	Requirement	Evidence	Comment
Review a sample of major purchase orders to determine compliance with requirements			
(PO-No and description)		(supplier)	Order value:
1	Supplier evaluation record		
2	Quotation		
3	Purchase order, defining Order date Product or service Verification requirements Delivery date Documentation requirements		
4	Transmittal		
5	Verification and release		
6	Delivery date		
7	Documentation		
8	Record of evaluation of performance		
8.5	**Production and service provision**		
8.5.1	Control of production and service provision		
	Give examples to demonstrate how conditions for production and service provision are controlled, including:		
a)	documents defining product characteristics and results to be achieved		
b)	availability and use of measuring equipment		
c)	records of measurements to confirm compliance with acceptance criteria		
d)	control of the environment and infrastructure		
e)	qualification of personnel		
f)	validation of production processes		
g)	actions to prevent human error		
h)	release, delivery and post-delivery activity		

Ref	Requirement	Evidence	Comment
8.5.2	Identification and traceability		
	Give examples to demonstrate how identification and traceability are maintained, including:		
a)	identification of outputs		
b)	identify monitoring and measurement status throughout the production process		
c)	documented information to retain traceability of outputs (if required)		
8.5.3	Property belonging to customers and external providers (if applicable)		
i)	Demonstrate product provided by external organisations is:		
a)	reviewed and verified to confirm suitability for use		
b)	protected while it is under the control of this organisation		
c)	and records are maintained of product which is lost damaged or unsuitable for use		
ii)	Demonstrate intellectual property provided by external organisations is:		
a)	reviewed and verified to confirm suitability for use		
b)	protected while it is under the control of this organisation		
8.5.4	Preservation		
	Provide evidence to demonstrate outputs are preserved to ensure conformity to requirements		
8.5.5	Post-delivery activities		
i)	Demonstrate post-delivery activities have been identified where appropriate, including: actions under warranty maintenance services recycling and final disposal		
ii)	Confirm post-delivery activities take into consideration:		
a)	statutory and regulatory requirements		
b)	potential undesired consequences associated with its products and services		

Ref	Requirement	Evidence	Comment
c)	potential undesired consequences associated with its products and services		
d)	customer requirements		
e)	customer feedback		
8.5.6	Control of changes		
	Demonstrate documented information records:		
a)	results of the review of changes		
b)	person(s) authorizing the changes		
c)	necessary actions arising from the review		
8.6	**Release of products and services**		
i)	Demonstrate planned verification has been completed for product and services (unless authorised by an authorised person)		
ii)	Retain documented information relating to release of products and services, including:		
a)	evidence of conformity with acceptance criteria		
b)	person(s) authorizing release		
8.7	**Control of non-conforming product**		
i)	How are outputs which do not meet requirements controlled to prevent unintended use or delivery?		
ii)	How are non-conforming outputs (including problems identified after delivery) reviewed to determine effect on products or services?		
iii)	Give examples of action taken relating to non-conforming outputs, including:		
a)	correction		
b)	segregation, containment, return or suspension of provision of products and services		
c)	informing the customer		
d)	obtaining authorization for acceptance under concession		
iv)	How is conformity to requirements verified following correction?		

Ref	Requirement	Evidence	Comment
v)	What information is retained to:		
a)	describes the nonconformity		
b)	describes the actions taken		
c)	describes any concessions obtained		
d)	identify the authority deciding the action in respect of the nonconformity		
10.2	**Nonconformity and corrective action**		
i)	What action does the organization take when a nonconformity occurs (action shall be appropriate to the effect of the non-conformity)		
a)	React to the non-conformity and take action to		
1)	control or correct it		
2)	deal with the consequences		
b)	Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:		
1)	reviewing and analysing the nonconformity		
2)	determining the causes of the nonconformity		
3)	determining if similar nonconformities exist, or could potentially occur		
c)	implement any action needed		
d)	review the effectiveness of any corrective action taken		
e)	update risks and opportunities determined during planning, if necessary		
f)	make changes to the quality management system, if necessary		
ii)	What documented information is retained as evidence of:		
a)	the nature of the nonconformities and any subsequent actions taken		
b)	the results of any corrective action		
1	Confirm action register includes all examples which have occurred during the past year of a) non-conforming product		

Ref	Requirement	Evidence	Comment
	b) customer complaints c) product released by concession d) problems relating to the QMS e) problems requiring corrective action f) action to prevent occurrence of problems		
2	Action register records current status of each action report		
3	Appropriate action has been taken to resolve reported problems		
Review a sample of action reports to confirm appropriate action has been taken			
(Action ref, description of problem)			
1	Reported by and date		
2	Result of review and action taken		
3	Planned completion date		
4	Cause of problem		
5	Current status and date closed		
6	Follow-up action		
10	**Improvement**		
10.1	What opportunities have been identified to:		
a)	Improve products and services to meet requirements, and address future needs and expectations		
b)	correcting, preventing or reducing undesired effects		
c)	improving the performance and effectiveness of the quality management system		
10.3	Continual improvement		
a)	How does the organization continually improve the suitability, adequacy and effectiveness of the quality management system?		

Ref	Requirement	Evidence	Comment
b)	What needs or opportunities have been identified which need to be addressed as part of continual improvement?		
9.3	**Management review**		
9.3.1	Provide evidence that the QMS is reviewed by Top Management at planned intervals to ensure		
a)	its continuing suitability, adequacy and effectiveness		
b)	alignment with the strategic direction of the organization		
9.3.2	Management review input		
Provide evidence that management review takes into consideration			
a)	Status of actions from previous management reviews		
b)	Changes to internal and external issues relevant to the QMS		
c)	Information on the performance and effectiveness of the QMS, including trends in:		
1)	customer satisfaction and feedback from relevant parties		
2)	extent to which quality objectives have been met		
3)	process performance and conformity of products and services		
4)	non-conformities and corrective action		
5)	monitoring and measurement results		
6)	audit results		
7)	performance of external providers		
d)	Adequacy of resources		
e)	Effectiveness of actions taken to address risks and opportunities		
f)	Opportunities for improvement		
9.3.3	Review output		
Output from management review shall include any decisions and actions related to:			
a)	Opportunities for improvement		
b)	Changes to the QMS		
c)	resource needs		

Ref	Requirement	Evidence	Comment
	Provide evidence documented information is retained as evidence of results of management reviews		