



ISO 9001

Quality Management System



MOTIVATION AND BENEFITS

There are many reasons in favour of the introduction of a quality management according to ISO 9001 and industrial standards:

- The demonstrable control of quality management according to the international state of the art and thereby a hedging for the organization
- The real opportunity for increased customer orientation and increased customer satisfaction
- Reduction of complaints, cost savings and increasing resource efficiency and legal certainty
- The continued focus on processes, their continuous improvement and therefore a reduction in process and hidden costs
- The promotion of organizational development, internal communication, motivation and sense of responsibility of the employees
- Improved self-knowledge of the organization
- Successful certification leads in many industries to a listing as a supplier and improves the image
- A solid basis for those organizations that are faced with further industry requirements or other requirements (such as environmental or health and safety management)
- An increase in company value
- A solid basis for those who strive for business excellence

OBJECTIVES

Quality management systems serve to improve the organization's services, to implement changes in a future-oriented and sustainable manner as well as to develop effective and efficient processes.

TARGET GROUP

ISO 9001 is general in nature. The standard addresses companies of all sizes – from small firms to global enterprises. ISO 9001 is independent of the particular sector.

CORE CONTENT

A quality management system acc. to ISO 9001 helps to guarantee that an organization is capable of meeting customer requirements and statutory and regulatory requirements placed on their products and services. Such a system also makes it possible to ensure that the organization is continually working at the improvement of customer satisfaction. In order to guarantee all this, the process approach is anchored in the standard. This process approach comprises a consistent process focus, the further development of the processes enabled by the use of the Plan-Do-Check-Act model (PDCA cycle) as well as a constant look on risks and opportunities.

The process approach is aimed at yielding the following advantages to the organizations:

- understanding requirements, risks and interrelations and interactions
- optimizing the processes as to create value
- achieving effective process performance and relevant results
- continual improvement of processes in alignment with the organization's strategic goal.





Context of the organization

The context of the organization is significant for the fundamental design of the quality management system (QMS). What are the influencing factors, what boundaries are set, how can strategic goals be reached? For implementing a successful Quality Management System, resources, competence of employees as well as documentation are required.

Leadership

Top management shall create basic conditions for the implementation of the quality management system and act as a role model.

Planning

At planning, objectives shall be set while considering risks and opportunities.

Operation

A process focus is a significant element of a quality management system, which ranges from acquisition of the customer expectations via design and development to delivery.

Performance evaluation

At performance evaluation, a result focus is required.

Improvement

In a dynamic and complex business environment, a systematic approach for improvement is an essential lever.

QUALITY AUSTRIA – WHO WE ARE

Quality Austria Holding GmbH, together with its operational subsidiaries Quality Austria Academy GmbH and Quality Austria Certification GmbH, is Austria's leading authority for training and continuing education as well as for certifications of individuals, systems, and products, inspections and validations, assessments, and the Austria Quality Seal. This is based on globally recognized accreditations and international approvals.

Since 1996, the company, in cooperation with the Federal Ministry of Labor and Economy (BMAW), has also awarded the State Prize for Corporate Quality. As the national market leader for the Integrated Management System aimed at ensuring and improving corporate quality, Quality Austria is a driving force for Austria as a business location and stands for „Success with Quality.“

Quality Austria collaborates globally with around 1,000 network partners and more than 20 organizations and is actively involved in standardization committees as well as international networks such as EOQ and IQNET. Since its founding in 2004, Quality Austria has conducted over 185,000 audits, assessments, and inspections, and more than 100,000 individuals have attended the courses and in-house trainings offered by the internationally operating company



ISO 9001:2015 IN REVISION

The revision will be published in September 2026. In all likelihood, the basic structure of the standard will be retained (chapter structure and core content). This will contribute to the stability of the certified systems. It will therefore primarily result in clarifications and specifications, whereby future topics will be considered and incorporated in a focussed manner. Quality Austria is part of the working group and is actively involved in shaping the future of the standard.



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