



High Level Structure

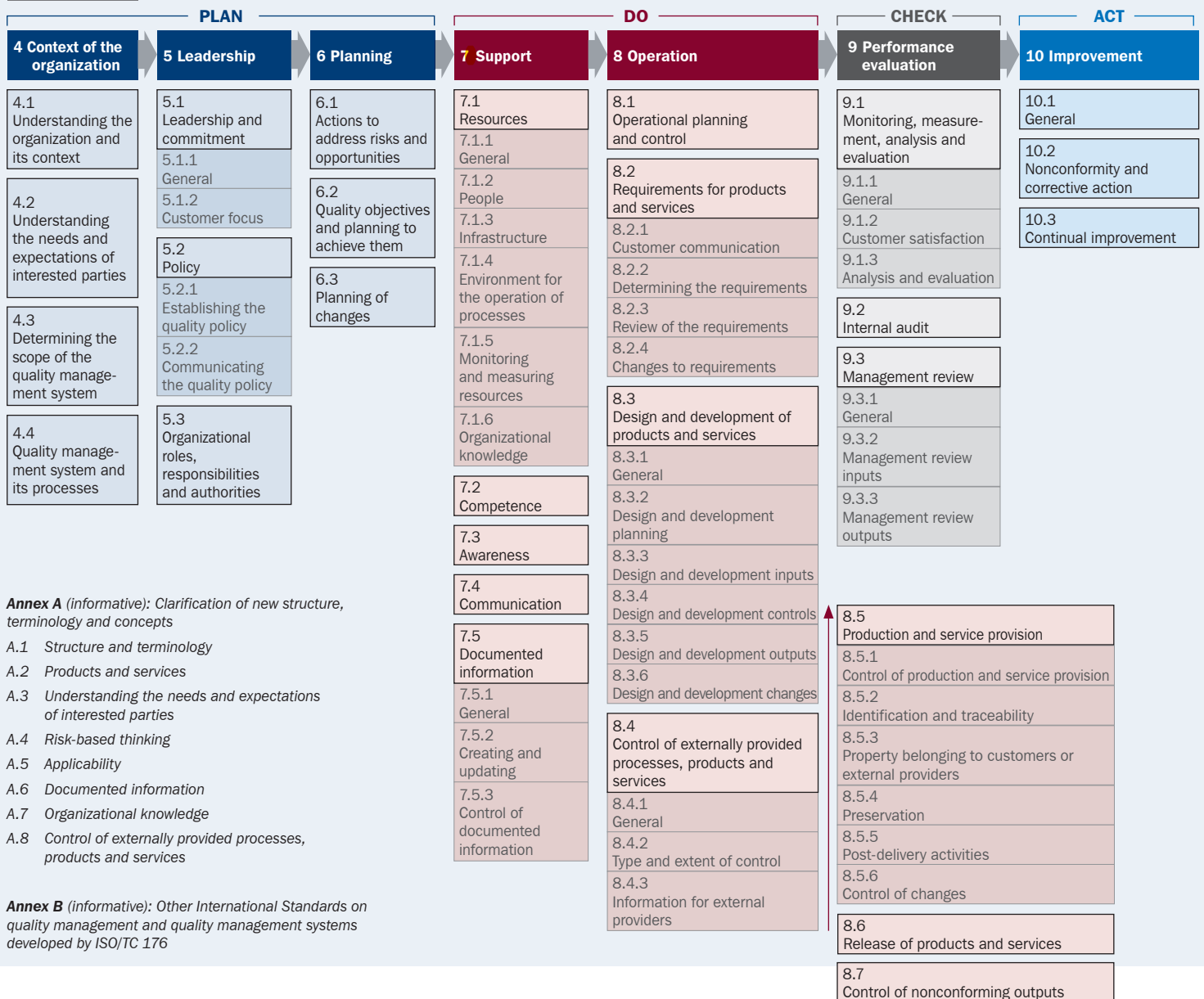
0. Introduction

1. Scope

2. Normative references

3. Terms and definitions

ISO 9001:2015



Annex A (informative): Clarification of new structure, terminology and concepts

- A.1 Structure and terminology
- A.2 Products and services
- A.3 Understanding the needs and expectations of interested parties
- A.4 Risk-based thinking
- A.5 Applicability
- A.6 Documented information
- A.7 Organizational knowledge
- A.8 Control of externally provided processes, products and services

Annex B (informative): Other International Standards on quality management and quality management systems developed by ISO/TC 176

