

TRAINING IN THE NEW REQUIREMENTS OF ISO 9001:2008

Depending on your interpretations of ISO 9001:2000, some of you will find new requirements in ISO 9001:2008. New notes may also change the interpretation of requirements by auditees and auditors. Below you can see questions arising from [ISO 9001:2008](#) that may be new requirements for you:

- 4.1a: Do you have evidence of analysis of the system that runs your organization *to determine its processes* instead of a list that merely identifies the processes that you happen to have documented?
- 4.1e: Have you determined the *applicability of process measurement*?
- 4.1: Do your *outsourced processes* have their *controls defined and applied in your system* so they comply with *legal (statutory and regulatory)* requirements and conform to customer requirements?
- 4.2.1: Have you considered the value of *combining two or more documented procedures* in your system?
- 4.2.3f: Does your procedure *control the external documents used for planning and operation of the system*?
- 4.2.4: Does your procedure *control records so they are retrievable and legible (even if no duration is specified)*?
- 5.5.2: Is your *Management Representative a member of your organization's own management*? And is the *management representative competent* (see 6.2.1 below)?
- 6.2.1: Do you have evidence of those who *indirectly affect conformity to product requirements* being competent?
- 6.3c: Does your system *include information systems*, an essential infrastructure (as for most organizations)?
- 7.1: Does your product realization planning *include the required measurements*?
- 7.2.1: Does your product and, therefore, system include *your post-delivery services*?
- 7.3.1: Do you consider the suitability of *combining review, verification and validation* when planning design?
- 7.3.3: Does your design output *include appropriate information for product preservation* (packaging and labeling)?
- 7.5.3: Do you keep the required *traceability records* instead of merely recording traceability?
- 7.5.4: Does your system keep customer records secure as *customer property includes personal data*?
- 7.5.5: Have you determined the *applicable* provisions for product preservation?
- 7.6: Are items of calibrated measuring equipment *also verified* between specified calibration intervals?
- 8.2.1: Have you considered *other ways* of monitoring customer satisfaction beyond or instead of surveys?
- 8.2.3: Does process monitoring result in *action to improve the system even if product conformity is unaffected*?
- 8.2.3: Have you planned process monitoring *according to the impact of the process on product or system*?
- 8.3: When delivering a service do you take *action on nonconforming service per the effects/potential effects*?
- 8.5.2: Does your procedure seek more than one root cause of *nonconformity* consistent with 8.5.2b?
- 8.5.2f: Does your procedure *verify the effectiveness of corrective action* instead of just verifying corrective action?
- 8.5.3e: Does your procedure *verify the effectiveness of preventive action* instead of just verifying preventive action?

[Here](#) you will find our eLearning course to refresh your knowledge of ISO 9001 and for you to learn about the 24 possibly new requirements in ISO 9001:2008. This training fulfills RABQSA and IRCA's auditor training requirements for auditing conformity to ISO 9001:2008.

For our instructor-led ISO 9001:2008 training, and more, please [email](#), call 800.666.9001 or visit [here](#).