
ISO 9001:2026 Quality Management Systems Manual

[Company Name]

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Table 1 Quality Systems Manual Revision Index

Revision	Issue Date	Revision Description
A		Initial Issue
B		Change of structure and modifications relevant to the transition to the new version of ISO 9001:2026

Table 2 Quality Systems Manual Distribution Index

Control Number	Issued to

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[Sections 1–3 — Introduction, Scope, Reference Documents, and Terms & Definitions — are included in the full purchased manual. This preview continues below with a complete sample section.]

Section 4: Context of the Organization

4.1 Understanding Organization and its Context

The Organization's management has determined external and internal issues that are relevant to the company's purpose and strategic direction and that affect its ability to achieve the intended results of QMS, monitor and review information about these external and internal issues (fig. 1).

The organization’s purpose and strategic direction are defined in the Management Review Process (section 9.3).

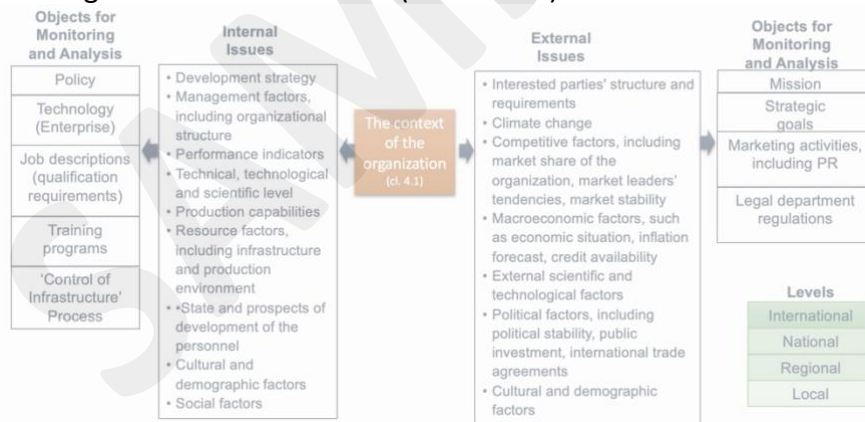


Fig. 1 Context of Organization, Monitoring and Analysis of Information about Internal and External Issues Diagram

4.2 Understanding Requirements and Expectations of Interested Parties

The Organization determines:

- Interested Parties relevant to the QMS.

- Requirements of Interested Parties relevant to the QMS.
- Relevant interested parties can have requirements related to climate change

Monitoring and Analysis of these Interested Parties and their requirements are carried out in the QMS Processes in accordance with the Diagram, represented in the table 3.

Reports on the results of the analysis are reviewed by Management for decision-making.

Table 3 Monitoring and Analysis of Information about Interested Parties Requirements. Diagram

Interested Parties	Form of Information that contains requirements	Process, where monitoring and analysis is carried out
Stakeholders	Shareholders Meetings minutes	"Management Review"
Customers	<ul style="list-style-type: none"> • Customer satisfaction surveys, • Claims, complaints 	"Customer Communication", "Management Review"
	Minutes of Consumers focus groups	"Design and development of products and services"
	Regulations relating to products and services	"Control of Documented Information", "Design and development of products and services"
External providers	External providers' meetings minutes	"Purchasing", "Management Review"
Employees	<ul style="list-style-type: none"> • "Employee satisfaction surveys" • Meetings in subdivisions • Information from the employee's severance • Union documents (protocols, contracts, decisions) 	"Control of Personnel", "Management Review"
Government	Laws and regulations	"Control of Documented Information", "Management Review"
Society	Social and municipal programs	"Management Review"

4.3 Determining the Scope of the Quality Management System

The Scope of the QMS is established based on the factors presented on fig. 2 and covers:

- All processes within all functional areas of the Organization's business operations Scope of Business
- Products:
 - Product1
 - Product2
 - Product3
- Requirements of international standard ISO 9001:2026.

Exclusion: ISO 9001:2026, clause 8.5.1.f, validation of processes for production and service.

Justification: The Organization can verify the output of product through measurements, fit checks, and visual inspections.

[Rest of Section 4, sections 5–8 — Leadership, QMS Planning, Support, and Operation — are included in the full purchased manual. This preview continues below with one more complete sample section.]

Section 9: Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

In The Organization the objects of monitoring, measurement, analysis and evaluation are process criteria, product characteristics, performance and effectiveness of the QMS.

Statistical techniques, risk management and quality management tools are used for analyzing and evaluation of measurement data in accordance with established Quality Policy and Quality Objectives.

Monitoring and measuring are performed in accordance with the QMP, process instructions, and methods.

Results from monitoring and measurement are analyzed and evaluated by the process host. Informational reports are passed to management for general review and making decision on

opportunities for improvement, any need for changes to the QMS, resource needs (sec. 9.3).

Records of results of monitoring, measurement, analysis and evaluation are maintained in accordance with **QPS 7.5 Control of Documented Information**.

9.1.2 Customer satisfaction

As one of the measurements of the performance of the QMS, The Organization monitors information relating to customer perception as to whether the Company has fulfilled customer requirements. Customer satisfaction is the principal objective of the QMS, and the level of customer satisfaction is the most important measurement of the effectiveness of the system. Collecting and analyzing customer feedback and complaints, and customer satisfaction is conducted during management review. Customer satisfaction data is used by management to identify opportunities for improvement. All customer-related communication and satisfaction review evidence are retained as documented information.

9.1.3 Analysis and evaluation

The Organization analyses and evaluates appropriate data and information arising from monitoring and measurement and uses the results to evaluate conformity of products and services and their compliance (fulfilment of legal and other requirements), the degree of customer satisfaction, the performance and effectiveness of the QMS, the performance of external providers, the need for improvement of the QMS in accordance with the diagram on the fig. 7.

Evaluation whether the planning has been implemented effectively is a part of the planning of changes activities (sec. 6.3).

Evaluation of the effectiveness of actions taken to address risks and opportunities is a part of activities taken to address risks and opportunities (sec.6.3).

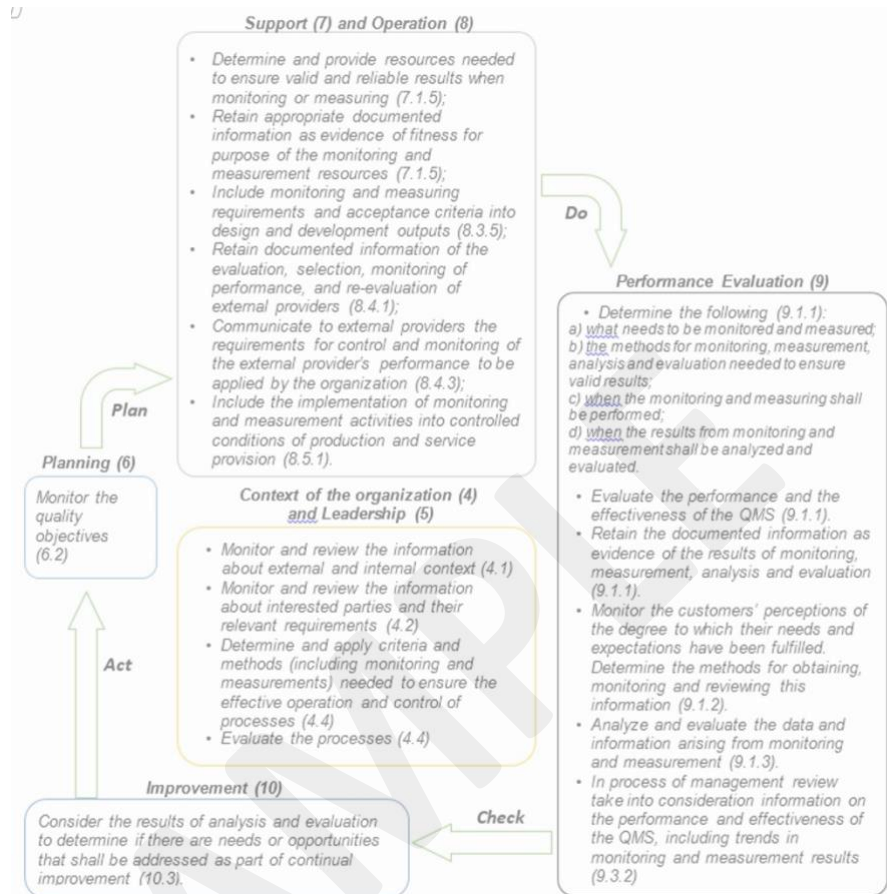


Fig. 7 Monitoring, Measuring, Analysis, and Evaluation Actions

9.2 Internal audit

- a) The Organization plans and conducts internal audits at planned intervals to according to **QPS 9.2 Internal Audit** for the following purposes:
- To verify whether quality activities and related results comply with planned arrangements including customer contractual requirements according to ISO 9001:2026 and any other additional QMS established by The Organization.

- To determine if the overall effectiveness of the QMS implemented is maintained.
- To assure adequacy of the QMS to ISO 9001 requirements.

[End of preview. Rest of Section 9 and section 10 (Improvement) and all remaining content are included in the full purchased manual. Visit the [product page](#) to purchase the complete ISO 9001:2026 Quality Management Systems Manual.]

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