

ISO 9001:2026 & AI

Practical controls for everyday quality



What to control.



What to verify.



What to record.



CENTAURI BUSINESS GROUP

Edition 1.0 · October 2026

What's inside this briefing

01



The quality question

Where an AI error could affect a quality decision, and why to review AI use during the 2026 transition.

02



Four everyday examples

Document search, complaints, corrective action and internal audits.

03



Proportionate control

Match the control to the consequence, then prove it with a small pilot.

04



Your next step

A team worksheet, a worked example and CBG documentation to adapt.

Section 04 includes a worksheet your team can complete in one meeting.

Where could an AI error affect quality?

Begin with the decision and its consequences.



Document search

An employee follows an obsolete instruction.

Wrong method used



Complaint analysis

A summary hides a rare but serious failure.

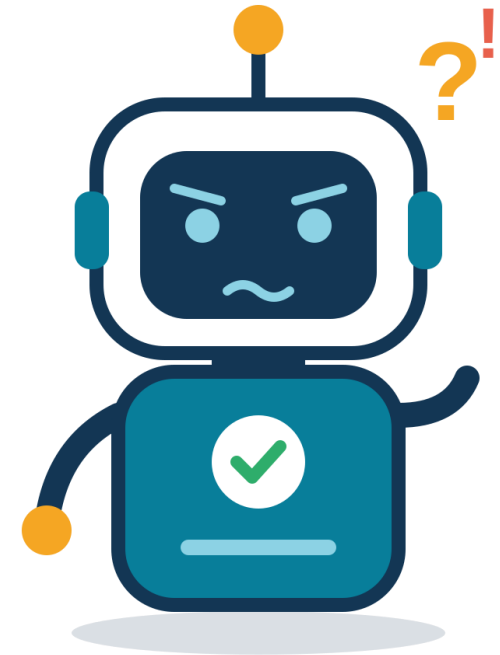
Signal missed



Corrective action

A convincing explanation becomes an untested root cause.

Problem recurs



Illustrative CBG scenarios, not reported incidents.

Why review AI use during your 2026 transition



ISO 9001:2026

**Published 16
Sep 2026**

ISO describes targeted updates to the familiar QMS framework.



**You're reviewing
anyway**

Your transition review revisits context, risks, documented information, competence and audits. Include AI use wherever it can influence product, service or QMS decisions.



Separate AI framework

ISO/IEC 42001 addresses management of AI. Consider its relevance to your activities.



Heads-up: the controls that follow are CBG suggested practices, not a list of new ISO 9001 clauses.

Myth or fact? Test your AI instincts



“A fluent, confident AI answer is a verified answer.”

MYTH

Fluency is not evidence. A competent person checks the source before acting on it.



“If the AI flags it, that's an audit finding.”

MYTH

An AI observation is a lead. The auditor checks objective evidence against the criteria.



“Our existing QMS processes can help govern AI use.”

FACT

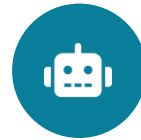
Document control, risk, corrective action and audits already give you a starting point.

A search answer needs a current source



WHAT COULD GO WRONG

An employee follows an obsolete instruction.



1 · Useful task

AI helps an employee find the applicable work instruction.



2 · Control

Limit retrieval to approved documents. Show the document ID and revision.



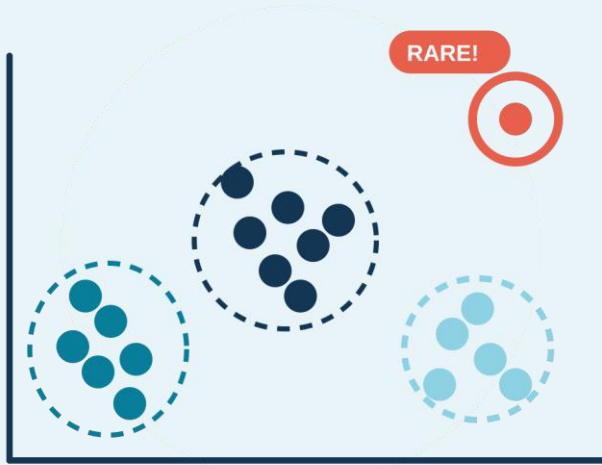
3 · Verification

The employee checks the current instruction before acting. Escalate conflicts.



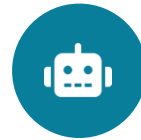
Evidence to retain: source revision, access controls, search-failure reviews.

A trend summary can hide an exception



WHAT COULD GO WRONG

A summary hides a rare but serious failure.



1 · Useful task

AI groups similar complaints and suggests recurring themes.



2 · Control

Keep original records traceable. Review unusual or high-consequence cases separately.



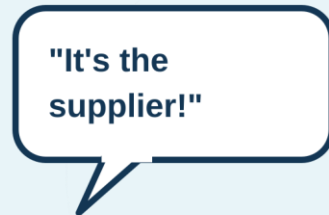
3 · Verification

Compare categories with a human-reviewed sample. Check what the tool missed.



Evidence to retain: classification rules, review sample, corrections.

A proposed cause still needs evidence



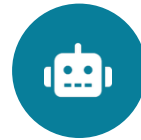
HYPOTHESIS



TEST IT

WHAT COULD GO WRONG

A convincing explanation becomes an untested root cause.



1 · Useful task

AI organizes facts and suggests possible explanations.



2 · Control

Label each explanation as a hypothesis. Identify evidence that could disprove it.



3 · Verification

The team tests the cause, acts and checks whether recurrence decreases.



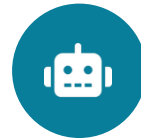
Evidence to retain: tested hypothesis, supporting records, effectiveness review.

An AI observation begins an investigation



WHAT COULD GO WRONG

An unsupported AI lead is reported as an audit finding.



1 · Useful task

AI highlights recurring issues or unusual records for auditor review.



2 · Control

Protect confidential data and define the permitted records.



3 · Verification

The auditor checks objective evidence against the criteria before reaching a finding.



Evidence to retain: records examined, audit criteria, auditor conclusions.

The level of control follows the consequence

➔ *Control rises with consequence*

LOWER CONSEQUENCE



Drafting a training outline

A competent reviewer checks accuracy before release.

MEDIUM CONSEQUENCE



Prioritizing supplier reviews

Test for missed problem suppliers.
Review vendor and data changes.

HIGHER CONSEQUENCE



Accepting product automatically

Use rigorous acceptance testing, authorization and a reliable fallback.



Decide **who owns the process, who can approve use and when the tool must stop.**

A small pilot makes the evidence visible



STEP 1

Before use

Define the purpose, allowed data, reviewer and acceptance criteria.



STEP 2

During the pilot

Compare outputs with trusted results. Record errors and review time.



STEP 3

Before expansion

Check the net benefit. Confirm fallback arrangements and retest triggers.

USEFUL MEASURES



Missed critical cases



Correction effort



Decision accuracy



Total time

AI Use Review: one process, six questions

HOW TO USE IT

- 1

List the AI tools in use and the decisions they support.
- 2

Pick one use. Answer the six questions together.
- 3

Choose one gap and give a process owner responsibility.

Include informal use: public chatbots and AI features inside existing software.



REVIEW QUESTION	YOUR TEAM'S ANSWER
 1. What task will AI support?	-----
 2. What could happen if its output is wrong?	-----
 3. What information may it access?	-----
 4. Who checks the output and approves action?	-----
 5. What evidence will we retain?	-----
 6. When must we stop or use a fallback?	-----

A completed review, step by step

REVIEW QUESTION	EXAMPLE ANSWER
 1. What task will AI support?	Help production staff find the applicable work instruction.
 2. What could happen if its output is wrong?	Staff follow an obsolete or wrong instruction, producing nonconforming work.
 3. What information may it access?	Released documents in the controlled library only. No drafts or personal files.
 4. Who checks the output and approves action?	The employee confirms document ID and revision. The Quality Manager approves the tool's sources.
 5. What evidence will we retain?	Source list, access settings, test results with obsolete documents, search-failure log.
 6. When must we stop or use a fallback?	No current revision cited, or the library changes: use the document index and retest.

Existing procedures provide a starting point

If AI retrieves an obsolete instruction...



QPS 7.5-01 Control of Documented Information

Approval, revision and access rules.

[Product page & preview →](#)

If a guess becomes the root cause...



QPS 10.2-01 Corrective Action

Investigate and verify effectiveness.

[Product page & preview →](#)

If AI use creates unassigned risks...



QPS 6.1-01 Actions to Address Risks

Evaluate and treat use-case risks.

[Product page & preview →](#)

If auditors need a consistent review...



QPS 9.2-01 Internal Audit

Pair with the ISO 9001:2026 Audit Checklist.

[Product page & preview →](#)

If managers must evaluate the pilot...



QPS 9.3-01 Management Review

Review results and open issues.

[Product page & preview →](#)

BROWSE THE LIBRARY

All editable ISO 9001:2026 templates and bundles

[Browse templates →](#)

Templates are a starting point to adapt to your processes, not a complete AI governance system.

From template to AI-ready: document control

IN THE TEMPLATE · FROM THE FREE PREVIEW

QPS 7.5-01 Control of Documented Information

“Check master computer files for latest revision”

1

3.1 Responsibility and Authority

“The Quality Manager or his designees are responsible for ensuring this procedure is followed ...”

2

“This document is UNCONTROLLED if printed”

3

CBG SUGGESTED AI ADAPTATION

Latest revision

1

Extend the rule to AI search: every answer cites the document ID and current revision.

Responsibility

2

Name who approves which documents an AI tool may retrieve.

Uncontrolled copies

3

Treat an AI answer like a printout: uncontrolled until checked against the master.

QPS 7.5-01 product page & free preview →

Adaptations are CBG suggestions, not template content.

QMS topics relevant to AI use



5.3

7.2

Responsibilities and competence

Support review of ownership and competent decisions.



7.5

9.2

10.2

Information and evidence

Connect to document control, audits and corrective action.



Annex A

Technology in Annex A

Explanatory material discusses technology and accountability. Annex A adds no requirements.

Topic mappings for your review, not new AI-specific requirements.

Further reading



ISO 9001:2026

<https://www.iso.org/standard/9001>



ISO announcement, 16 September 2026

<https://www.iso.org/news/2026/09/ISO9001-2026>



ISO/IEC 42001

<https://www.iso.org/standard/42001>

SCOPE & USE

Original CBG examples and recommendations for education. This presentation does not reproduce the standard or replace its requirements. You may share it unchanged and present it within your organization, crediting Centauri Business Group. Edition 1.0, October 2026.



INSPIRED BY

Intelligence Quality, “ISO 9001:2026 and AI: What Does the New Era of Digital Quality Mean?”

LinkedIn, 21 October 2026. Thank you for opening this discussion.

[Read the article →](#)

<https://www.linkedin.com/pulse/iso-90012026-ai-what-does-new-era-digital-quality-uzwzc>

YOUR NEXT STEP

Start your ISO 9001:2026 review with the free Change Guide



ISO 9001:2015 → 2026 Change Guide

A briefing to support your transition review.

FREE

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