

ISO 9001:2015 Mock Audit Checklist

This inspection gives a complete analysis of your organization's alignment with ISO 9001 standards. This portion covers understanding, quality management and leadership.

By:

Date:

Time:

Understanding the organization and its context

1. Verify how the organization has determined external and internal issues relevant to its purpose and strategic direction.	Yes	No	N/A	Comments
2. Verify how these issues affect the ability to achieve the intended result of the QMS.	Yes	No	N/A	Comments
3. Verify how the organization monitors and reviews information about these internal and external issues.	Yes	No	N/A	Comments

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Understanding the needs and expectations of interested parties

4. Verify how organization determined relevant interested parties to QMS.	Yes	No	N/A	Comments
5. Verify how the organization has determined the relevant needs and expectations of interested parties.	Yes	No	N/A	Comments
6. Verify how the organization has determined the impact or potential impact of the interested parties.	Yes	No	N/A	Comments
7. Verify how the organization monitors and reviews information about interested parties and their relevant requirements	Yes	No	N/A	Comments

Determining the scope of the quality management system

8. Verify the QMS scope considers the following:	Yes	No	N/A	Comments
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9. External and internal issues.	Yes	No	N/A	Comments
10. The requirements of relevant interested parties.	Yes	No	N/A	Comments
11. The products and services of the organization.	Yes	No	N/A	Comments
12. Verify how the organization has determined how the ISO 9001:2015 standard is applied within the organization.	Yes	No	N/A	Comments
13. If the organization has determined any of the requirements of the ISO 9001:2015 standard not to be applicable, show me how conformity of products and services are not affected by this.	Yes	No	N/A	Comments
14. Verify QMS scope is documented.	Yes	No	N/A	Comments
15. Verify scope states what products and services are covered by the QMS and how it justifies instances where requirements cannot be applied.	Yes	No	N/A	Comments

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Quality management system and its processes

16. Show how the processes have been determined and how they interact.	Yes	No	N/A	Comments
17. Verify how the processes for the QMS were determined. Verify the inputs and outputs to the processes.	Yes	No	N/A	Comments
18. Verify the sequence and interaction of the processes.	Yes	No	N/A	Comments
19. Verify the criteria, methods, measurement and related performance indicators needed to operate and control the processes.	Yes	No	N/A	Comments
20. Verify how resources are determined and allocated.	Yes	No	N/A	Comments
21. Verify how responsibilities and authorities are determined.	Yes	No	N/A	Comments

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22. Verify how risks and opportunities are considered and what actions are taken to address them.	Yes	No	N/A	Comments
23. Verify what methods are used to monitor, measure and evaluate processes. Verify changes, if needed, are implemented to achieve intended results.	Yes	No	N/A	Comments
24. Verify how opportunities for improvement for the QMS and its processes are determined.	Yes	No	N/A	Comments
25. Reviewed documented information created to support the operation of its processes.	Yes	No	N/A	Comments

Leadership and commitment

26. Top management is identified.	Yes	No	N/A	Comments
27. Verify top management demonstrates leadership and commitment by.	Yes	No	N/A	Comments

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28. Taking accountability for QMS effectiveness.	Yes	No	N/A	Comments
29. Ensuring the QMS policy and objectives are established and are compatible with strategic direction and context of organization.	Yes	No	N/A	Comments
30. Ensuring the QMS is integrated into organization's business processes.	Yes	No	N/A	Comments
31. Promoting the use of the process approach and risk-based thinking.	Yes	No	N/A	Comments
32. Ensuring resources are available.	Yes	No	N/A	Comments
33. Communicating the importance of effective QMS and of conforming to its requirements.	Yes	No	N/A	Comments
34. Ensuring intended outcomes.	Yes	No	N/A	Comments

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35. Engaging, directing and supporting persons to contribute to the effectiveness of the QMS.	Yes	No	N/A	Comments
36. Promoting continuous improvement	Yes	No	N/A	Comments
37. Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.	Yes	No	N/A	Comments
38. Verify how top management demonstrates leadership and commitment with respect to customer focus by ensuring that.	Yes	No	N/A	Comments
39. Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.	Yes	No	N/A	Comments
40. The risks and opportunities that affect product and service conformity and the ability to enhance customer satisfaction are determined and addressed.	Yes	No	N/A	Comments
41. The focus of enhancing customer satisfaction is maintained.	Yes	No	N/A	Comments

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Policy

42. Verify the quality policy ... is appropriate to the purpose and context of the organization and supports its strategic direction.	Yes	No	N/A	Comments
43. Verify the quality policy ... provides a framework for setting quality objectives.	Yes	No	N/A	Comments
44. Verify the quality policy ... includes a commitment to satisfy applicable requirements.	Yes	No	N/A	Comments
45. Verify the quality policy ... includes a commitment to continual improvement of the QMS.	Yes	No	N/A	Comments
46. Verify QMS Policy is maintained as documented information.	Yes	No	N/A	Comments
47. Verify QMS Policy is communicated, understood and applied within the organization.	Yes	No	N/A	Comments

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48. Verify QMS Policy is available to relevant interested parties.	Yes	No	N/A	Comments
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Organizational roles, responsibilities and authorities

49. Verify responsibilities and authorities for relevant roles are assigned and communicated within the organization.	Yes	No	N/A	Comments
50. Verify top management assigns responsibility and authority for..	Yes	No	N/A	Comments
51. Ensuring the QMS conforms to the ISO 9001:2015 standard.	Yes	No	N/A	Comments
52. Ensuring that processes are delivering their intended outputs.	Yes	No	N/A	Comments
53. Reporting on the performance of the QMS and on opportunities for improvement, in particular to top management.	Yes	No	N/A	Comments

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54. Ensuring the promotion of customer focus throughout the organization.	Yes	No	N/A	Comments
55. Ensuring the integrity of the QMS is maintained when changes to the QMS are planned and implemented.	Yes	No	N/A	Comments

Actions to address risks and opportunities

56. Verify how the internal and external issues and interested parties are considered when planning for the QMS?	Yes	No	N/A	Comments
57. Verify how risks and opportunities are determined and addressed so the QMS can achieve its intended results, prevent and reduce undesired effects and achieve continual improvement.	Yes	No	N/A	Comments
58. Verify how actions are planned to address risks and opportunities.	Yes	No	N/A	Comments
59. Verify how actions are integrated and implemented into the QMS processes.	Yes	No	N/A	Comments

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60. Verify how the organization evaluates the effectiveness of the actions.	Yes	No	N/A	Comments
61. Verify how actions are taken to address risks and opportunities determined as being appropriate to the potential impact on the conformity of products and services.	Yes	No	N/A	Comments

Quality objectives and planning to achieve them

62. Verify quality objectives are established at relevant functions, levels and processes.	Yes	No	N/A	Comments
63. Verify the quality objectives are..	Yes	No	N/A	Comments
64. Consistent with the quality policy.	Yes	No	N/A	Comments
65. Measurable.	Yes	No	N/A	Comments

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66. Taking into account applicable requirements.	Yes	No	N/A	Comments
67. Relevant to the conformity of products and services and to the enhancement of customer satisfaction.	Yes	No	N/A	Comments
68. Monitored.	Yes	No	N/A	Comments
69. Communicated.	Yes	No	N/A	Comments
70. Updated as appropriate.	Yes	No	N/A	Comments
71. Verify objectives are documented.	Yes	No	N/A	Comments
72. Verify how the organization determines what will be done, with what resources, when completed and how the results will be evaluated for quality objectives.	Yes	No	N/A	Comments

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Planning of changes

73. Verify how QMS changes are planned systematically.	Yes	No	N/A	Comments
74. Verify how the organization demonstrates the purpose and potential consequences of changes.	Yes	No	N/A	Comments
75. Verify how the organization considers the integrity of the QMS.	Yes	No	N/A	Comments
76. Verify how resources are made available.	Yes	No	N/A	Comments
77. Verify how responsibility and authority is allocated and reallocated.	Yes	No	N/A	Comments

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Resources

78. Verify how resources are determined for the organization.	Yes	No	N/A	Comments
79. Show me how the capabilities and constraints on internal resources are considered.	Yes	No	N/A	Comments
80. Show me how needs from external providers are considered.	Yes	No	N/A	Comments
81. Verify how the organization provides persons necessary to consistently meet customer, applicable statutory and regulatory requirements for the QMS including the necessary processes.	Yes	No	N/A	Comments
82. Verify how the organization determines, provides and maintains the infrastructure for the operation of processes to achieve products and services conformity.	Yes	No	N/A	Comments
83. Verify how the organization determines, provides and maintains the environment for the operation of processes to achieve products and service conformity.	Yes	No	N/A	Comments

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84. Verify how resources are determined to ensure valid and reliable monitoring and measuring results.	Yes	No	N/A	Comments
85. Verify how the organization ensures that the resources provided are suitable for the speci	Yes	No	N/A	Comments

Competence

86. Show me how you determine the necessary competence of people doing work under your control that affects quality performance.	Yes	No	N/A	Comments
87. Show me how you determine competence on the basis of appropriate education, training or experience.	Yes	No	N/A	Comments
88. Show me how you take actions to acquire necessary competence where applicable and how do you evaluate the effectiveness of those actions.	Yes	No	N/A	Comments
89. Verify documented information as evidence of competence where appropriate.	Yes	No	N/A	Comments

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Awareness

90. Verify people doing work under the organization's control are aware of the quality policy.	Yes	No	N/A	Comments
91. Verify people doing work under the organization's control are aware of the relevant quality objectives.	Yes	No	N/A	Comments
92. Verify people doing work under the organization's control are aware of their contribution to the effectiveness of the QMS, including the benefits of improved performance.	Yes	No	N/A	Comments
93. Verify people doing work under the organization's control are aware of the implications of not conforming with the QMS requirements.	Yes	No	N/A	Comments

Communication

94. Verify internal and external communication process (what, when, with whom and how to communicate).	Yes	No	N/A	Comments
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Documented information

95. Verify documented information required by the ISO 9001:2015 standard.	Yes	No	N/A	Comments
96. Verify documented information that shows the effectiveness of the QMS.	Yes	No	N/A	Comments
97. Show me that your documented information contains appropriate identification, format (language, software version, graphics, ...) and media (paper, electronic, ...).	Yes	No	N/A	Comments
98. Show me how the documented information is reviewed and approved for suitability and adequacy.	Yes	No	N/A	Comments
99. Show me how you control documented information and make it available and suitable for use. Tell me how you protect your documented information.	Yes	No	N/A	Comments
100. Verify how the organization controls the distribution, access, retrieval, use, storage, preservation, legibility, control of changes, retention and disposition of documented information.	Yes	No	N/A	Comments

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101. Verify documented information of external origin is identified, as appropriate, and controlled.	Yes	No	N/A	Comments
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Operational planning and control

102. Verify how the organization has planned, implemented and controlled processes needed to meet the requirements of products and services.	Yes	No	N/A	Comments
103. Verify how requirements for products and services are determined.	Yes	No	N/A	Comments
104. Verify how criteria for processes and acceptance for products and services are determined.	Yes	No	N/A	Comments
105. Verify how resources are determined.	Yes	No	N/A	Comments
106. Verify how process control is implemented.	Yes	No	N/A	Comments

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107. Show me documented information that demonstrates processes have been carried out as planned and can demonstrate conformity of products and services.	Yes	No	N/A	Comments
108. Determine how output from the planning process is suitable for operations.	Yes	No	N/A	Comments
109. Verify how planned changes are controlled. Verify how unintended changes are reviewed and what actions are taken to mitigate any adverse effects, as necessary.	Yes	No	N/A	Comments
110. Verify how outsourced processes are controlled.	Yes	No	N/A	Comments

Determination of requirements for products and services

111. Verify processes created for communicating with customers on information relating to products, services, enquiries, contracts, order handling, customer views, perceptions and complaints, handling or treatment of customer property and specific requirements for contingency actions.	Yes	No	N/A	Comments
112. Verify process to determine the requirements for products and services to be offered to potential customers and how the process is established, implemented and maintained.	Yes	No	N/A	Comments

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113. Customer requirements for delivery and post-delivery.	Yes	No	N/A	Comments
114. Verify how the organization reviews..	Yes	No	N/A	Comments
115. Requirements necessary for customer's specified or intended use, where known.	Yes	No	N/A	Comments
116. Statutory and regulatory requirements applicable to the products and services	Yes	No	N/A	Comments
117. Other contract or order requirements.	Yes	No	N/A	Comments
118. Show me that the review is conducted prior to the organization's commitment to supply products and services to the customer.	Yes	No	N/A	Comments
119. Verify how the organization resolves differences in the contract or order requirements from those previously defined.	Yes	No	N/A	Comments

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120. Determination of requirements for products and services: Verify how the organization confirms customer requirements where the customer doesn't provide a documented statement.	Yes	No	N/A	Comments
121. Determination of requirements for products and services: Verify documented information of reviews describing new or changed requirements to products and services.	Yes	No	N/A	Comments
122. Determination of requirements for products and services: Verify documented information of amended reviews and how relevant personnel are made aware of those changes.	Yes	No	N/A	Comments

Design and development of products and services

123. Verify how the design and development process is established, implemented and maintained.	Yes	No	N/A	Comments
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Design and development planning

124. In determining the stages and control for design and development, verify the organization considers..	Yes	No	N/A	Comments
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125. The nature, duration and complexity of the activities.	Yes	No	N/A	Comments
126. The requirements that specify particular process stages including applicable reviews.	Yes	No	N/A	Comments
127. Required verification and validation	Yes	No	N/A	Comments
128. Responsibilities and authorities.	Yes	No	N/A	Comments
129. How interfaces are controlled between individuals and parties	Yes	No	N/A	Comments
130. The need for involvement of customer and user groups.	Yes	No	N/A	Comments
131. Verify documented information that confirms design and development requirements have been met.	Yes	No	N/A	Comments

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Design and development inputs

132. In determining requirements essential for the type of products and services being designed and developed, the organization shall consider..	Yes	No	N/A	Comments
133. Functional and performance requirements.	Yes	No	N/A	Comments
134. Information derived from previous similar design and development activities.	Yes	No	N/A	Comments
135. Statutory and regulatory requirements.	Yes	No	N/A	Comments
136. Standard or codes of practice that the organization has committed to implement.	Yes	No	N/A	Comments
137. Potential consequences of failure due to the nature of the products and services.	Yes	No	N/A	Comments

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138. Verify that the inputs are complete and unambiguous.	Yes	No	N/A	Comments
139. Verify documented information on design and development inputs are retained.	Yes	No	N/A	Comments

Design and development controls

140. Verify the organization applies controls to the design and development process to ensure that..	Yes	No	N/A	Comments
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Design and development inputs

141. The results to be achieved are defined.	Yes	No	N/A	Comments
142. Reviews are conducted to evaluate the ability of the results of design and development to meet requirements.	Yes	No	N/A	Comments

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143. Verification activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use.	Yes	No	N/A	Comments
144. Validation activities are conducted to ensure that the resulting products and services meet the requirements of the specified application or intended use.	Yes	No	N/A	Comments
145. Any necessary actions are taken on problems determined during the reviews, or verification and validation activities.	Yes	No	N/A	Comments
146. Verify documented information of these activities are retained	Yes	No	N/A	Comments

Design and development outputs

147. Verify the organization ensures the design and development outputs..	Yes	No	N/A	Comments
148. Meet the input requirements.	Yes	No	N/A	Comments

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149. Are adequate for the subsequent processes for the provision of products and services.	Yes	No	N/A	Comments
150. Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria.	Yes	No	N/A	Comments
151. Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.	Yes	No	N/A	Comments
152. Verify documented information on design and development outputs are retained.	Yes	No	N/A	Comments

Design and development changes

153. Verify the organization identifies, reviews and controls changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.	Yes	No	N/A	Comments
154. Verify documented information on design and development changes, the result of reviews, the authorization of changes and the actions taken to prevent adverse impacts are retained.	Yes	No	N/A	Comments

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Control of externally provided processes, products and services

155. Verify how the organization ensures externally provided processes, products and services conform to specified requirements.	Yes	No	N/A	Comments
156. Verify controls applied to externally provided processes, products and services when products and services are intended for incorporation into the organization's own products and services, products and services are provided directly to the customer or a process, or part of a process, is provided by an external provider as a result of a decision by the organization.	Yes	No	N/A	Comments
157. Verify how the organization determines and applies criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers.	Yes	No	N/A	Comments
158. Verify documented information of activities and actions arising from the evaluations.	Yes	No	N/A	Comments
159. Verify how the organization determines controls applied to the external provision of processes, products and services and the resulting output.	Yes	No	N/A	Comments

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160. Verify how the organization considers the potential impact of the external provided processes, products and services on its ability to meet customer and applicable statutory and regulatory requirements	Yes	No	N/A	Comments
161. Verify the effectiveness of the controls applied by the external provider.	Yes	No	N/A	Comments
162. Verify how the organization determines the verification, or other activities, necessary to ensure the externally provided processes, products and services meet requirements.	Yes	No	N/A	Comments
163. Verify the organization communicates to external providers its requirements for.	Yes	No	N/A	Comments
164. The processes, products and services to be provided.	Yes	No	N/A	Comments
165. The approval of product and services; methods, processes and equipment; and the release of products and services.	Yes	No	N/A	Comments
166. Competence, including any required qualification of persons.	Yes	No	N/A	Comments

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167. The external providers' interactions with the organization.	Yes	No	N/A	Comments
168. Control and monitoring of the external providers' performance to be applied by the organization.	Yes	No	N/A	Comments
169. Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.	Yes	No	N/A	Comments

Control of production and service provision

170. Verify the organization has documented information that defines the characteristics of the products to be produced, the services to be provided or the activities to be performed and the results to be achieved.	Yes	No	N/A	Comments
171. Verify the availability and use of suitable monitoring and measuring resources.	Yes	No	N/A	Comments
172. Verify the implementation of monitoring and measuring activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.	Yes	No	N/A	Comments

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173. Verify the use of suitable infrastructure and environment for the operation of processes.	Yes	No	N/A	Comments
174. Verify the appointment of competent persons, including any required qualification.	Yes	No	N/A	Comments
175. Verify the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.	Yes	No	N/A	Comments
176. Verify the implementation of actions to prevent human error (i.e. poke yoke, visual locations, checklist, emergency stops, templates, document control, ...)	Yes	No	N/A	Comments
177. Verify the implementation of release, delivery and post-delivery activities.	Yes	No	N/A	Comments

Identification and traceability

178. Verify how organization identifies outputs from the process to ensure conformity.	Yes	No	N/A	Comments
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179. How does the organization identify the status of process outputs.	Yes	No	N/A	Comments
180. Verify how the organization controls the unique identification of process outputs when traceability is required. Verify documented information of traceability, where required.	Yes	No	N/A	Comments

Property belonging to customers or external providers

181. What care is provided to customers' or external providers' property?	Yes	No	N/A	Comments
182. Verify how the organization identifies, verifies, protects and safeguards customers' or external providers' property which is provided for use or incorporation into the organization's products or services.	Yes	No	N/A	Comments
183. Verify retained documented information for property that is damaged or otherwise found to be unsuitable for use.	Yes	No	N/A	Comments

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Preservation

184. Verify how the organization ensures preservation of the process outputs to ensure conformity to requirements.	Yes	No	N/A	Comments
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Post-delivery activities

185. Verify the organization considers the following to meet post-delivery activities.	Yes	No	N/A	Comments
186. Statutory and regulatory requirements	Yes	No	N/A	Comments
187. Potential undesired consequences associated with its products and services	Yes	No	N/A	Comments
188. The nature, use and intended lifetime of its products and services	Yes	No	N/A	Comments

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189. Customer requirements	Yes	No	N/A	Comments
190. Customer feedback	Yes	No	N/A	Comments

Control of changes

191. Verify how the organization reviews and controls changes for production or service provision.	Yes	No	N/A	Comments
192. Verify retained documented information describing the results of the review of changes, the person(s) authorizing the change and any necessary actions arising from the review.	Yes	No	N/A	Comments

Release of products and services

193. Verify at appropriate stages product and service requirements have been met.	Yes	No	N/A	Comments
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194. Verify products and services are not released to the customer until the planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority and, as applicable, by the customer.	Yes	No	N/A	Comments
195. Verify retained documented information that shows evidence of conformity with acceptance criteria and traceability to person(s) authorizing the release.	Yes	No	N/A	Comments

Control of nonconforming outputs

196. Verify that outputs that do not conform to requirements are identified and controlled.	Yes	No	N/A	Comments
197. Verify appropriate action is taken for nonconforming products and services (also include after delivery of product or during/after the provision of services).	Yes	No	N/A	Comments
198. Correction.	Yes	No	N/A	Comments
199. Segregation, containment, return or suspension of provision of products and services.	Yes	No	N/A	Comments

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200. Informing the customer.	Yes	No	N/A	Comments
201. Obtaining authorization for acceptance under concession.	Yes	No	N/A	Comments
202. Verify conformity to the requirements when nonconforming outputs are corrected.	Yes	No	N/A	Comments
203. Verify retained documented information that describes the nonconformity, describes actions taken, describes any concessions obtained and identifies the authority deciding the action in respect of the nonconformity.	Yes	No	N/A	Comments

Monitoring, measurement, analysis and evaluation

204. Verify the organization has determined what needs to be monitored and measured, the methods to be used, when it will be performed, analyzed and evaluated.	Yes	No	N/A	Comments
205. Verify the organization evaluates the performance and effectiveness of its QMS.	Yes	No	N/A	Comments

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206. Review retained appropriate documented information.	Yes	No	N/A	Comments
207. Verify the organization monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled.	Yes	No	N/A	Comments
208. Verify the organization analyzes and evaluates:	Yes	No	N/A	Comments
209. Conformity of products and services.	Yes	No	N/A	Comments
210. The degree of customer satisfaction.	Yes	No	N/A	Comments
211. The performance and effectiveness of the QMS.	Yes	No	N/A	Comments
212. If planning has been implemented effectively.	Yes	No	N/A	Comments

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213. The effectiveness of actions taken to address risks and opportunities.	Yes	No	N/A	Comments
214. The performance of external providers.	Yes	No	N/A	Comments
215. The need for improvements the QMS.	Yes	No	N/A	Comments

Internal audit

216. Verify audits are conducted at planned intervals.	Yes	No	N/A	Comments
217. Verify organization has established, implemented, and maintains an internal audit program.	Yes	No	N/A	Comments
218. Verify the importance of the process, changes affecting the organization and the results of previous audits are considered.	Yes	No	N/A	Comments

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219. Verify audit criteria and scope are created for each audit.	Yes	No	N/A	Comments
220. Auditors are objective and impartial.	Yes	No	N/A	Comments
221. Audit results reported to relevant management.	Yes	No	N/A	Comments
222. Verify appropriate correction and corrective actions are taken without delay.	Yes	No	N/A	Comments
223. Review retained documented information.	Yes	No	N/A	Comments

Management review

224. Verify management reviews QMS at planned intervals.	Yes	No	N/A	Comments
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225. Verify inputs to management review includes:	Yes	No	N/A	Comments
226. Status of actions from previous management reviews.	Yes	No	N/A	Comments
227. Changes in external and internal issues relevant to the QMS.	Yes	No	N/A	Comments
228. Customer satisfaction and feedback from relevant interested parties.	Yes	No	N/A	Comments
229. The extent to which quality objectives have been met.	Yes	No	N/A	Comments
230. Process performance and conformity of products and services.	Yes	No	N/A	Comments
231. Nonconformities and corrective actions.	Yes	No	N/A	Comments

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232. Monitoring and measurement results.	Yes	No	N/A	Comments
233. Audit results.	Yes	No	N/A	Comments
234. The performance of external providers.	Yes	No	N/A	Comments
235. Adequacy of resources.	Yes	No	N/A	Comments
236. Effectiveness of actions taken to address risks and opportunities.	Yes	No	N/A	Comments
237. Opportunities for improvement.	Yes	No	N/A	Comments
238. Verify outputs to management review includes:	Yes	No	N/A	Comments

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239. Opportunities for improvement.	Yes	No	N/A	Comments
240. Any need for changes to the QMS.	Yes	No	N/A	Comments
241. Resource needs.	Yes	No	N/A	Comments
242. Verify retained documented information.	Yes	No	N/A	Comments

General

243. Verify the organization determines and selects opportunities for improvement to improve products and services, corrects, prevents or reduces undesired effects and improves the performance and effectiveness of the QMS.	Yes	No	N/A	Comments
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Nonconformity and corrective action

244. Verify how organization reacts to nonconformity, including complaints, by evaluating how its takes action to control and correct it and how it deals with the consequences.	Yes	No	N/A	Comments
245. Verify how the organization evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere.	Yes	No	N/A	Comments
246. Verify how organization implements necessary actions.	Yes	No	N/A	Comments
247. Verify how organization evaluates the effectiveness of actions taken.	Yes	No	N/A	Comments
248. Verify the organization updates risks and opportunities determined during planning, if necessary.	Yes	No	N/A	Comments

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