

Quality Manual & Policy Template

ISO 9001:2026 Quality Management System

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1 Introduction

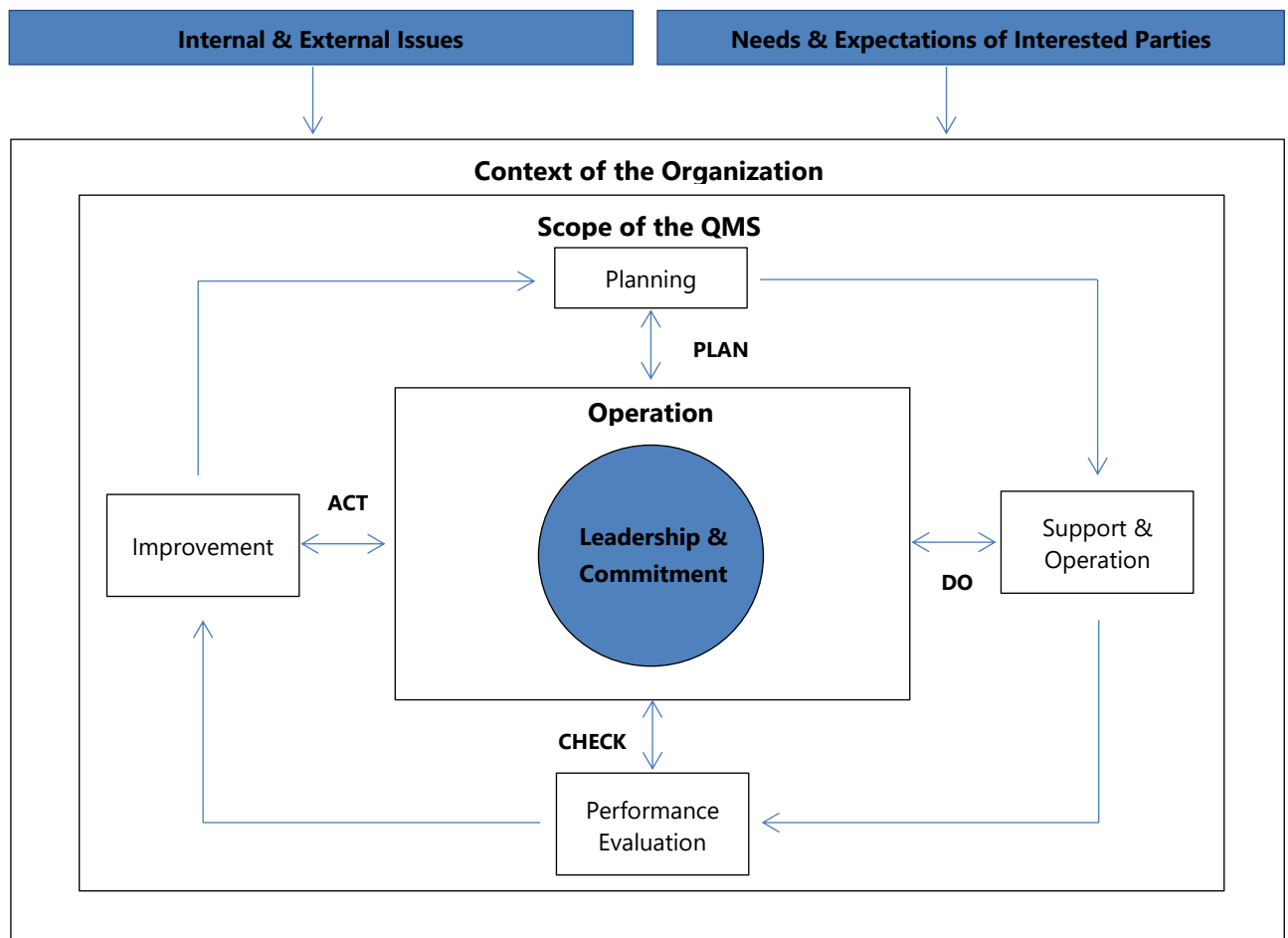
Your organization has developed and implemented a quality management system that uses ISO 9001:2026 as a framework, allowing it to document and improve its practices to satisfy the needs and expectations of its customers, stakeholders, and interested parties.

This quality manual is used to familiarize our customers, interested parties, and individuals with the controls implemented and to assure them that the integrity of our quality management system is maintained and that it is focused on meeting its intended outcomes.

The quality manual also describes the structure of our quality management system, as well as the sequence and interactions of our key processes. It delineates the authorities, interrelationships, and responsibilities of personnel who operate within its boundaries, with references to the procedures, processes, and activities that comprise it.

The Figure below illustrates our methodology for developing our quality management system, using the plan-do-check-act process to implement and deliver management system objectives, stakeholder requirements, and customer satisfaction.

Figure 1: ISO 9001:2026 QMS & PDCA Interaction



Certification to the international standard ISO 9001:2026 will help achieve these intended outcomes and demonstrate that the quality management system is effective and provides value to our organization and its

interested parties. Our quality management system supports and aligns with our wider strategies for the [design, development, manufacturing, installation, and service of our products](#). [Insert the registered address of your organization and/or facilities here.](#)

This quality manual has been aligned with ISO 9001:2026, the sixth edition of the standard, which replaces ISO 9001:2015 and incorporates the 2024 climate action amendment. The main changes reflected in this manual are: core terms and definitions now included in clause 3 of the standard; the promotion of quality culture and ethical behavior; the separate treatment of risks and opportunities (risk-based thinking and opportunity-based thinking); strengthened planning of changes; consideration of whether climate change is a relevant issue; and expanded informative guidance in Annex A.

Insert your scope statement here. This should succinctly summarize what your business does and state the types of products and/or services covered by your QMS, together with the sites and activities included. A couple of sentences and some bullet points are all that is required, as this text will appear on your ISO 9001:2026 certificate.

The following table identifies any ISO 9001:2026 requirements that our organization has determined are not applicable within the scope of our quality management system, together with the justification for each determination. Any such determination does not compromise our ability, or our responsibility, to deliver conforming products and services and to enhance customer satisfaction:

Clause	Not Applicable (Justification)
8.3	Design and development is not applicable to our QMS, as we do not design or modify components.

Conformity to ISO 9001:2026 has been verified utilizing a formal assessment methodology and review process. <insert the name of your Registrar>.

2 Quality Management Principles

[Your organization](#) has adopted and realized the benefits of the ISO 9000:2026 quality management principles in its daily activities. The quality management principles aim to provide a foundation for continually improving our performance.

Subsequent sections of this quality management system manual demonstrate our commitment to the following quality management principles: [\[Note: you can read more about how to apply the quality management principles on our website.\]](#)

1. Customer focus;
2. Leadership;
3. Engagement of our people;
4. Process approach;
5. Improvement;
6. Evidence-based decision making;
7. Relationship management.

3 References & Definitions

In addition to ISO 9001:2026, we also refer to other relevant British and/or international standards as well as customer specifications appropriate to our products, services, and markets.

Standard	Title	Description
ISO 9000:2026	Quality management	Fundamentals and vocabulary
BS EN ISO 9004:2018	Quality management systems	Guidance to achieve sustained success
ISO 19011:2026	Auditing management systems	Guidelines for auditing management systems

This document does not introduce any new definitions but instead relies on the following:

1. The core terms defined in clause 3 of ISO 9001:2026 (e.g., organization, interested party, top management, quality policy, quality objective, risk, process, competence, documented information, performance, continual improvement, effectiveness, requirement, conformity, nonconformity, corrective action, audit, measurement, and monitoring) and, for all other terms, ISO 9000:2026;
2. Definitions typically used by our customers, stakeholders, or marketplace;
3. Terms typically used in standards and regulations as they relate to our QMS or products;
4. Standard business terminology;
5. Terms and vocabulary commonly used in quality and [<insert your specialism/trade>](#) practices.

ISO 9001:2026 defines risk as the "effect of uncertainty". This manual treats risks and opportunities as distinct: an opportunity is not regarded as a "positive risk", and risks and opportunities may be determined and addressed through separate processes (refer to Section 6.1).

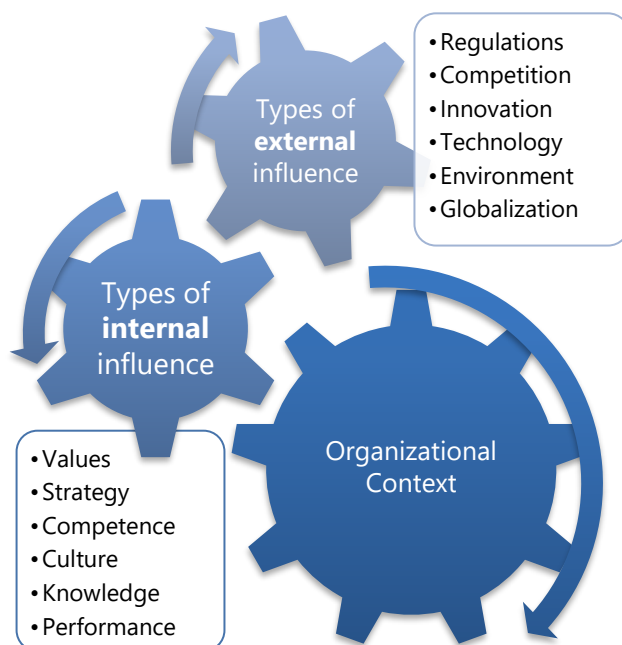
4 Context of the Organization

4.1 Organizational Context

Your organization is committed to defining its position in the marketplace and understanding how relevant factors arising from legal, political, economic, social, and technological issues influence its strategic direction and organizational context.

To ensure that our quality management system is aligned with our strategy, while taking account of relevant internal and external factors, we collate and analyze pertinent information to determine the potential impact on our context and subsequent business strategy.

Figure 2: Examples of Internal & External Influences



Your organization identifies, analyzes, monitors, and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as factors that may adversely affect the stability of our processes and the integrity of the management system. Broadly, these issues are defined as:

Internal issues are conditions related to our organizational activities, products, services, strategic direction, culture, people, size, complexity, knowledge, performance, processes, and systems.

Using SWOT analysis provides our organization with a framework for reviewing and evaluating our strategies, position, and direction, business propositions, and other ideas.

External issues are factors outside our organization related to statutory and regulatory requirements, industry requirements and

agreements, competition, globalization, innovation, technology, and the natural environment, e.g., climate change. Using PESTLE analysis provides our organization with a framework for assessing our market and growth potential based on external political, economic, social, technological, legal, and environmental factors.

As part of this analysis, **your organization** determines whether climate change is a relevant issue for our quality management system, for example, through its effect on our operations, infrastructure, supply chain, products, services, or customers. The outcome of this determination is recorded in the Context Analysis and reviewed with other external and internal issues.

Your organization monitors and reviews information about these external and internal issues to ensure a continuous understanding of our context. To facilitate understanding of our context, we regularly consider issues that influence it during management review meetings using the Context Analysis and the Interested Party Analysis templates.

The results are conveyed via minutes and business planning documents. In addition to this document, the following documented information is available to describe our organizational context and decisions relating to it:

1. Analysis of business plans, strategies, and statutory and regulatory commitments;
2. Analysis of technology, competitors, economic reports from relevant business sectors, or from technical experts and consultants;

The outputs from these activities serve as inputs to determining the scope of our management system (4.3) and its processes (4.4), as well as to considering risks and opportunities that may affect the quality management system and the resulting actions we take to address them (6.1).

Supporting documentation:

Ref.	Title & Description
Section 1.4	P0400-01 Context of the Organization Procedure

4.2 Relevant Interested Parties

Your organization identifies and classifies its interested parties based on current information and knowledge held within the business. Each interested party is allocated to one or more categories and analyzed to determine whether any relevant needs or expectations exist that could impact our business activities or the quality management system. We then determine which of these relevant requirements will be addressed through our quality management system. Relevant requirements can include those related to climate change.

Interested parties and their requirements are ranked and scored using simple, subjective criteria to create a Risk Potential Number (**RPN**), which is then captured in the *Interested Party Analysis* template.

Prioritized relevant needs or expectations are converted into requirements, which serve as inputs to planning and as outputs of products or services.

The outputs from this process are typically used to inform the following sections and processes of the quality management system:

1. Management system scope - 4.3;
2. Management system processes - 4.4;
3. Risks and opportunities - 6.1;
4. Communication - 7.4;
5. Operations - 8.0.

Your organization recognizes that we have a unique set of interested parties whose needs and expectations change and evolve, and that only a limited subset of these applies to our operational purpose. We therefore monitor and review information about these interested parties and their relevant requirements, typically during management review.

Supporting documentation:

Ref.	Title & Description
Section 1.5	P0400-01 Context of the Organization Procedure

Figure 3: Types of Interested Party



4.3 Quality Management System Scope

Based on the scope of our activities described in Section 1 - Introduction and the analysis of the issues and requirements identified in Sections 4.1 and 4.2, [our organization](#) has established the scope of our quality management system to implement our objectives and our policies that are relevant to our context, products, and any interested parties.

The scope statement in Section 1 states the types of products and services covered and includes the justification for any requirement of ISO 9001:2026 that we have determined is not applicable. The scope is available as documented information in this manual.

For our QMS to be robust, all activities, products, and services undertaken by your organization are included within its scope. In this way, we can control and influence our activities, products, and services. The functional and organizational boundaries for the different physical locations (where applicable) and the level of control and influence are summarized below:

Physical	Functional	Organizational	Authority
The facilities at our registered address	All activities performed and managed by our organization that result in product or service outputs	Complete organizational control over current activities	We have a high degree of authority to control or influence related processes
External processes performed by 3 rd parties	Undertaking processes as per our specifications	Purchasing and contractual controls	3 rd Parties are controlled and influenced through contractual mechanisms

This document describes our quality management system and delineates the authorities, interrelationships, and responsibilities of process owners and personnel operating within it. Although we recognize that ISO 9001:2026 does not require a quality manual, we have decided to retain and update it, as our employees, customers, suppliers, and other stakeholders perceive it as adding value to our operations.

Supporting documentation:

Ref.	Title & Description
Section 1.6	P0400-01 Context of the Organization Procedure

4.4 Quality Management System Processes

[Your organization](#) has implemented the quality management system, which exists as part of a broader management landscape that has established, documented, and implemented our processes, integrated policies and objectives, while satisfying the requirements of ISO 9001:2026.

To achieve this, your organization has adopted the process approach advocated by the above management system standard by adopting the 'process approach' into our daily operations and by using the PDCA cycle for process management and to stimulate improvement. Risk-based thinking and opportunity-based thinking are considered and applied when developing, implementing, and improving the effectiveness of our management system.

By defining key process groups and managing their inputs, activities, controls, outputs, and interfaces, we ensure that system effectiveness is established and maintained. Refer to [Appendix A.2](#), which shows the interaction of the process groups within our management system. Documented information is available to the

extent necessary to support the operation of our processes and as evidence that they are being carried out as planned.

Three key groups and their sub-processes define the process landscape. By managing inputs, activities, controls, outputs, and interfaces, our organization ensures that the effectiveness of the management system is established, monitored, maintained, and improved. The process landscape is described and reported using tools such as documented procedures, process maps, turtle diagrams, matrices, schedules, and charts.

Process Landscape		
Key Process	Sub-processes	Output
Business Management	Business Planning, Sales & Marketing, Quality Assurance, Business Review & Improvement, and Operational Planning	Customer satisfaction and all supporting information, documented information, and indicators necessary to demonstrate the ability of the quality management system and processes to achieve planned results.
Operation & Production	Order/Quote Fulfillment, Design & Development, Procurement & Supply, Production/Manufacturing, Inspection & Calibration, and Storage, Packing & Shipping	
Support & Assurance	Facilities & Maintenance, Corrective Action, Internal Audit, Customer Service, Training & Human Resources, and Document Control & Knowledge	

The monitoring of key performance indicators (KPIs) linked to our objectives measures, monitors, and communicates process performance. This approach allows [Top management](#) to regularly review the performance of the quality management system and ensure its ongoing integration with business processes.

As part of the decision-making process, we use trends and statistical data related to nonconformities, customer feedback, targets, objectives, and corrective actions, as well as monitoring and measurement results, audit results, levels of customer satisfaction, process performance data, and compliance data, to ensure that objective management decisions can be made.

Where your organization identifies the requirement to outsource any process, or part thereof, that affects conformity with the stated requirements, it also identifies control criteria such as the competence of personnel and contractors, inspection regimes, the provision of product conformity certificates, adherence to specifications, and specific job files, etc.

The controls identified do not absolve us of the responsibility to comply with client, statutory, and regulatory requirements; instead, they enhance our capacity to manage our supply chain effectively. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements, and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to Section 8.4.

Refer to the [Process Responsibility Matrix](#), which is used to map requirements to relevant functions, processes, and departments and assign responsibilities for achieving them. This information forms the basis for our internal audit program.

Supporting documentation:

Ref.	Title & Description
Section 1.7	Context of the Organization Procedure

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Appendices

A.1 Correlation Matrix

This section provides a matrix correlating the requirements of ISO 9001:2026 with the relevant sections of this document. It should be used to determine where the new and amended clauses are located.

ISO 9001:2026		Related Documentation		
Clause	Title	Manual	Procedures	Forms
4.0	Context of the Organization	4.0		
4.1	Understanding the Organization and its Context	4.1	P0400-01	F0410-01 to F0410-04
4.2	Understanding the Needs and Expectations of Interested Parties	4.2	P0400-01	F0420-01
4.3	Determining the Scope of the Quality Management System	4.3	P0400-01	F0430-01
4.4	Quality Management System	4.4	P0400-01	F0430-01
5.0	Leadership	5.0		
5.1	Leadership and Commitment	5.1		
5.1.1	General	5.1.1	N/a	N/a
5.1.2	Customer Focus	5.1.2	N/a	N/a
5.2	Quality Policy	5.2		
5.2.1	Establishing the Quality Policy	5.2.1	N/a	N/a
5.2.2	Communicating the Quality Policy	5.2.2	N/a	N/a
		5.2.3	N/a	N/a
5.3	Roles, Responsibilities and Authorities	5.3	P0723-01	F0530-01 & F0530-02
6.0	Planning	6.0		
6.1	Actions to Address Risks and Opportunities	6.1	P0610-01	F0611-01/02
6.1.1	Determining Risks and Opportunities	6.1.1	P0610-01	F0611-01
6.1.2	Actions to Address Risks	6.1.2	P0610-01	F0611-01
6.1.3	Actions to Address Opportunities	6.1.3	P0610-01	F0611-01 & F0611-02
6.2	Quality Objectives & Planning to Achieve Them	6.2.1	P0620-01	F0620-01
		6.2.2	P0620-01	F0620-02
6.3	Planning of Changes	6.3	P0630-01	F0630-01 to F0630-03
7.0	Support	7		
7.1	Resources	7.1		
7.1.1	General	7.1.1	N/a	N/a
7.1.2	People	7.1.2	P0723-01	N/a
7.1.3	Infrastructure	7.1.3	P0713-01	F0713-01, F0713-05
7.1.4	Environment for the Operation of Processes	7.1.4	N/a	N/a
7.1.5	Monitoring and Measuring Resources	7.1.5	P0715-01	F0715-01 to F0715-03
7.1.6	Organizational Knowledge	7.1.6	N/a	N/a
7.2	Competence	7.2	P0723-01	F0723-01 to F0723-06
7.3	Awareness	7.3	P0723-01	
7.4	Communication	7.4	P0740-01	F0740-01

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ISO 9001:2026		Related Documentation		
Clause	Title	Manual	Procedures	Forms
7.5	Documented Information	7.5		
7.5.1	General	7.5.1	P0750-01	F0750-01 to F0750-04
7.5.2	Creating and Updating	7.5.2	P0750-01	F0750-01 to F0750-04
7.5.3	Control of Documented Information	7.5.3	P0750-01	F0750-01 to F0750-04
8.0	Operation	8.0		
8.1	Operational Planning and Control	8.1	P0810-01	F0810-01 to F0810-05
8.2	Requirements for Products and Services	8.2		
8.2.1	Customer Communication	8.2.1	P0820-01	N/a
8.2.2	Determining Requirements for Products and Services	8.2.2	P0820-01	N/a
8.2.3	Review of Requirements for Products and Services	8.2.3	P0820-01	F0820-01
8.2.4	Changes to Requirements for Products and Services	8.2.4	P0820-01	N/a
8.3	Design and Development of Products and Services	8.3		
8.3.1	General	8.3.1	P0830-01	F0830-01 to F0830-09
8.3.2	Design and Development Planning	8.3.2	P0830-01	F0830-01 to F0830-09
8.3.3	Design and Development Inputs	8.3.3	P0830-01	F0830-01 to F0830-09
8.3.4	Design and Development Controls	8.3.4	P0830-01	F0830-01 to F0830-09
8.3.5	Design and Development Outputs	8.3.5	P0830-01	F0830-01 to F0830-09
8.3.6	Design and Development Changes	8.3.6	P0830-01	F0830-01 to F0830-09
8.4	Control of Externally Provided Processes, Products and Services	8.4		
8.4.1	General	8.4.1	P0840-01	F0840-01 to F0840-05
8.4.2	Type and Extent of Control	8.4.2	P0840-02	F0840-06 to F0840-08
8.4.3	Information for External Providers	8.4.3	P0840-02	F0840-06 to F0840-08
8.5	Production and Service Provision	8.5		
8.5.1	Control of Production and Service Provision	8.5.1	P0850-01	F0850-01
8.5.2	Identification and Traceability	8.5.2	P0850-01	F0850-02
8.5.3	Property Belonging to Customers or External Providers	8.5.3	P0850-01	F0850-03
8.5.4	Preservation	8.5.4	P0850-01	N/a
8.5.5	Post-Delivery Activities	8.5.5	P0850-01	N/a
8.5.6	Control of Changes	8.5.6	P0850-01	N/a
8.6	Release of Products and Services	8.6	P0860-01	F0860-01 to F0860-03
8.7	Control of Nonconforming Outputs	8.7	P0870-01	F0870-01 to F0870-05
9.0	Performance Evaluation	9.0		
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	N/a	N/a
9.1.1	General	9.1.1	N/a	N/a
9.1.2	Customer Satisfaction	9.1.2	P0912-01	F0912-01 to F0912-05
9.1.3	Analysis and Evaluation	9.1.3	P0913-01	F0913-01
9.2	Internal Audit	9.2	P0920-01	F0920-01 to F0920-05

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ISO 9001:2026		Related Documentation		
Clause	Title	Manual	Procedures	Forms
9.3	Management Review	9.3		
9.3.1	General	9.3.1	P0930-01	F0930-01
9.3.2	Management Review Inputs	9.3.2	P0930-01	F0930-02
9.3.3	Management Review Results	9.3.3	P0930-01	F0930-02
10.0	Improvement	10.0		
10.1	Continual Improvement	10.1	P1010-01	F1010-01 to F1010-02
10.2	Nonconformity and Corrective Action	10.2		
10.2.1	Corrective Action	10.2.1	P1020-01	F1020-01 to F1020-06
10.2	Supplier Corrective Action	10.2.2	P1020-02	F1020-07 to F1020-08