Integrated Audit Criteria for ISO 9001:2015, ISO 10002:2014 and ISO 10002:2018

eQual assurance

Audit Criteria		ISO 9001:2015 (CQ)	ISO 10002:2014 (CH)	ISO 10002:2018 (CH)
3.1 General		1 Scope 2 Normative references 3 Terms and definitions	1 Scope 2 Normative references 3 Terms and definitions	1 Scope 2 Normative references 3 Terms and definitions
3.2 Context	3.2.1 Organizational context	4.1 Understanding the organization and its context	4.1 (Guiding principles) General	5.1 Context of the organization
	3.2.2 Needs and expectations of interested parties	4.2 Understanding the needs and expectations of interested parties	4.2 Visibility 4.3 Accessibility 4.4 Responsiveness 4.5 Objectivity 4.6 Charges 4.7 Confidentiality	4.5 Accessibility 4.6 Responsiveness 4.7 Objectivity 4.8 Charges 4.10 Confidentiality 4.15 Timeliness
	3.2.3 Management system	4.3 Determining the scope of the quality management system 4.4 Quality management system and its processes	N/A*	4.1 (Guiding principles) General
3.3 Leadership	3.3.1 Leadership and commitment	5.1 Leadership and commitment	5.1 Commitment	4.2 Commitment 5.2 Leadership and commitment
	3.3.2 Policy	5.2 Policy	5.2 Policy	5.3 Policy
	3.3.3 Roles, responsibilities and authorities	5.3 Organizational roles, responsibilities and authorities	4.9 Accountability 5.3 Responsibility and authority	4.12 Accountability 5.4 Responsibility and authority
3.4 Planning	3.4.1 Risks and opportunities	6.1 Actions to address risks and opportunities	4.8 Customer-focused approach 4.10 Continual improvement	4.11 Customer-focused approach
	3.4.2 Objectives and related planning	6.2 Quality objectives and planning to achieve them 6.3 Planning of changes	6.1 (Planning and design) General 6.2 Objectives 6.3 Activities	6.1 (Planning, design and development) General 6.2 Objectives 6.3 Activities
3.5 Support	3.5.1 Resources	7.1 Resources	6.4 Resources	4.3 Capacity 6.4 Resources
	3.5.2 Competence	7.2 Competence	6.4 Resources	4.14 Competence
	3.5.3 Awareness	7.3 Awareness	6.4 Resources	4.4 Transparency
	3.5.4 Communication	7.4 Communication	7.1 Communication	7.1 Communication
	3.5.5 Documented information	7.5 Documented information	N/A*	4.9 Information integrity
3.6 Operation	3.6.1 Operational planning and control	8.1 Operational planning and control 8.2 Requirements for products and services 8.3 Design and development of products and services 8.4 Control of externally provided processes, products and services 8.5 Production and service provision 8.6 Release of products and services	7.2 Receipt of a complaint 7.3 Tracking of a complaint 7.4 Acknowledgement of a complaint 7.5 Initial assessment of a complaint 7.6 Investigation of complaints 7.7 Response to complaints 7.8 Communicating the decision 7.9 Closing the complaint	7.2 Receipt of complaints 7.3 Tracking of complaints 7.4 Acknowledgement of complaints 7.5 Initial assessment of complaints 7.6 Investigation of complaints 7.7 Response to complaints 7.8 Communicating the decision 7.9 Closing complaints
	3.6.2 Emergency preparedness and response	8.7 Control of nonconforming outputs	N/A*	
3.7 Performance	3.7.1 Measurement, analysis and evaluation	9.1 Monitoring, measurement, analysis and evaluation	8.1 Collection of information 8.2 Analysis and evaluation of complaints 8.3 Satisfaction with the complaints-handling process 8.4 Monitoring of the complaints-handling process	8.1 Collection of information 8.2 Analysis and evaluation of complaints 8.3 Evaluation of the satisfaction with the complaints-handling process 8.4 Monitoring of the complaints-handling process
	3.7.2 Internal audit	9.2 Internal audit	8.5 Auditing of the complaints-handling process	8.5 Auditing of the complaints-handling process
	3.7.3 Management review	9.3 Management review	8.6 Management review of the complaints-handling process	8.6 Management review of the complaints-handling process
3.8 Improvement	3.8.1 Nonconformity and corrective action	10.1 (Improvement) General 10.2 Nonconformity and corrective action	8.7 Continual improvement	4.13 Improvement 8.7 Continual improvement
	3.8.2 Continual improvement	10.1 (Improvement) General 10.3 Continual improvement	8.7 Continual improvement	4.13 Improvement 8.7 Continual improvement

* Some criteria do not have a direct corresponding clause to ISO 10002 (denoted as "N/A"). This does not necessarily imply that such requirements do not exist, but that where and to the extent they do, they have been integrated into other requirements of ISO 10002.