



ISO 9001:  
**Answering your  
frequently asked  
questions**





# Frequently asked questions

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## 1. What is ISO 9001?

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First published in 1987, ISO 9001 is the internationally recognized Quality Management System (QMS) standard that helps organizations meet customer and stakeholder needs within statutory and regulatory requirements related to a product or service. ISO 9001 can benefit organizations of any size and is designed to be an impactful tool for continual business improvement.

ISO 9001 certification has been achieved by more than 1 million organizations worldwide – making the standard arguably the most important piece of business literature ever written.

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## 2. What are the benefits of ISO 9001?

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### Satisfied customers

Designed for organisations of any size and in any sector, ISO 9001:2015 certification enables you to demonstrate that you are committed to meeting customer and stakeholder needs and expectations through quality and continual improvement.

### New business opportunities

In many cases, independent third-party certification to ISO 9001 is a requirement to trade, and through our globally recognized brand, certification from LRQA can provide a competitive advantage. Where certification is not a contractual obligation, it provides credibility to develop secure business relationships within your supply chain.

### Streamlined processes

By following the best practice principles found in ISO 9001, certification helps develop a more robust approach to risk management and a greater understanding of the internal and external context of your organization, which will contribute to your business effectiveness and performance.



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### 3. How do I get ISO 9001?

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Gaining ISO 9001 certification is typically a two-stage process consisting of a system appraisal and an initial assessment. The duration of your assessment will depend on the size and complexity of your organization and the maturity of your management system. Once your management system has been approved, we conduct regular surveillance visits to check the ongoing effectiveness of your system, giving you the assurance that your QMS is continually improving.

LRQA was the first certification body to gain accreditation from the United Kingdom Accreditation Service (UKAS), which means you can be confident we have the experience, expertise and professionalism to conduct your assessment.

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### 4. Can I integrate ISO 9001 with other management systems?

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ISO 9001 follows the Annex SL framework, the high-level structure for modern ISO Standards. The Annex SL structure ensures consistency and compatibility between the different management system standards and allows for a straightforward and harmonized implementation of multiple standards (integrated management systems). ISO 9001 easily integrates with all new and revised ISO management system standards, such as ISO 14001, ISO 45001, and ISO 27001.

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### 5. When will ISO 9001 next be updated?

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ISO 9001 was last revised in 2015. In 2021, it was decided to confirm the standard rather than initiate a revision. Unless the committee responsible for the standard chooses to initiate an earlier review, the next automatic assessment of whether a revision is needed will occur in 2026.



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## About LRQA:

By bringing together unrivaled expertise in certification, brand assurance, cybersecurity, inspection and training, we've become a leading global assurance provider.

We're proud of our heritage, but it's who we are today that really matters, because that's what shapes how we partner with our clients tomorrow. By combining strong values, decades of experience in risk management and mitigation, and a keen focus on the future, we're here to support our clients as they build safer, more secure, more sustainable businesses.

From independent auditing, certification and training; to technical advisory services; to real-time assurance technology; to data-driven supply chain transformation, our innovative end-to-end solutions help our clients negotiate a rapidly changing risk landscape – making sure they're shaping their own future, rather than letting it shape them.

## Get in touch

Please visit [www.lrqa.com/my](http://www.lrqa.com/my) for more information or email [enquiries.my@lrqa.com](mailto:enquiries.my@lrqa.com)



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