

## ISO 9001:2015/Amd 1:2024 Test of Understanding Level 1 – Practitioner

### Test Syllabus

The main purpose of the ISTO Test of Understanding (the “Test”) is to offer an evidence-based qualification to professionals who have demonstrated an appreciation of the intent and an accurate understanding of the requirements (and the non-requirements) of the standard, including its applicability and underlying management principles. Such knowledge and skills are crucial in providing a value-adding service related to the standard, be it implementation, advisory or auditing.

The Test of Understanding is not an auditor qualification. There are no questions directly related to auditing.

The topics set out in 1.1 to 1.3 are not intended to limit the subject matter or be all inclusive of what might be covered in the Test. Candidates will be expected to apply their knowledge to organizations with different sizes and complexity.

#### 1.1. Applicability (A)

- ISO 9001 purpose
- ISO 9001 intended outcomes
- Scope and boundaries of a quality management system
- ISO 9001 Applicability (Clause 4.3)

#### 1.2. Concepts, principles and Terminologies (Co, T)

##### Quality

- Prevention over inspection, concepts of quality assurance & quality management
- Typical measurements of quality performance.  
(*E.g. Customer satisfaction index, complaint ratio, process yield, equipment reliability; on-time ratio*)

##### Seven Quality Management Principles (the “QMPs”)

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management.

## ISO 9000:2015 terms and definitions

Understanding of the following terms

*Top management, interested party, customer, continual improvement, quality management, quality assurance, process, outsource, infrastructure, , management system, work environment, quality policy, objective, efficiency, effectiveness, document, documented information, competence, requirement, monitoring, measurement, corrective action*

## Management Systems

- Risk-based thinking
- Root cause analysis and simple analytical tools such as Pareto chart
- The application of the Plan-Do-Check-Act cycle within the management system
- Typical measurements of management system performance  
(*E.g. Training hours; achievement of objectives, improvements achieved; number of nonconformities*)

## ISO 9001 QMS requirements structure

- Sequence of activities in the requirements of the standard

### **1.3. Clause reference, Requirements and Unspecified requirements (C, U, R, Ac, E)**

#### **Clause Reference (C)**

- Identify the clause reference of a particular ISO 9001 requirement.  
(3 digit level including brackets)  
(*E.g. The requirement to determine competence is given in clause 7.2a.*)

#### **Requirements versus Unspecified requirements (R, U)**

- Requirements specified in the ISO 9001 standard  
(*E.g. Conduct management review*)
- Differentiate from non-requirements  
(*E.g. Clause 5.1 does not require a strategic plan; Clause 6.1 does not require a formal method for risk management or a documented risk management process.*)

Key requirements of the ISO 9001 QMS standard: **Management System related**

#### **Planning**

- Context, interested parties' requirements, risks/opportunities & actions to address; consideration of climate change
- Leadership and commitment
- Quality policy, objectives and actions to achieve
- Roles, responsibilities and authorities
- System changes control

## **Performance evaluation and improvement**

- Monitoring and measurement
- Customer perception monitoring
- Analysis and evaluation
- Internal audit
- Management review
- Correction
- Corrective action
- Improvement
- Management system non-requirements

## Key requirements of the ISO 9001 QMS standard: **Operations related**

### **Support**

- Resources
- Infrastructure & process environment
- Monitoring and measuring resources; measurement traceability
- Organizational knowledge
- Competence and awareness
- Communication
- Documented information creation and control, and to maintain and retain

### **Operation**

- Operational planning
- Product and services requirements
- Design and development
- External provision control
- Operational control; changes control
- Identification, traceability & preservation
- Customers' or external providers' property
- Release and post-delivery
- Control of nonconforming outputs
- Support and operational non-requirements

## **Actual documented information requirements versus Erroneous Requirements (Ac, E)**

In order to provide flexibility to organizations of different sizes and background, ISO 9001 is written with minimal documentation requirements. Based on their contextual factors, organization shall determine the complexity of their documented information required to support their QMS.

- Requirements specified in the ISO 9001 standard  
(*E.g. competence documented information*)
- Differentiate from non-documentation requirements.  
(*E.g. management system manual; doc. procedure; approved supplier list*)

## Reference sources

The reference sources and sites detailed in this section contain information that will support your learning and better position you to pass your ISTO Test.

### ISO 9000:2015/Amd 1:2024

Quality management systems — Fundamentals and vocabulary

### ISO 9001:2015

Quality management systems — Requirements

### ISO/TS 9002:2016

Quality management systems — Guidelines for the application of ISO 9001:2015

### Reference sites *(free of charge)*

<p><b>Seven Quality Management Principles - ISO</b></p>	<p><a href="https://www.iso.org/files/live/sites/isoorg/files/store/en/PUB100080.pdf">https://www.iso.org/files/live/sites/isoorg/files/store/en/PUB100080.pdf</a></p>
<p><b>Guidance on implementing ISO 9001:2015</b></p>	<p>A paper on ISO 9001 and Risk  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_and_Risk.docx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_and_Risk.docx</a></p> <p>A presentation on ISO 9001 and Risk Based Thinking  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Risk_Based_Thinking.pptx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Risk_Based_Thinking.pptx</a></p> <p>Guidance on the requirements for Documented Information of ISO 9001:2015  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Guidance_on_Documented_Information.docx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Guidance_on_Documented_Information.docx</a></p> <p>How Change is addressed within ISO 9001:2015  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Managing_Change.docx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Managing_Change.docx</a></p>

	<p>A paper on the Process Approach in ISO 9001:2015  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Guidance_on_the_Process_Approach.docx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Guidance_on_the_Process_Approach.docx</a></p> <p>A presentation on the Process Approach in ISO 9001:2015  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Process_Approach_Presentation.pptx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Process_Approach_Presentation.pptx</a></p> <p>Frequently Asked Questions (FAQs)  <a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Frequently_Asked_Questions.docx">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/ISO%209001%202015%20-%20Implementation%20guidance%20docs/ISO9001_2015_Frequently_Asked_Questions.docx</a></p>
<b>Interpretations of ISO 9001</b>	<a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/Interpretations/ISO9001_2015_Approved_Interpretations.doc">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/Interpretations/ISO9001_2015_Approved_Interpretations.doc</a>
<b>ISO 9001:2015: How to use it</b>	<a href="https://committee.iso.org/files/live/sites/tc176sc2/files/documents/iso_9001-2015_-_how_to_use_it.pdf.pdf">https://committee.iso.org/files/live/sites/tc176sc2/files/documents/iso_9001-2015_-_how_to_use_it.pdf.pdf</a>
<b>Glossary – Guidance on selected words used in the ISO 9000 family of standards</b>	<a href="https://www.iso.org/files/live/sites/isoorg/files/standards/docs/en/terminology-ISO9000-family.pdf">https://www.iso.org/files/live/sites/isoorg/files/standards/docs/en/terminology-ISO9000-family.pdf</a>
<b>IRCA ISO 9001 white paper</b>	<a href="https://www.quality.org/content/download-iso-90012015-white-paper">https://www.quality.org/content/download-iso-90012015-white-paper</a>
<b>NSI – ISO 9001 clause by clause</b>	<a href="http://www.nsi.org.uk/wp-content/uploads/2012/11/Annex-A-Step-by-Step-Guide-for-ISO-9001-2015-NG-FG-AG.pdf">http://www.nsi.org.uk/wp-content/uploads/2012/11/Annex-A-Step-by-Step-Guide-for-ISO-9001-2015-NG-FG-AG.pdf</a>
<b>The ISO 9001 Help Company – ISO 9001 clause by clause</b>	<a href="https://www.iso9001help.co.uk/Clause-by-clause%20Interpretation.pdf">https://www.iso9001help.co.uk/Clause-by-clause%20Interpretation.pdf</a>

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