

APR 20

ISO 9001 2015 AUDIT CHECKLIST



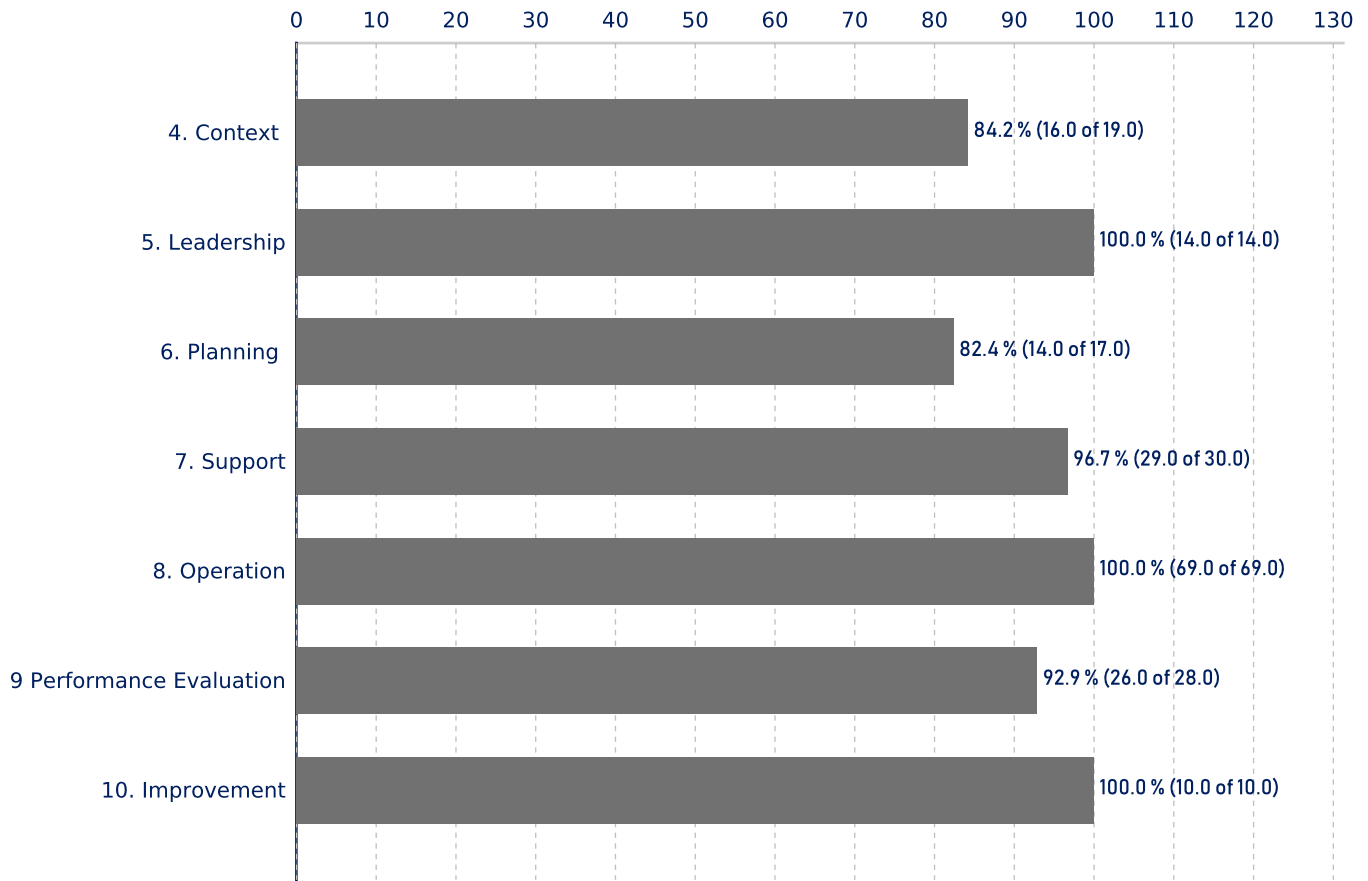
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MONDAY 18th May 2026

95.19 %

(178.0/187.0)

SCORE BY SECTION



Section	Actual	Target	%	Section	Actual	Target	%
4. Context	16.0	19.0	84.2	5. Leadership	14.0	14.0	100.0
6. Planning	14.0	17.0	82.4	7. Support	29.0	30.0	96.7
8. Operation	69.0	69.0	100.0	9 Performance Evaluation	26.0	28.0	92.9
10. Improvement	10.0	10.0	100.0				

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4. CONTEXT

(16/19) 84.2 %

4.1 Understanding the Organization and Its Context

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
1	Has the organization determined external and internal issues that are relevant to its purpose and its strategic direction, and that affect its ability to achieve the intended result(s) of its quality management system?	(1/1)	YES	
2	Does the organization monitor and review information about these external and internal issues?		N/A	

4.2 Understanding the Needs and Expectations of Interested Parties

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
3	Has the organization determined the interested parties that are relevant to the quality management system?	(1/1)	YES	
4	Has the organization determined the requirements of these interested parties that are relevant to the quality management system?	(1/1)	YES	
5	Does the organization monitor and review information about these interested parties and their relevant requirements?	(1/1)	YES	

4.3 Determining the Scope of the Quality Management System

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
6	Has the organization determined the boundaries and applicability of the quality management system to establish its scope?	(1/1)	YES	
7	Has the organization considered the external and internal issues?		N/A	
8	Has the organization considered the requirements of relevant interested parties?	(1/1)	YES	
9	Has the organization considered the products and services of the organization?	(1/1)	YES	
10	Has the organization applied all the requirements of ISO 9001 if they are applicable within the determined scope of its quality management system?	(1/1)	YES	
11	Is the scope of the organization's quality management system available and maintained as documented information?	(0/1)	NO	
12	Does the scope state the types of products and services covered and provide justification for any requirement of ISO 9001 that the organization determines is not applicable to the scope of its quality management system?	(1/1)	YES	
13	Do any requirements determined by the organization as not being applicable not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction?		N/A	

4.4 Quality Management System and Its Processes

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
14	Has the organization established, implemented, maintained, and continually improved a quality management system, including the processes needed and their interactions, in accordance with the requirements of ISO 9001?	(1/1)	YES	
15	Has the organization determined the processes needed for the quality management system and their application throughout the organization?	(1/1)	YES	
16	Has the organization determined the inputs required and the outputs expected from these processes?	(1/1)	YES	

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17	Has the organization determined the sequence and interaction of these processes?	(0/1)	NO
18	Has the organization determined and applied the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes?		N/A
19	Has the organization determined the resources needed for these processes and ensured their availability?	(1/1)	YES
20	Has the organization assigned the responsibilities and authorities for these processes?	(1/1)	YES
21	Has the organization addressed the risks and opportunities as determined in accordance with the requirements of?	(0/1)	NO
22	Has the organization evaluated these processes and implemented any changes needed to ensure that these processes achieve their intended results?		N/A
23	Has the organization improved the processes and the quality management system?	(1/1)	YES
24	To the extent necessary, does the organization: - maintain documented information to support the operation of its processes? - retain documented information to have confidence that the processes are being carried out as planned?	(1/1)	YES

5. LEADERSHIP

(14/14) 100.0 %

5.1 Leadership and Commitment - 5.1.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
25	Has top management taken accountability for the effectiveness of the quality management system?	(1/1)	YES	
26	Has top management ensured that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization?		N/A	
27	Has top management ensured the integration of the quality management system requirements into the organization's business processes?	(1/1)	YES	
28	Has top management promoted the use of the process approach and risk-based thinking?	(1/1)	YES	
29	Has top management ensured that the resources needed for the quality management system are available?		N/A	
30	Has top management communicated the importance of effective quality management and conformed to the quality management system requirements?	(1/1)	YES	
31	Has top management ensured that the quality management system achieves its intended results?	(1/1)	YES	
32	Has top management engaged, directed, and supported persons to contribute to the effectiveness of the quality management system?	(1/1)	YES	
33	Has top management ensured in promoting improvement?		N/A	
34	Has top management ensured in supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility?	(1/1)	YES	

5.1 Leadership and Commitment - 5.1.2 Customer Focus

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
35	Has top management ensured customer and applicable statutory and regulatory requirements are determined, understood, and consistently met?	(1/1)	YES	

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36	Has top management assessed the risks and opportunities that can affect the conformity of products and services and the ability to enhance customer satisfaction are determined and addressed?		N/A	
37	Has top management ensured the focus on enhancing customer satisfaction is maintained?	(1/1)	YES	

5.2 Policy - 5.2.1 Developing the Quality Polic

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
38	Has top management developed a quality policy that is appropriate to the purpose and context of the organization and supports its strategic direction?	(1/1)	YES	
39	Has top management developed a quality policy that provides a framework for setting quality objectives?		N/A	
40	Has top management developed a quality policy that includes a commitment to satisfy applicable requirements?	(1/1)	YES	
41	Has top management developed a quality policy that includes a commitment to continual improvement of the quality management system?	(1/1)	YES	

5.2 Policy - 5.2.2 Communicating the Quality Policy

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
42	Is the quality policy available and maintained as documented information?	(1/1)	YES	
43	Is the quality policy communicated, understood, and applied within the organization?		N/A	
44	Is the quality policy available to relevant interested parties, as appropriate?	(1/1)	YES	

6. PLANNING

(14/17) 82.4 %

6.1 Actions to Address Risks and Opportunities - 6.1.1 Considering Issues

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
45	Has the organization given assurance that the quality management system can achieve its intended result(s)?	(1/1)	YES	
46	Has the organization enhanced desirable effects?		N/A	
47	Has the organization prevented, or reduced, undesired effects?	(1/1)	YES	
48	Has the organization achieved improvement?	(0/1)	NO	

6.1 Actions to Address Risks and Opportunities - 6.1.2 Organization Planning

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
49	Has the organization planned actions to address risks and opportunities?	(1/1)	YES	
50	Has the organization planned to integrate and implement the actions into its quality management system processes?		N/A	
51	Has the organization evaluated the effectiveness of these actions?	(1/1)	YES	
52	Are actions taken to address risks and opportunities proportionate to the potential impact on the conformity of products and services?	(1/1)	YES	

6.2 Quality Objectives and Planning to Achieve Them - 6.2.1 Establishing Quality Objectives

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
53	Has the organization established quality objectives at relevant functions, levels, and processes needed for the quality management system?	(1/1)	YES	

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54	Are the quality objectives consistent with the quality policy?		N/A
55	Are the quality objectives measurable?	(1/1)	YES
56	Are the quality objectives taking into account applicable requirements?	(1/1)	YES
57	Are the quality objectives relevant to the conformity of products and services and to the enhancement of customer satisfaction?	(0/1)	NO
58	Are the quality objectives monitored?	(1/1)	YES
59	Are the quality objectives communicated?		N/A
60	Are the quality objectives updated as appropriate?	(1/1)	YES
61	Does the organization maintain documented information on the quality objectives?	(1/1)	YES
62	When planning how to achieve its quality objectives, has the organization determined: - what will be done? - what resources will be required? - who will be responsible? - when it will be completed? - how the results will be evaluated?		N/A

6.3 Planning of Changes

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
63	When the organization determines the need for change to the quality management system are changes carried out in a planned and systematic manner?	(1/1)	YES	
64	Does the organization consider the purpose of the change and any of its potential consequences?	(1/1)	YES	
65	Does the organization consider the integrity of the quality management system?	(1/1)	YES	
66	Does the organization consider the availability of resources?		N/A	
67	Does the organization consider the allocation or reallocation of responsibilities and authorities?	(0/1)	NO	

7. SUPPORT

(29/30) 96.7 %

7.1 Resources - 7.1.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
68	Has the organization determined and provided the resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system?	(1/1)	YES	
69	Has the organization considered the capabilities of, and constraints on, existing internal resources?		N/A	
70	Has the organization considered what needs to be obtained from external providers?	(1/1)	YES	

7.1 Resources - 7.1.2 People

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
71	Has the organization determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes?	(1/1)	YES	

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7.1 Resources - 7.1.3 Infrastructure

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
72	Has the organization determined, provided, and maintained the infrastructure necessary for the operation of its processes to achieve the conformity of products and services?	(1/1)	YES	

7.1 Resources - 7.1.4 Environment for the Operation of Processes

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
73	Has the organization determined, provided, and maintained the environment necessary for the operation of its processes and to achieve the conformity of products and services?		N/A	

7.1 Resources - 7.1.5 Monitoring and Measurement Resources - 7.1.5.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
74	When monitoring or measuring is used to verify the conformity of products and services to specified, has the organization determined and provided the resources needed to ensure valid and reliable results?	(1/1)	YES	
75	Does the organization ensure that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken?	(1/1)	YES	
76	Does the organization ensure that the resources provided are maintained to ensure their continued fitness for their purpose?	(1/1)	YES	
77	Does the organization retain appropriate documented information as evidence of fitness for the purpose of monitoring and measurement resources?		N/A	

7.1 Resources - 7.1.5 Monitoring and Measurement Resources - 7.1.5.2 Measurement Traceability

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
78	Is measuring equipment calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards?	(1/1)	YES	
79	When no such standards exist, is the basis used for calibration or verification retained as documented information? - identified in order to determine its status? - safeguarded from adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement results?	(1/1)	YES	
80	Does the organization determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary?		N/A	

7.1 Resources - 7.1.6 Organizational Knowledge

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
81	Does the organization determine the knowledge necessary for the operation of its processes and to achieve the conformity of products and services?	(1/1)	YES	
82	Is this knowledge maintained and made available to the extent necessary?	(1/1)	YES	
83	When addressing changing needs and trends, does the organization consider its current knowledge and determine how to acquire or access the necessary additional knowledge and required updates?		N/A	

7.2 Competence

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
84	Has the organization determined the necessary competence of the person(s) doing work under its control that affects the performance and effectiveness of the quality management system?	(0/1)	NO	

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85	Has the organization ensured that these persons are competent on the basis of appropriate education, training, or experience?	(1/1)	YES	
86	Has the organization taken actions, where applicable, to acquire the necessary competence and evaluated the effectiveness of the actions taken?		N/A	
87	Has the organization retained appropriate documented information as evidence of competence?	(1/1)	YES	

7.3 Awareness

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
88	Are staff aware of the quality policy?	(1/1)	YES	
89	Are staff aware of the relevant quality objectives?		N/A	
90	Are staff aware of their contribution to the effectiveness of the quality management system, including the benefits of improved quality performance?	(1/1)	YES	
91	Are staff aware of the implications of not conforming with the quality management system requirements?	(1/1)	YES	

7.4 Communication

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
92	Has the organization determined what it will communicate?	(1/1)	YES	
93	Has the organization determined when to communicate?		N/A	
94	Has the organization determined with whom to communicate?	(1/1)	YES	
95	Has the organization determined on how to communicate?		N/A	
96	Has the organization determined who communicates?	(1/1)	YES	

7.5 Documented Information - 7.5.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
97	Does the organization's quality management system include documented information required by ISO 9001?	(1/1)	YES	
98	Does the organization's quality management system document information determined by the organization as being necessary for the effectiveness of the quality management system?		N/A	

7.5 Documented Information - 7.5.2 Creating and Updating

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
99	Does the organization ensure appropriate identification and description (e.g., a title, date, author, or reference number)?	(1/1)	YES	
100	Does the organization ensure appropriate format (e.g., language, software version, graphics) and media (e.g., paper, electronic)?		N/A	
101	Does the organization ensure appropriate review and approval for suitability and adequacy?	(1/1)	YES	

7.5 Documented Information - 7.5.3 Control of Documented Information - 7.5.3.1 Availability of

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
102	Is the documented information available and suitable for use, where and when it is needed?	(1/1)	YES	
103	Is the documented information adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity)?	(1/1)	YES	

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7.5 Documented Information - 7.5.3 Control of Documented Information - 7.5.3.2 Organizational Activities

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
104	Has the organization addressed distribution, access, retrieval, and use?	(1/1)	YES	
105	Has the organization addressed storage and preservation, including preservation of legibility?		N/A	
106	Has the organization addressed control of changes (e.g., version control)?	(1/1)	YES	
107	Has the organization addressed retention and disposition?	(1/1)	YES	
108	Is documented information of external origin, determined by the organization to be necessary for the planning and operation of the quality management system, identified as appropriate and controlled?	(1/1)	YES	
109	Is documented information retained as evidence of conformity protected from unintended alterations?	(1/1)	YES	

8. OPERATION

(69/69) 100.0 %

8.1 Operational Planning and Control

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
110	Has the organization determined requirements for the product and services?	(1/1)	YES	
111	Has the organization established criteria for the processes and the acceptance of products and services?		N/A	
112	Has the organization determined the resources needed to achieve conformity to product and service requirements?	(1/1)	YES	
113	Has the organization implemented control of the processes in accordance with the criteria?		N/A	
114	Has the organization determined, maintained, and retained documented information to the extent necessary: - to have confidence that the processes have been carried out as planned? - to demonstrate the conformity of products and services to their requirements?	(1/1)	YES	
115	Is the output of this planning suitable for the organization's operations?		N/A	
116	Does the organization control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary?	(1/1)	YES	
117	Does the organization ensure that outsourced processes are controlled in accordance with 8.4?		N/A	

8.2 Requirements for Products and Services - 8.2.1 Customer Communication

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
118	Has customer communication provided information relating to products and services?	(1/1)	YES	
119	Has customer communication handled inquiries, contracts, or order handling, including changes?	(1/1)	YES	
120	Has customer communication obtained customer feedback relating to products and services, including customer complaints?		N/A	
121	Has customer communication handled or controlled customer property?	(1/1)	YES	
122	Has customer communication established specific requirements for contingency actions, when relevant?		N/A	

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8.2 Requirements for Products and Services -8.2.2 Determination of Requirements Related to Products

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
123	Does the organization ensure that the requirements for products and services are defined?	(1/1)	YES	
124	Does the organization ensure that any applicable statutory and regulatory requirements are met?		N/A	
125	Does the organization ensure those requirements considered necessary by the organization are met?	(1/1)	YES	
126	Does the organization meet the claims for the products and services it offers?	(1/1)	YES	

8.2 Requirements for Products and Services -8.2.3 Review of Requirements Related to Products and

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
127	Does the organization ensure that it has the ability to meet the requirements for products and services to be offered to customers?	(1/1)	YES	
128	Has the organization conducted a review to meet the requirements specified by the customer, including the requirements for delivery and post-delivery activities?		N/A	
129	Has the organization conducted a review for the requirements not stated by the customer, but necessary for the specified or intended use, when known?	(1/1)	YES	
130	Has the organization conducted a review for requirements as specified by the organization?	(1/1)	YES	
131	Has the organization conducted a review for statutory and regulatory requirements applicable to the products and services?	(1/1)	YES	
132	Has the organization conducted a review for contract or order requirements differing from those previously expressed?		N/A	
133	Does the organization ensure that contract or order requirements differing from those previously defined are resolved?	(1/1)	YES	
134	When the customer does not provide a documented statement of their requirements, are the customer requirements confirmed by the organization before acceptance?		N/A	

8.2 Requirements for Products and Services -8.2.3 Review of Requirements Related to Products and

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
135	Does the organization retain documented information, as applicable: - on the results of the review? - on any new requirements for the products and services?	(1/1)	YES	

8.2 Requirements for Products and Services - 8.2.4 Changes to Requirements for Products and Services

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
136	Does the organization ensure that relevant documented information is amended and that relevant persons are made aware of the changed requirements when the requirements for products and services are changed.		N/A	

8.3 Design and Development of Products and Services - 8.3.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
137	Has the organization established, implemented, and maintained a design and development process that is appropriate to ensure the subsequent provision of products and services?	(1/1)	YES	

8.3 Design and Development of Products and Services - 8.3.2 Design and Development Planning

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
138	Does the organization consider the nature, duration, and complexity of the design and development activities?	(1/1)	YES	

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139	Does the organization consider the required process stages, including applicable design and development reviews?		N/A
140	Does the organization consider the required design and development verification and validation activities?	(1/1)	YES
141	Does the organization consider the responsibilities and authorities involved in the design and development process?		N/A
142	Does the organization consider the internal and external resource needs for the design and development of products and services?	(1/1)	YES
143	Does the organization consider the need to control interfaces between persons involved in the design and development process?		N/A
144	Does the organization consider the need for involvement of customers and users in the design and development process?	(1/1)	YES
145	Does the organization consider the requirements for subsequent provision of products and services?		N/A
146	Does the organization consider the level of control expected for the design and development process by customers and other relevant interested parties?	(1/1)	YES
147	Does the organization consider the documented information needed to demonstrate that design and development requirements have been met?	(1/1)	YES

8.3 Design and Development of Products and Services - 8.3.3 Design and Development Inputs

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
148	Does the organization determine the requirements essential for the specific types of products and services to be designed and developed?	(1/1)	YES	
149	Does the organization consider functional and performance requirements?		N/A	
150	Does the organization consider the information derived from previous similar design and development activities?	(1/1)	YES	
151	Does the organization consider statutory and regulatory requirements?		N/A	
152	Does the organization consider standards or codes of practice that the organization has committed to implementing?	(1/1)	YES	
153	Does the organization consider the potential consequences of failure due to the nature of the products and services?		N/A	
154	Are inputs adequate for design and development purposes, complete and unambiguous?	(1/1)	YES	
155	Are conflicting design and development inputs resolved?		N/A	
156	Does the organization retain documented information on design and development inputs	(1/1)	YES	

8.3 Design and Development of Products and Services - 8.3.4 Design and Development Controls

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
157	Does the organization ensure that the results to be achieved are defined?	(1/1)	YES	
158	Does the organization ensure that the reviews are conducted to evaluate the ability of the results of design and development to meet requirements?		N/A	
159	Does the organization ensure that the verification activities are conducted to ensure that the design and development outputs meet the input requirements?		N/A	
160	Does the organization ensure that the validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use?	(1/1)	YES	

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161	Does the organization ensure that any necessary actions are taken on problems determined during the reviews, or verification and validation activities?		N/A	
162	Does the organization ensure that the documented information of these activities is retained?	(1/1)	YES	

8.3 Design and Development of Products and Services - 8.3.5 Design and Development Outputs

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
163	Do the design and development outputs meet the input requirements?	(1/1)	YES	
164	Are the design and development outputs adequate for the subsequent processes for the provision of products and services?		N/A	
165	Do the design and development outputs include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria?	(1/1)	YES	
166	Do the design and development outputs specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision?		N/A	
167	Does the organization retain documented information on the design and development process?	(1/1)	YES	

8.3 Design and Development of Products and Services - 8.3.6 Design and Development Changes

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
168	Does the organization identify, review, and control 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?	(1/1)	YES	
169	Is documented information retained on design and development changes?		N/A	
170	Is documented information retained on the results of reviews?	(1/1)	YES	
171	Is documented information retained on the authorization of the changes?	(1/1)	YES	
172	Is documented information retained on the actions taken to prevent adverse impacts?		N/A	

8.4 Control of Externally Provided Products and Services - 8.4.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
173	Does the organization ensure that externally provided processes, products, and services conform to requirements?	(1/1)	YES	
174	Are products and services from external providers intended for incorporation into the organization's own products and services?		N/A	
175	Are products and services provided directly to the customer(s) by external providers on behalf of the organization?	(1/1)	YES	
176	Is a process, or part of a process, provided by an external provider as a result of a decision by the organization?		N/A	
177	Has the organization determined and applied criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements?	(1/1)	YES	
178	Does the organization retain documented information on these activities and any necessary actions arising from the evaluations?		N/A	

8.4 Control of Externally Provided Products and Services - 8.4.2 Type and Extent of Control

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
179	Does the organization ensure that externally provided processes, products, and services do not adversely affect the organization's	(1/1)	YES	

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ability to consistently deliver conforming products and services to its customers?

180	Does the organization ensure that externally provided processes remain within the control of its quality management system?		N/A
181	Does the organization define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output?	(1/1)	YES
182	Does the organization take into consideration the potential impact of the externally provided processes, products, and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements?	(1/1)	YES
183	Does the organization take into consideration the effectiveness of the controls applied by the external provider		N/A
184	Does the organization determine the verification or other activities necessary to ensure that the externally provided processes, products, and services meet requirements?	(1/1)	YES

8.4 Control of Externally Provided Products and Services - 8.4.3 Information for External Providers

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
185	Does the organization ensure the adequacy of requirements prior to their communication to the external provider?	(1/1)	YES	
186	Does the organization communicate ensure the processes, products, and services are provided?		N/A	
187	Does the organization ensure the approval of: - products and services? - methods, processes, and equipment? - the release of products and services?	(1/1)	YES	
188	Does the organization ensure competence, including any required qualification of persons?		N/A	
189	Does the organization ensure the external providers' interactions with the organization?	(1/1)	YES	
190	Does the organization ensure control and monitoring of the external provider's performance to be applied by the organization?	(1/1)	YES	
191	Does the organization ensure verification or validation activities that the organization, or its customer, intends to perform at the external provider's premises?		N/A	

8.5 Production and Service Provision - 8.5.1 Control of Production and Service Provision

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
192	Has the organization implemented production and service provision under controlled conditions?	(1/1)	YES	
193	Do the controlled conditions include the availability of documented information that define - the characteristics of the products to be produced, the services to be provided, or the activities to be performed? - the results to be achieved?		N/A	
194	Do the controlled conditions include the availability and use of suitable monitoring and measuring resources?	(1/1)	YES	
195	Do the controlled conditions include the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met?		N/A	
196	Do the controlled conditions include the use of suitable infrastructure and environment for the operation of processes?	(1/1)	YES	
197	Do the controlled conditions include the appointment of competent persons, including any required qualification?	(1/1)	YES	
198	Do the controlled conditions include the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision where the		N/A	

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resulting output cannot be verified by subsequent monitoring or measurement?

199 Do the controlled conditions include the implementations of actions to prevent human error? (1/1) YES

200 Do the controlled conditions include the implementation of release, delivery, and post-delivery activities? (1/1) YES

8.5 Production and Service Provision - 8.5.2 Identification and Traceability

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
201	Does the organization use suitable means to identify outputs when it is necessary to ensure the conformity of products and services?	(1/1)	YES	
202	Does the organization identify the status of process outputs with respect to monitoring and measurement requirements throughout production and service provision?		N/A	
203	When traceability is a requirement, does the organization control the unique identification of the outputs and retain any documented information necessary to enable traceability?	(1/1)	YES	

8.5 Production and Service Provision - 8.5.3 Property Belonging to Customers or External Providers

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
204	Does the organization exercise care with property belonging to the customer or external providers while it is under the organization's control or being used by the organization?	(1/1)	YES	
205	Does the organization identify, verify, protect, and safeguard the customer's or external provider's property provided for use or incorporation into the products and services?		N/A	

8.5 Production and Service Provision - 8.5.4 Preservation

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
206	Does the organization preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements?	(1/1)	YES	

8.5 Production and Service Provision - 8.5.5 Post-delivery Activities

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
207	Does the organization meet requirements for post-delivery activities associated with the products and services?	(1/1)	YES	
208	Does the organization consider the statutory and regulatory requirements?		N/A	
209	Does the organization consider the potential undesired consequences associated with its products and services?	(1/1)	YES	
210	Does the organization consider the nature, use, and intended lifetime of the products and services?		N/A	
211	Does the organization consider customer requirements?	(1/1)	YES	
212	Does the organization consider customer feedback?		N/A	

8.5 Production and Service Provision - 8.5.6 Control of Changes

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
213	Does the organization review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements?	(1/1)	YES	
214	Does the organization retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review?		N/A	

8.6 Release of Products and Services

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Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
215	Does the organization implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met?	(1/1)	YES	
216	Does the release of products and services to the customer not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer?		N/A	
217	Does the organization retain documented information on the release of products and services?	(1/1)	YES	
218	Does this documented information include evidence of conformity with the acceptance criteria?		N/A	
219	Does this documented information include traceability to the person(s) authorizing the release?	(1/1)	YES	

8.7 Control of Nonconforming Process Outputs, Products and Services - 8.7.1 Nonconforming Outputs

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
220	Does the organization ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery?	(1/1)	YES	
221	Does the organization take appropriate corrective action based on the nature of the nonconformity and its effect on the conformity of products and services?		N/A	
222	Does this also apply to nonconforming products and services detected after delivery of the products, during or after the provision of services?	(1/1)	YES	
223	Does the organization deal with nonconforming outputs in one or more of the following ways: - correction? - segregation, containment, return, or suspension of provision of products and services? - informing the customer? - obtaining authorization for acceptance under concession?		N/A	
224	When nonconforming outputs are corrected, is conformity to the requirements verified?	(1/1)	YES	
225	Does the organization retain documented information on actions taken on nonconforming process outputs, products, and services, including on any concessions obtained and on the person or authority that made the decision regarding dealing with the nonconformity?	(1/1)	YES	
226	Does the organization retain documented information that: - describes the nonconformity? - describes the action taken? - describes any concessions obtained? - identifies the authority deciding the action in respect of the nonconformity?		N/A	

9 PERFORMANCE EVALUATION

(26/28) 92.9 %

9.1 Monitoring, Measurement, Analysis, and Evaluation - 9.1.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
227	Has the organization determined what needs to be monitored and measured?	(1/1)	YES	
228	Has the organization determined the methods for monitoring, measurement, analysis, and evaluation, as applicable, to ensure valid results?		N/A	
229	Has the organization determined when the monitoring and measuring shall be performed?	(1/1)	YES	
230	Has the organization determined when the results from monitoring and measurement shall be analyzed and evaluated?		N/A	

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231	Does the organization evaluate the performance and the effectiveness of the quality management system?	(1/1)	YES	
232	Does the organization retain appropriate documented information as evidence of the results?	(1/1)	YES	

9.1 Monitoring, Measurement, Analysis, and Evaluation - 9.1.2 Customer Satisfaction

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
233	Does the organization monitor customer perceptions of the degree to which their needs and expectations have been fulfilled?	(1/1)	YES	
234	Has the organization determined the methods for obtaining, monitoring, and reviewing this information?		N/A	

9.1 Monitoring, Measurement, Analysis, and Evaluation - 9.1.3 Analysis and Evaluation

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
235	Does the organization analyze and evaluate appropriate data and information arising from monitoring and measurement?	(1/1)	YES	
236	Are the results of the analysis used to evaluate the conformity of products and services?	(0/1)	NO	
237	Are the results of the analysis used to evaluate the degree of customer satisfaction?		N/A	
238	Are the results of the analysis used to evaluate the performance and effectiveness of the quality management system?	(1/1)	YES	
239	Are the results of the analysis used to evaluate if planning has been implemented effectively?		N/A	
240	Are the results of the analysis used to evaluate the effectiveness of actions taken to address risks and opportunities?		N/A	
241	Are the results of the analysis used to evaluate the performance of external providers?	(1/1)	YES	
242	Are the results of the analysis used to evaluate the need for improvements within the quality management system?	(1/1)	YES	

9.2 Internal Audit

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
243	Does the organization conform to the organization's own requirements for its quality management system?	(1/1)	YES	
244	Does the organization conform to the requirements of ISO 9001 being effectively implemented and maintained?		N/A	
245	Does the organization plan, establish, implement, and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements, and reporting, which take into consideration the importance of the processes concerned, customer feedback, changes affecting the organization, and the results of previous audits?	(1/1)	YES	
246	Does the organization define the audit criteria and scope for each audit?	(1/1)	YES	
247	Does the organization select auditors and conduct audits to ensure objectivity and the impartiality of the audit process?		N/A	
248	Does the organization ensure that the results of the audits are reported to relevant management?	(1/1)	YES	
249	Does the organization take appropriate corrections and corrective actions without undue delay?		N/A	
250	Does the organization retain documented information as evidence of the implementation of the audit program and the audit results?	(1/1)	YES	

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9.3 Management Review - 9.3.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
251	Does top management review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organization?	(1/1)	YES	

9.3 Management Review - 9.3.2 Management Review Inputs

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
252	Has the management reviewed the status of actions from previous management reviews?		N/A	
253	Has the management reviewed changes in external and internal issues that are relevant to the quality management system?	(1/1)	YES	
254	Has the management reviewed information on the performance and effectiveness of the quality management system?		N/A	
255	Has the management reviewed customer satisfaction and feedback from relevant interested parties?	(1/1)	YES	
256	Has the management reviewed the extent to which quality objectives have been met?	(1/1)	YES	
257	Has the management reviewed process performance and the conformity of products and services?		N/A	
258	Has the management reviewed nonconformities and corrective actions?	(1/1)	YES	
259	Has the management reviewed monitoring and measurement results?	(1/1)	YES	
260	Has the management reviewed audit results?	(1/1)	YES	
261	Has the management reviewed the performance of external providers?		N/A	
262	Has the management reviewed the adequacy of resources?	(1/1)	YES	
263	Has the management reviewed the effectiveness of actions taken to address risks and opportunities?	(1/1)	YES	
264	Has the management reviewed opportunities for improvement?		N/A	

9.3 Management Review - 9.3.3 Management Review Outputs

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
265	Has the management reviewed opportunities for improvement?	(1/1)	YES	
266	Has the management reviewed any need for changes to the quality management system?	(1/1)	YES	
267	Has the management reviewed resource needs?	(0/1)	NO	
268	Does the organization retain documented information as evidence of the results of management reviews?	(1/1)	YES	

10. IMPROVEMENT

(10/10) 100.0 %

10.1 General

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
269	Does the organization determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction?	(1/1)	YES	

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270	Are improving products and services to meet requirements as well as to address future needs and expectations done?		N/A	
271	Is correcting, preventing, or reducing undesired effects done?	(1/1)	YES	
272	Is improving the performance and effectiveness of the quality management system done?	(1/1)	YES	

10.2 Nonconformity and Corrective Action

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
273	Does the organization react to the nonconformity and, as applicable: - take action to control and correct it? - deal with the consequences?		N/A	
274	Does the organization review and analyze the nonconformity?	(1/1)	YES	
275	Does the organization determine the causes of the nonconformity?	(1/1)	YES	
276	Does the organization determine if similar nonconformities exist or could potentially occur?		N/A	
277	Does the organization implement any action needed?	(1/1)	YES	
278	Does the organization review the effectiveness of any corrective action taken?	(1/1)	YES	
279	Does the organization update risks and opportunities determined during planning if necessary?		N/A	
280	Does the organization make changes to the quality management system if necessary?	(1/1)	YES	
281	Are the corrective actions appropriate to the effects of the nonconformities encountered?	(1/1)	YES	
282	Does the organization retain documented information as evidence of: - the nature of the nonconformities and any subsequent actions taken? - the results of any corrective action?		N/A	

10.3 Continual Improvement

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
283	Does the organization continually improve the suitability, adequacy, and effectiveness of the quality management system?	(1/1)	YES	
284	Does the organization consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement?		N/A	

DECLARATION

Auditor
(Aashiqe Rasul)