

# Vergleich der Kapitel ISO21001 mit der ISO9001 : 2015



Management Service

	<b>ISO21001</b>		<b>ISO9001:2015</b>
<b>4</b>	<b>Context of the Organization</b>	<b>4</b>	<b>Context of the organization</b>
4.1	Understanding the organization and its context	4.1	Understanding the organization and its context
4.2	Understanding the needs and expectations of interested parties	4.2	Understanding the needs and expectations of interested parties
4.3	Determining the scope of the EOMS	4.3	Determining the scope of the quality management system
4.4	The EOMS and its processes	4.4	Quality management system and its processes
<b>5</b>	<b>Leadership</b>	<b>5</b>	<b>Leadership</b>
5.1	Leadership and commitment	5.1	Leadership and commitment
5.1.1	General	5.1.1	General
5.1.2	Focus on Learners and Other Beneficiaries	5.1.2	Customer focus
5.2	Policy	5.2	Policy
5.2.1	Developing the organization's policy	5.2.1	Establishing the quality policy
5.2.2	Communicating the organization's policy	5.2.2	Communicating the quality policy
5.3	Organization roles, responsibilities and authorities	5.3	Organizational roles, responsibilities and authorities
<b>6</b>	<b>Planning</b>	<b>6</b>	<b>Planning</b>
6.1	Actions to address risks and opportunities	6.1	Actions to address risks and opportunities
6.2	Educational organization's objectives and planning to achieve them	6.2	Quality objectives and planning to achieve them
6.3	Planning of Changes	6.3	Planning of changes
<b>7</b>	<b>Support</b>	<b>7</b>	<b>Support</b>
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	Human Resources	7.1.2	People
7.1.3	Facilities	7.1.3	Infrastructure
7.1.4	Environment for the operation of educational processes	7.1.4	Environment for the operation of processes
7.1.5	Monitoring and measuring resources	7.1.5	Monitoring and measuring resources
7.1.6	Organizational Knowledge	7.1.6	Organizational knowledge
7.2	Competence	7.2	Competence
7.3	Awareness	7.3	Awareness

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7.4	Communication	7.4	Communication
7.4.1	General		
7.4.2	Communication purposes		
7.4.3	Communication arrangements		
7.5	Documented information	7.5	Documented information
7.5.1	General	7.5.1	General
7.5.2	Creating and updating	7.5.2	Creating and updating
7.5.3	Control of documented information	7.5.3	Control of documented information
<b>8</b>	<b>Operation</b>	<b>8</b>	<b>Operation</b>
8.1	Operational planning and control	8.1	Operational planning and control
8.2	Requirements for products and services	8.2	Requirements for products and services
		8.2.1	Customer communication
8.2.1	Determination of Requirements for Products and Services	8.2.2	Determining the requirements related to products and services
		8.2.3	Review of requirements related to products and services
8.2.2	Changes to requirements for products and services	8.2.4	Changes to requirements for products and services
8.3	Design and development of products and services	8.3	Design and development of products and services
8.3.1	General	8.3.1	General
8.3.2	Design and development planning	8.3.2	Design and development planning
8.3.3	Design and development inputs	8.3.3	Design and development inputs
8.3.4	Design and development controls	8.3.4	Design and development controls
8.3.5	Review of the requirements for products and services		
8.3.6	Design and development outputs	8.3.5	Design and development outputs
8.3.7	Design and development changes	8.3.6	Design and development changes
8.6	Control of externally provided processes, products and services	8.4	Control of externally provided processes, products and services
8.6.1	General	8.4.1	General
8.6.2	Type and extent of control of external provision	8.4.2	Type and extent of control
8.6.3	Information for external providers	8.4.3	Information for external providers
8.4	Implementation		

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8.4.1	Preparing for service provision		
8.4.2	Release of products and services	8.6.	Release of products and services
8.4.3	Control of changes		
8.5	Service Provision	8.5	Production and service provision
8.5.1	General	8.5.1	Control of production and service provision
8.5.2	Admission of learners		
8.5.3	Delivery of programmes		
8.5.4	Summative Assessment	8.7	Control of nonconforming outputs
8.5.5	Recognition of assessed learning		
		8.5.5	Post-delivery activities
		8.5.6	Control of changes
8.7	Traceability and Preservation		
8.7.1	Traceability	8.5.2	Identification and traceability
8.7.2	Preservation	8.5.4	Preservation
8.8	Protection and Transparency of Learners' Data		
8.9	Property belonging to interested parties	8.5.3	Property belonging to customers or external providers
<b>9</b>	<b>Performance evaluation</b>	<b>9</b>	<b>Performance evaluation</b>
9.1	Monitoring, measurement, analysis and evaluation	9.1	Monitoring, measurement, analysis and evaluation
9.1.1	General	9.1.1	General
9.1.2	Satisfaction of learners, other beneficiaries and staff	9.1.2	Customer satisfaction
9.1.3	Analysis and evaluation	9.1.3	Analysis and evaluation
9.1.4	Monitoring and measuring needs		
9.1.5	Methods for monitoring, measurement, analysis and evaluation		
9.2	Internal audit	9.2	Internal audit
9.3	Management review	9.3	Management review
9.3.1	General	9.3.1	Management review General
9.3.2	Management review inputs	9.3.2	Management review inputs
9.3.3	Management review outputs	9.3.3	Management review outputs

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<b>10</b>	<b>Improvement</b>	<b>10</b>	<b>Improvement</b>
10.1	General	10.1	General
10.2	Nonconformity and corrective action	10.2	Nonconformity and corrective action
10.3	Continual improvement	10.3	Continual improvement