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



6.3 Planning of changes 6.3 Policities 6.3 Activities 6.4 Resources 6.5 Activities 6.5 Activities 6.5 Activities 6.5 Activities 6.5 Activities 6.5 Activities 6.6 A Resources 6.6 Resources 6.6 Resources 7.1 Communication 7.1 Communication 7.2 Receipt of complaint 7.3 Tracking of a comp	Audit Criteria	ISO 9001:2015 (CQ)	ISO 10002:2014 (CH)	ISO 10002:2018 (CH)
2.2 Needs and expectations of interested parties 3.22 Needs and expectations of interested parties 4.2 Understanding the needs and expectations of interested parties 4.3 Consolidity 4.4 Reprosessors 4.5 Objectives 4.5 Objectives 4.6 Reprosessors 4.7 Objectives 4.8 Committees 4.9 Determining the scope of the quality management system 4.4 Quality management system 4.4 Determining the scope of the quality management system 4.4 Quality management system 4.5 Incadeship and commitment 5.1 Leadership and commitment 5.2 Policy 5.2 Policy 5.2 Policy 5.3 Policy 5.3 Policy 5.3 Policy 5.4 Repossibilities and authorities 5.4 Accommability 5.4 Repossibilities and authorities 5.5 Repossibilities and authorities 5.6 Accommabilities 5.6 Accommabilities 5.7 Repossibilities and authorities 5.8 Accommabilities 6.9 Accommabilities 6.1 Planning and development of a Liphanoid authority 6.2 Objectives 6.2 Objectives 6.2 Objectives 6.2 Objectives 6.3 Accommabilities 6.3 Resources 6.4 Resou	3.1 General	2 Normative references	2 Normative references	2 Normative references
47 Objectives 4 A Responserores 4 Charges 4 Objectives 4 A Charges 4 Objectives 4 Objectives 4 A Charges 4 Objectives 4 Objec	3.2.2 Needs and expectations of interested parties	0 0	4.2 Visibility	4.5 Accessibility
4.4 Quality management system and its processes 5.1 Leadership and commitment 5.1 Leadership and commitment 5.2 Policy 5.2 Policy 5.2 Policy 5.3 Responsibilities and authorities 5.3 Responsibilities and authorities 5.3 Responsibilities and authorities 5.4 Responsibilities and authorities 5.5 Responsibilities and authorities 5.6 Accountability 5.7 Response focused approach 4.11 Castomer focused approach 4.11 Castomer focused approach 4.10 Continual improvement 4.11 Castomer focused approach 4.11 Castomer focused approach 4.12 Commitment 5.3 Accompose focused approach 4.10 Continual improvement 4.11 Castomer focused approach 4.11 Castomer focused approach 4.12 Commitment 5.3 Responsibility and authority 5.4 Responsement 6.5 Planning of changes 6.4 Resources 6.5 Accivities 6.3 Activities 6.3 Activities 6.3 Activities 6.4 Resources 6.5 Resources 6.6 Resources 6.7 Commitment on the state of complaints 7.1 Commitment on the state of complaints 7.2 Recognition of complaints 7.3 Tondamination 7.4 Acknowledgment of complaints 7.5 Initial assessment of complaints 7.5 Initial assessment of complaints 7.6 Investigation of complaints 7.7 Response to complaints 7.7 Response to complaints 7.8 Response to complaints 7.9 Response to complaints 7.1 Response to complaints 7.1 Response to complaints 7.2 Initial assessment of a complaint 7.3 Tracking of the complaints handling 7.4 Acknowledgme	3.2 Context		4.4 Responsiveness 4.5 Objectivity 4.6 Charges	4.7 Objectivity 4.8 Charges 4.10 Confidentiality
S.2 Policy S.2 Policy S.2 Policy S.2 Policy S.3 Policy S.5	3.2.3 Management system		N/A*	4.1 (Guiding principles) General
3.4.1 Risks and opportunities 6.1 Actions to address risks and opportunities 6.2 Quality objectives and planning to achieve them 6.3 Planning and design) General 6.2 Objectives 6.3 Planning and development) General 6.2 Objectives 6.3 Activities 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Transparency 6.4 Resources 6.5 Activities 6.5 Activities 6.6 Activities 6.7 Activities 6.7 Activities 6.8 Activities 6.9 Activities 6.0 Activities 6.1 Actions of a development) General 6.2 Objectives 6.3 Activities 6.3 Activities 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.5 Activities 6.5 Activities 6.6 Activities 6.7 Activities 6.7 Activities 6.8 Activities 6.9 Activities 6.	3.3.1 Leadership and commitment	5.1 Leadership and commitment	5.1 Commitment	
3.4.1 Risks and opportunities 6.1 Actions to address risks and opportunities 4.8 Customer-focused approach 4.10 Continual improvement 6.1 (Planning and design) General 6.2 Objectives 6.3 Planning of changes 6.2 Objectives 6.3 Activities 6.3 Activities 6.3 Activities 6.3 Activities 6.4 Resources 6.5 Activities 6.5 Activities 6.5 Activities 6.5 Activities 6.5 Activities 6.6 Agreement 6.6 (Planning and design) General 6.6 (Planning and design) General 6.7 (Planning and design) General 6.8 Activities 6.9 Activities 6.9 Activities 6.0 Activities 6.0 Activities 6.1 Activities 6.2 Objectives 6.3 Activities 6.3 Activities 6.3 Activities 6.4 Resources 6.5 Activities 6.5 Activities 6.6 Agreement 6.7 Activities 6.7 Activities 6.8 Activities 6.9 Activities 6.0 Activities 6.1 Activities 6.2 Objectives 6.3 Activities 6.3 Activities 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.5 Activities 6.6 Activities 6.7 Activities 6.7 Activities 6.8 Activities 6.9 Activities 6.1 Activities 6.1 Activities 6.1 Activities 6.2 Activities 6.2 Activities 6.3 Activities 6.3 Activities 6.4 Resources 6.4 Resources 6.4 Resources 6.4 Resources 6.5 Activities 6.6 Activities 6.	3.3.2 Policy	5.2 Policy	5.2 Policy	5.3 Policy
4.10 Continual improvement 4.10 (Planning and design) General 6.2 Quality objectives and planning to achieve them 6.3 Planning of changes 6.3 Activities 6.4 Resources 6.5 Activities 6.5 Activities 6.5 Activities 6.5 Activities 6.6 Activities 6.6 Activities 6.7 Activities of a complaint 6.1 (Planning and control 8.1 Communication 7.2 Internation of a complaints 7.3 Internation of a complaints 7.5 Initial assessment of a complaints 7.	3.3.3 Roles, responsibilities and authorities	5.3 Organizational roles, responsibilities and authorities		
3.5.1 Resources 7.1 Resources 6.4 Resources 4.3 Capacity 6.4 Resources 3.5.2 Competence 3.5.3 Awareness 7.3 Awareness 7.4 Communication 7.5 Documented information 7.5 Receipt of a complaint 7.5 Receipt of a complaint 7.5 Receipt of a complaint 7.5 Tracking of complaints 7.5 Initial assessment of a complaint 7.5 Initial assessment of a complaint 7.6 Investigation of complaints 7.6 Investigation of complaints 7.7 Response to complaints 7.8 Communication 7.9 Closing the complaint 7.9 Closing the complaints thandling process 8.1 Collection of information 8.2 Analysis and evaluation of the complaints-handling process 8.3 Satisfaction with the complaints-handling process 8.4 Monitoring of the complaints-handling process 8.5 Auditing of the complaints-handling process 8.4 Monitoring of the complaints-handling process 8.5 Auditing of the complaints-handling process	3.4.1 Risks and opportunities	6.1 Actions to address risks and opportunities		4.11 Customer-focused approach
Second complaints Seco	3.4.2 Objectives and related planning		6.2 Objectives	
3.5.4 Communication 7.4 Communication 7.1 Communication 7.1 Communication 7.1 Communication 7.2 Recomplaints 7.5 Documented information 7.5 Docum		7.1 Resources	6.4 Resources	
3.5.4 Communication 3.5.5 Documented information 7.4 Communication 7.5 Documented information 7.6 Receipt of a complaint 7.7 Receipt of a complaint 7.8 Receipt of a complaint 7.9 Tracking of a complaint 7.9 Tracking of a complaint 7.0 Investigation of complaints 7.0 Investi	3.5.2 Competence		6.4 Resources	4.14 Competence
3.5.5 Documented information 7.5 Documented information 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 8.6 Release of products and services 9.7 Response to complaints 9.8 Communicating the decision 9.9 Closing the complaints 9.1 Monitoring, measurement, analysis and evaluation 8.1 Collection of information 8.2 Analysis and evaluation 8.2 Internal audit 9.2 Internal audit 9.3 Management review 8.4 Monitoring of the complaints-handling process 8.5 Auditing of the complaints-handling process 8.6 Management review of the complaints-handling process 8.7 Shocumented information 9.7 Seceipt of a complaint 9.7 Sacking of a complaint 9.7 A Acknowledgement of a complaint 9.7 Initial assessment of complaints 9.7 Initial assessment of a complaint 9.7 Initial assessment of a complaint 9.7 Initial assessment of a complaint 9.7 Initial assessment of complaints 9.7 Initial assessment of a complaint 9.7	3.5.3 Awareness			
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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 8.7 Control of nonconforming outputs 3.6.2 Emergency preparedness and response 3.6.2 Internal audit 3.7.1 Measurement, analysis and evaluation 3.7.1 Measurement, analysis and evaluation 3.7.2 Internal audit 3.7.3 Tracking of a complaint 7.4 Acknowledgement of a complaint 7.4 Acknowledgement of a complaint 7.5 Intival assessment of a complaint 7.6 Investigation of complaints 7.6 Investigation of complaints 7.7 Response to complaints 7.8 Communicating the decision 7.9 Closing the complaints 7.9 Closing complaints 8.1 Collection of information 8.2 Analysis and evaluation of complaints 8.3 Satisfaction with the complaints-handling process 8.3 Evaluation of the satisfaction with the complaints-handling process 8.4 Monitoring of the complaints-handling process 8.5 Auditing of the complaints-handling process 8.6 Management review of the complaints-handling process 8.7 Continual improvement				0 7
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3.7.3 Management review 9.3 Management review 9.3 Management review of the complaints-handling process 8.6 M		9.1 Monitoring, measurement, analysis and evaluation	8.2 Analysis and evaluation of complaints 8.3 Satisfaction with the complaints-handling process	
3.8.1 Nonconformity and corrective action 10.1 (Improvement) General 8.7 Continual improvement 4.13 Improvement	3.7.2 Internal audit	9.2 Internal audit		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
3.8.2 Continual improvement 10.1 (Improvement) General 10.2 Continual improvement 8.7 Continual improvement			8.7 Continual 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 that Standard (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 that Standard.