ISO is launching a survey of existing and potential users of ISO 9001:2008, the global benchmark for quality management, to gather feedback to help decide whether the standard needs further improvement and, if so, what needs modifying.

ISO’s rules require all its standards to be reviewed at least every five years to establish whether they should be confirmed, revised or withdrawn.

The survey can be accessed online at: www.iso.org/tc176/sc2/ISO9000UserSurvey

Users experiencing any problems in accessing the survey online should contact TFUS.Survey@googlemail.com, users who have offline or general enquiries should contact: Charles.Corrie@bsigroup.com.

The ISO experts responsible for maintaining the relevance of ISO 9001 aim to gather feedback from both current and potential users of the standard.

Current users include:
- Third party-certified organizations
- Self-declaring organizations
- Organizations using ISO 9001 as minimum quality standard “frame” for their quality management systems (QMS)
- Certification bodies
- Consultants
- National standard bodies
- Accreditation bodies
- Purchasers/specifiers/requireurs of ISO 9001 in the supply base.

Potential users include:
- Those organizations who
  - Are aware of ISO 9001, but do not use it currently
  - Have actively chosen not to use ISO 9001
  - No longer use ISO 9001
  - Use other quality models as basis for QMS
- Countries who have not adopted ISO standards
- Students.

ISO 9001:2008 is the fourth edition of the standard that was first published in 1987. The 2000 revision was the biggest, refocusing the standard on customer satisfaction and continual improvement. The latest revision, in 2008, introduced no new requirements and was mainly focused in improving the wording of the standard and on increasing its compatibility with the ISO 14001 for environmental management.

ISO 9001 helps thousands of organizations around the world to ensure their customers are satisfied.

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