

ISO 9001:2015: A Key Lever to Take Up the Challenges of Deregulated Markets, Change of Consumption Habits and Make the Best Use of Technological Breakthroughs

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Abstract

Though ISO 9001 has deeply penetrated very specific industrial sectors and shown multiple benefits in life critical businesses, large segments of our economy have not started yet implementing good quality management practices. It is expected that the new version of ISO 9001 will provide these tailing market players with clearer requirements to re-engineer their customer relationship and adapt smoothly to market changes initiated by deregulation, technological breakthrough and change in consumption habits.

Keywords: quality management, risk, stakeholders, market change, ISO 9001, life critical, aerospace, medical device, automobile industry, real estate, media, bank, telecommunication operator, railway company

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