

[COMPANY NAME]

Quality Management System Manual

Aligned with ISO 9001:2026

Document	Value
Code	MQ-01
Revision	2026-01
Issue date	[DD/MM/YYYY]
Prepared by	[NAME AND ROLE]
Verified by	[NAME AND ROLE]
Approved by	[TOP MANAGEMENT]
Status	Template to be customized before issue

This manual describes the system through which the organization ensures the conformity of products and services, enhances customer satisfaction and continually improves its performance. The parts in square brackets must be completed based on the organization’s actual context.

Document control

Revision history

Rev.	Date	Description	Approval
2026-01	[DD/MM/YYYY]	General revision to align with ISO 9001:2026: quality culture, ethical behavior, separate risks and opportunities, climate change, digital technologies and new harmonized structure.	[NAME]

Distribution and validity

The current version is the one available in [ARCHIVE OR DOCUMENT MANAGEMENT SYSTEM]. Printed copies are considered uncontrolled unless otherwise identified. The QMS Manager ensures the updating, distribution and withdrawal of superseded versions.

Customization instructions

1. Complete all fields in square brackets and delete any instructions that do not apply.
2. Link each process to the procedures, forms and records actually used.
3. Justify any non-applicability of requirements without compromising the ability to ensure conformity and customer satisfaction.
4. Submit the manual for formal approval and communicate it to the persons concerned.
5. Verify alignment with the official UNI EN ISO 9001:2026 edition purchased by the organization and with the guidance of the certification body.

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1 Purpose and use of the manual

The manual defines the scope and structure of the Quality Management System of [COMPANY NAME], describes the interactions between processes and assigns the main criteria for governance, implementation, control and improvement. It is intended for management, process owners, personnel, auditors and, when authorized, customers and other interested parties.

The manual adopts the structure of clauses 4 to 10 of ISO 9001:2026, without reproducing the text of the standard. The provisions contained herein become operational through the procedures, instructions, digital tools and records referred to in the individual sections.

2 References

- ISO 9001:2026 Quality management systems - Requirements.
- ISO 9000:2026 Quality management systems - Fundamentals and vocabulary.
- ISO 19011, current edition, Guidelines for auditing management systems.
- [APPLICABLE LAWS, REGULATIONS, TECHNICAL STANDARDS AND CONTRACTUAL REQUIREMENTS].

3 Terms and interpretive criteria

The terms of ISO 9000:2026 apply. In this manual “shall” indicates a mandatory internal provision; “may” expresses a permission; “documented information” includes maintained documents and retained records. References to digital technology include, where relevant, software, cloud services, automation, data analytics and artificial intelligence systems used in QMS processes.

4 Context of the organization

4.1 Organization and context

[COMPANY NAME] determines and reviews the external and internal issues relevant to the purpose, strategic direction and ability of the QMS to achieve its intended results. The analysis considers at least market, customers, legal framework, technologies, people and competences, infrastructure, suppliers, economic conditions, reputation, sustainability and operational resilience.

The organization determines whether climate change is a relevant issue for the QMS, assessing its effects on continuity of supply, infrastructure, availability of resources, product and service requirements, logistics and the expectations of interested parties. Outcomes, sources, owners and review date are recorded in [CONTEXT ANALYSIS].

Scope	Examples to consider	Evidence
External	Market, regulations, climate, supply chain, innovation, digital security	PESTLE analysis or equivalent