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BS EN ISO 9001, Quality management systems – Requirements, incorporating BS 99001 additional requirements for the built environment sector

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Foreword

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This Published Document is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 July 2022. It was prepared by Subcommittee QS/1/4, *Quality Management in Construction*, under the authority of Technical Committee QS/1, *Quality Management and Quality Assurance*. A list of organizations represented on these committees can be obtained on request to their committee manager.

Relationship with other publications

This Published Document is published as a supplementary document to BS EN ISO 9001:2015. This Published Document should be used in conjunction with BS EN ISO 9001:2015.

This Published Document includes requirements specified in BS EN ISO 9001[1)] in the boxed text which precedes the additional built environment requirements, definitions and notes shown in plain text.

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Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. "organization" rather than "organisation").

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0 Introduction

0.1 Background

Quality management is critical in the built environment sector, with significant implications for safety in both the short and long term. A series of significant incidents, and numerous reports, have highlighted that poor quality is an issue, despite widespread use of BS EN ISO 9001, the generic quality management system standard. This disconnect points to the need for more specific guidance for the sector, for the benefit of everyone, including clients, contractors, sub-contractors and end users of assets.

The complex nature of the sector, which includes a diverse range of organizations, varying in size from huge multi-nationals to micro businesses, encompasses multiple disciplines and operates through a wide range of contract and project types.

This complexity, along with regulatory drivers and a move towards more integrated approaches to management systems to build environmental, economic and social sustainability, heightens the need for a more sector-specific approach to known and predicted issues.

0.2 Challenges and opportunities for the sector

The level of risk for organizations involved in built environment projects can be extremely high, with aspects such as:

- fragmentation;
- multi-tiered supply chains;
- payment problems;
- incomplete information;
- coordination difficulties;
- over-optimistic planning at all levels; and
- shortages of skilled workers.

This British Standard aims to shift the emphasis from a focus on time and cost, towards good quality management driving both safety and sustainability, for society, economy and the environment.

0.3 Relationship to BS EN ISO 9001

BS EN ISO 9001, *Quality Management Systems – Requirements*, is used by many organizations in the built environment; however its requirements are not always implemented in such a way that quality can be assured throughout the supply chain and the life cycle of projects.

To enhance customer satisfaction, organizations and their supply chains need to provide and continually improve safe and reliable products and services that meet or exceed customer and applicable statutory and regulatory requirements. This document enhances the quality management system requirements for the industry by building in recognition of the project-based nature of operations and can be used at all levels of the supply chain. Meeting these sector-specific requirements when implementing BS EN ISO 9001 can result in improved quality, cost and delivery performance throughout the sector.

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BS EN ISO 9001:2015

1 Scope

This International Standard specifies requirements for a quality management system when an organization:

a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and

b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of this International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

NOTE 1 In this International Standard, the terms "product" or "service" only apply to products and services intended for, or required by, a customer.

NOTE 2 Statutory and regulatory requirements can be expressed as legal requirements.

1 Scope

This British Standard specifies requirements for the application of BS EN ISO 9001 in the built environment sector based on the requirements of BS EN ISO 9001:2015.

It is applicable to systems relating to both the organization and the entire life cycle of projects under its control, including services, temporary works and built environment deliverables.

NOTE 1 This document does not modify or replace the requirements of BS EN ISO 9001.

NOTE 2 This document is structured to align with the clauses of BS EN ISO 9001.

NOTE 3 In this British Standard, the organization can mean a single legal entity or a group of entities working together to deliver a project.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document[2)]. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS EN ISO 9001:2015, *Quality management systems — Requirements*

3 Terms and definitions

For the purposes of this British Standard, the terms and definitions given in BS EN ISO 9000:2015 and the following apply.

NOTE ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- *ISO Online browsing platform: available at https://www.iso.org/obp*
- *IEC Electropedia: available at http://www.electropedia.org/*

[2)] Documents that are referred to solely in an informative manner are listed in the Bibliography.

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