

ISO 10018:2020-04 (E)

Quality management - Guidance for people engagement

Contents		Page
Foreword.....		iv
Introduction.....		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Context of the organization and quality culture	1
	4.1 Considerations.....	1
	4.2 Link to ISO 9001 and other quality management standards and systems.....	2
	4.3 Possible action steps.....	2
	4.4 Potential benefits.....	2
5	Leadership	2
	5.1 Considerations.....	2
	5.2 Link to ISO 9001 and other quality management standards and systems.....	2
	5.3 Possible action steps.....	3
	5.4 Potential benefits.....	3
6	Planning and strategy	4
	6.1 Considerations.....	4
	6.2 Link to ISO 9001 and other quality management standards and systems.....	5
	6.3 Potential action steps.....	5
	6.4 Potential benefits.....	6
7	Knowledge and awareness	6
	7.1 Considerations.....	6
	7.2 Link to ISO 9001 and other quality management standards and systems.....	6
	7.3 Possible action steps.....	7
	7.4 Potential benefits.....	7
8	Competence	7
	8.1 Considerations.....	7
	8.2 Link to ISO 9001 and other quality management standards and systems.....	8
	8.3 Possible action steps.....	8
	8.4 Potential benefits.....	8
9	Improvement	9
	9.1 Considerations.....	9
	9.2 Link to ISO 9001 and other quality management standards and systems.....	9
	9.3 Possible action steps.....	9
	9.4 Potential benefits.....	9
Bibliography		10