

Audit Criteria		ISO 9001:2015 (Q)	ISO 14001:2015 (E)	ISO 10002:2014 (H)
3.1 General		1 Scope 2 Normative references 3 Terms and definitions	1 Scope 2 Normative references 3 Terms and definitions	1 Scope 2 Normative references 3 Terms and definitions
3.2 Context	3.2.1 Organizational context	4.1 Understanding the organization and its context	4.1 Understanding the organization and its context	4.1 (Guiding principles) General
	3.2.2 Needs and expectations of interested parties	4.2 Understanding the needs and expectations of interested parties	4.2 Understanding the needs and expectations of interested parties	4.2 Visibility 4.3 Accessibility 4.4 Responsiveness 4.5 Objectivity 4.6 Charges 4.7 Confidentiality
	3.2.3 Management system	4.3 Determining the scope of the quality management system 4.4 Quality management system and its processes	4.3 Determining the scope of the environmental management system 4.4 Environmental management system	N/A*
3.3 Leadership	3.3.1 Leadership and commitment	5.1 Leadership and commitment	5.1 Leadership and commitment	5.1 Commitment
	3.3.2 Policy	5.2 Policy	5.2 Environmental policy	5.2 Policy
	3.3.3 Roles, responsibilities and authorities	5.3 Organizational roles, responsibilities and authorities	5.3 Organizational roles, responsibilities and authorities	4.9 Accountability 5.3 Responsibility and authority
3.4 Planning	3.4.1 Risks and opportunities	6.1 Actions to address risks and opportunities	6.1 Actions to address risks and opportunities	4.8 Customer-focused approach 4.10 Continual improvement
	3.4.2 Objectives and related planning	6.2 Quality objectives and planning to achieve them 6.3 Planning of changes	6.2 Environmental objectives and planning to achieve them	6.1 (Planning and design) General 6.2 Objectives 6.3 Activities
3.5 Support	3.5.1 Resources	7.1 Resources	7.1 Resources	6.4 Resources
	3.5.2 Competence	7.2 Competence	7.2 Competence	6.4 Resources
	3.5.3 Awareness	7.3 Awareness	7.3 Awareness	6.4 Resources
	3.5.4 Communication	7.4 Communication	7.4 Communication	7.1 Communication
	3.5.5 Documented information	7.5 Documented information	7.5 Documented information	N/A*
3.6 Operation	3.6.1 Operational planning and control	8.1 Operational planning and control 8.2 Requirements for products and services 8.3 Design and development of products and services 8.4 Control of externally provided processes, products and services 8.5 Production and service provision 8.6 Release of products and services	8.1 Operational planning and control	7.2 Receipt of a complaint 7.3 Tracking of a complaint 7.4 Acknowledgement of a complaint 7.5 Initial assessment of a complaint 7.6 Investigation of complaints 7.7 Response to complaints 7.8 Communicating the decision 7.9 Closing the complaint
	3.6.2 Emergency preparedness and response	8.7 Control of nonconforming outputs	8.2 Emergency preparedness and response	N/A*
3.7 Performance	3.7.1 Measurement, analysis and evaluation	9.1 Monitoring, measurement, analysis and evaluation	9.1 Monitoring, measurement, analysis and evaluation	8.1 Collection of information 8.2 Analysis and evaluation of complaints 8.3 Satisfaction with the complaints-handling process 8.4 Monitoring of the complaints-handling process
	3.7.2 Internal audit	9.2 Internal audit	9.2 Internal audit	8.5 Auditing of the complaints-handling process
	3.7.3 Management review	9.3 Management review	9.3 Management review	8.6 Management review of the complaints-handling process
3.8 Improvement	3.8.1 Nonconformity and corrective action	10.1 General 10.2 Nonconformity and corrective action	10.1 General 10.2 Nonconformity and corrective action	8.7 Continual improvement
	3.8.2 Continual improvement	10.1 General 10.3 Continual improvement	10.1 General 10.3 Continual improvement	8.7 Continual improvement

\* Some criteria do not have a direct corresponding clause to ISO 10002 (denoted as "N/A"). This does not necessarily imply that such requirements do not exist, but that where and to the extent they do, they have been integrated into other requirements of ISO 10002.