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**Quality management systems —  
Managing an organization for quality  
results — Guidance for realizing  
financial and economic benefits**

*Systèmes de management de la qualité — Gestion d'un organisme  
pour des résultats qualité — Recommandations pour réaliser des  
bénéfices économiques et financiers*

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## Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

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This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*.

This second edition cancels and replaces the first edition (ISO 10014:2006), which has been technically revised. It also incorporates the Technical Corrigendum ISO 10014:2006/Cor 1:2007.

The main changes compared with the previous edition are as follows:

- it incorporates changes in ISO 9001:2015 quality management principles, rationale and concepts;
- it has been aligned with ISO 9001:2015 and complements ISO 9004:2018;
- the content of the document has been simplified, notably with respect to terminology and structure, to make it more readily understood and applied by the interested parties, primarily top management.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).