

TABELLA DI CORRELAZIONE TRA I REQUISITI DI ISO/DIS 9001 (2007) E ISO 9001:2000

Nota: le principali differenze sono evidenziate in grassetto (con l'esclusione dei titoli dei paragrafi)

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
1 Scope 1.1 General		
a) needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements,	a) needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements,	E' stato aggiunto il termine "statutory" (imposto dalla legge). La traduzione italiana di ISO 9001:2000 "ed a quelli cogenti applicabili" di fatto lo comprendeva già". La modifica può essere intesa come una correzione ad una dimenticanza precedente (in molti altri punti della norma ISO era già presente). In ogni caso l'aver richiamato direttamente nel campo di applicazione della norma il concetto di rispetto delle cogenze, se considerato assieme alle modifiche apportate alla ISO/IEC 17021, meglio definisce, dal punto di vista dei valutatori, le attività e le verifiche da svolgere nella fase 1 (Stage 1).
b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements	b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements	Vedere 1.1.a)

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
NOTE 1 In this International Standard, the term “product” applies to the product intended for, or required by, a customer or the product realization processes. This applies to any intended output resulting from product realization processes, including purchasing.	NOTE 1 In this International Standard, the term “product” applies only to the product intended for, or required by, a customer.	Viene precisato che il termine prodotto include in generale gli output voluti “dei processi di realizzazione”.
NOTE 2 Statutory and regulatory requirements may be expressed as legal requirements.		Nota aggiunta che precisa che I requisiti cogenti applicabili (vedere 1.1.a) possono essere espressi come requisiti legali.
1.2 Application		
Where exclusions are made, claims of conformity to this International Standard are not acceptable unless these exclusions are limited to requirements within clause 7, and such exclusions do not affect the organizations ability, or responsibility, to provide product that meets customer and applicable statutory and regulatory requirements.	Where exclusions are made, claims of conformity to this International Standard are not acceptable unless these exclusions are limited to requirements within clause 7, and such exclusions do not affect the organizations ability, or responsibility, to provide product that meets customer and applicable regulatory requirements.	Vedere 1.1.a)
2 Normative reference		
The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. ISO 9000:2005 Quality management systems — Fundamentals and vocabulary	The following normative document contains provisions which, through reference in this text, constitute provisions of this International Standard. For dated references, subsequent amendments to, or revisions of any of these publications do not apply. However, parties to agreements based on this International Standards are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of normative document referred to applies Members of ISO and IEC maintain registers of currently valid International Standards. ISO 9000:2000 Quality management systems — Fundamentals and vocabulary	Viene precisato che i documenti citati sono indispensabili per l’applicazione della norma; inoltre contiene semplificazioni e precisazioni sui documenti applicabili.

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
<p>3 Terms and definitions</p>		
<p>For the purposes of this International Standard, the terms and definitions given in ISO 9000 apply. Throughout the text of this International Standard, wherever the term “product” occurs, it can also mean “service”.</p>	<p>For the purposes of this International Standard, the terms and definitions given in ISO 9000 apply. The following terms, used in this edition of ISO 9001 to describe the supply chain, have been changed to reflect the vocabulary currently used: supplier - organization - customer The term “organization” replaces the term “supplier” used in ISO 9001:1994, and refers to the unit to which this International Standard applies. Also, the term “supplier” now replaces the term “subcontractor”. Throughout the text of this International Standard, wherever the term “product” occurs, it can also mean “service”.</p>	<p>Sono stati eliminati i riferimenti alla norma ISO 9001 del 1994; viene ripetuto che il termine prodotto include anche i servizi.</p>
<p>4 Quality management system 4.1 General requirements</p>		
<p>a) determine the processes needed for the quality management system and their application throughout the organization (see 1.2),</p>	<p>a) identify the processes needed for the quality management system and their application throughout the organization (see 1.2),</p>	<p>Non è banale la sostituzione del verbo “to identify” con “to determine” . Secondo il Merriam Webster “to identify” significa < stabilire l’identità, riconoscere> mentre “to determine” significa < fissare l’estensione, la posizione o il carattere>. Viene quindi notevolmente rafforzata la necessità di approfondimento dei processi dell’Organizzazione.</p>
<p>e) monitor, measure (where applicable), and analyse these processes, and</p>	<p>e) monitor, measure, and analyse these processes</p>	<p>Aggiunto <dove applicabile> alla necessità di misura. La definizione del “dove applicabile” compete alle Organizzazioni, che generalmente tendono a farsi sconti consistenti. I Valutatori, per una corretta valutazione, dovrebbero sempre avere presente quanto indicato nel documento APG-Determine Where Appropriate, tenendo presente il campo di applicazione definito.</p>

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
Where an organization chooses to outsource any process that affects product conformity to requirements, the organization shall ensure control over such processes. The type and extent of control to be applied to these outsourced processes shall be defined within the quality management system.	Where an organization chooses to outsource any process that affects product conformity to requirements, the organization shall ensure control over such processes. Control of such outsourced processes shall be identified within the quality management system	Viene precisato che deve essere indicato non il controllo generico dei processi dati in outsourcing, ma anche il tipo e l'estensione di tali controlli. Anche questa precisazione è importante anche se normalmente già applicata.
NOTE 1 Processes needed for the quality management system referred to above include processes for management activities, provision of resources, product realization and measurement, analysis and improvement.	NOTE 1 Processes needed for the quality management system referred to above include processes for management activities, provision of resources, product realization and measurement.	Viene precisato che i processi necessari per la gestione della qualità includono anche l'analisi ed il miglioramento.
NOTE 2 An outsourced process is identified as one being needed for the organization's quality management system but chosen to be performed by a party external to the organization.		La Nota 2 aggiunta precisa che per processo dato in outsourcing si intende un processo necessario per il sistema di gestione per la qualità, ma che si sceglie di affidare ad un partner esterno (chiaramente si sta parlando di un processo gestionale come definito nel paragrafo 4.1, e non necessariamente incluso nel punto 7).
NOTE 3 The type and nature of control to be applied to the outsourced process may be influenced by factors such as: a) the potential impact of the outsourced process on the organization's capability to provide product that conforms to requirements; b) the extent to which the control for the process is shared; c) the capability of achieving the necessary control through the application of clause 7.4.		La Nota 3 aggiunta precisa che la natura dei controlli dei processi dati in outsourcing possono essere influenzati da: a) impatto potenziale del processo sulla capacità dell'organizzazione di fornire prodotti conformi. b) L'estensione della condivisione dei controlli. c) La capacità di controllo con l'applicazione dei requisiti del punto 4 (approvvigionamenti).

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
Ensuring control over outsourced processes does not absolve the organization of the responsibility of conformity to all customer, statutory and regulatory requirements.		Viene ribadito che l'esistenza di controlli anche accurati non elimina la responsabilità della conformità e del rispetto dei requisiti cogenti che resta dell'Organizzazione.
4.2 Documentation requirements 4.2.1 General		
c) documented procedures and records required by this International Standard, and	c) documented procedures required by this International Standard	Aggiunte le "registrazioni" Questo implica che, oltre alle 6 procedure canoniche che una Organizzazione deve avere (vedere anche la successiva nota 1 modificata) esiste un insieme minimo di registrazioni che devono essere obbligatoriamente presenti. (Da verificare la loro esistenza in fase 1).
d) documents, including records , determined by the organization to be necessary to ensure the effective planning, operation and control of its processes.	d) documents needed by the organization to ensure the effective planning, operation and control of its processes.	In aggiunta alle registrazioni obbligatorie di cui al precedente punto c), è fatto carico alle Organizzazioni di determinare quali sono i documenti e le registrazioni necessarie (e sufficienti) per assicurare una efficace pianificazione, operatività e controllo dei loro processi. L'attenzione dei Valutatori dovrebbe essere accentrata sulla completezza di tale insieme e sulla sua reale applicazione e gestione controllata, lasciando perdere tutti gli altri documenti e registrazioni presenti in azienda. Si ritiene che un primo metodo per la loro identificazione possa essere quello di aver presenti i processi aziendali, con i loro input ed output.
Eliminato	e) record required by this International Standard (see 4.2.4)	

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
<p>NOTE 1 Where the term “documented procedure” appears within this International Standard, this means that the procedure is established, documented, implemented and maintained. A single document may include the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.</p>	<p>NOTE 1 Where the term “documented procedure” appears within this International Standard, this means that the procedure is established, documented, implemented and maintained.</p>	<p>Precisa di non confondere le procedure con i documenti che le contengono. Ci può essere un documento che contiene più procedure oppure una procedura può essere contenuta in più documenti. Infatti un singolo documento può includere i requisiti di una o più procedure (es: procedura per la gestione delle AC e delle AP) o, in alternativa, il requisito per una procedura documentata può essere coperto da più di un documento (es: procedura per la gestione delle NC interne e procedura per la gestione delle NC dei fornitori).</p>
<p>4.2.3 Control of documents</p>		
<p>f) to ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and</p>	<p>f) to ensure that documents of external origin are identified and their distribution controlled,</p>	<p>Viene precisato che i documenti di origine esterna dei quali è necessaria l'identificazione ed il controllo sono quelli determinati dall'Organizzazione come necessari per la pianificazione ed operazione della gestione per la qualità.</p>
<p>4.2.4 Control of records</p>		
<p>Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.</p> <p>The organization shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.</p> <p>Records shall remain legible, readily identifiable and retrievable.</p>	<p>Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.</p> <p>Records shall remain legible, readily identifiable and retrievable</p> <p>A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.</p>	<p>E' stata modificata la formulazione, per tenere conto dei cambiamenti apportati ai precedenti punti, ma i requisiti sono sostanzialmente invariati.</p>

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
<p>5 Management responsibility 5.5 Responsibility, authority and communication 5.5.2 Management representative</p>		
<p>Top management shall appoint a member of the organization's management who, irrespective of other responsibilities, shall have responsibility and authority that includes.</p>	<p>Top management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that includes.</p>	<p>Precisato che il Rappresentante della Direzione deve essere componente del management dell'Organizzazione, quindi un Collaboratore aziendale.</p>
<p>6.2 Human resources 6.2.1 General</p>		
<p>Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.</p> <p>NOTE Conformity to product requirements may be affected directly or indirectly by personnel performing any task within the quality management system.</p>	<p>Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.</p>	<p>Sostituito il termine <qualità del prodotto> con <conformità ai requisiti del prodotto>. Precisazione non banale anche se scontata.</p> <p>Quanto riportato nella nota avrà ricadute sulla definizione dei programmi di formazione del personale (sia come contenuti che come tipologia di funzioni)</p>
<p>6.2.2 Competence, training and awareness</p>	<p>6.2.2 Competence, awareness and training</p>	
<p>The organization shall a) determine the necessary competence for personnel performing work affecting conformity to product requirements,</p>	<p>The organization shall a) determine the necessary competence for personnel performing work affecting product quality,</p>	<p>Questa definizione deve tenere conto ora di quanto indicato nella nota del paragrafo 6.2.1</p>
<p>b) where applicable, provide training or take other actions to achieve the necessary competence,</p>	<p>b) provide training or take other actions to satisfy these needs ,</p>	<p>Aggiunta la precisazione <dove applicabile>La definizione del dove applicabile compete alle Organizzazioni, che generalmente tendono a farsi sconti consistenti. I Valutatori, per una corretta valutazione, dovrebbero sempre avere presente quanto indicato nel documento APG-Determine Where Appropriate, tenendo presente il campo di applicazione definito per il SGQ.</p>

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
c) ensure that the necessary competence has been achieved,	c) evaluate the effectiveness of the action taken	Il concetto di valutazione dell'efficacia è sostituito da quello di assicurazione del risultato. I Valutatori devono cercare evidenze del raggiungimento del risultato.
6.3 Infrastructure		
c) supporting services (such as transport, communication or information systems).	c) supporting services (such as transport or communication).	Precisione più che necessaria. Può addirittura essere non sufficiente, considerato che in moltissime Organizzazioni la gestione del Sistema Informativo aziendale si configura come un vero e proprio processo di supporto.
6.4 Work environment		
NOTE The term "work environment" relates to conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting, or weather).		Aggiunta una nota che precisa che cosa si deve intendere per ambiente di lavoro. Da pesare bene in fase di valutazione per non sconfinare in ambiti diversi dallo scopo della valutazione (ambiente e/o sicurezza).
7.1 Planning of product realization		
c) required verification, validation, monitoring, measurement , inspection and test activities specific to the product and the criteria for product acceptance;	c) required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance;	
7.2.1 Determination of requirements related to the product		
d) any additional requirements considered necessary by the organization.	d) any additional requirements determined by the organization.	Rafforzato il concetto sostituendo il termine " determined" con "considerato necessario".
NOTE Post delivery activities include, for example, actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.		Aggiunta una nota che precisa quali sono, come minimo, le attività incluse nella assistenza post vendita. Dal punto di vista dei Valutatori, questo ha ricadute in fase di verifica sia del processo commerciale che produttivo.

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
7.3.1 Design and development planning		
NOTE Design and development review, verification and validation have distinct purposes. They may be conducted and recorded separately or in any combination as suitable for the product and the organization.		La nota aggiunta chiarisce ulteriormente che i concetti di riesame, verifica e validazione non vanno confusi, e precisa inoltre che tali fasi del processo di progettazione possono essere condotte separatamente o in combinazioni convenienti per il prodotto e per la Organizzazione.
7.3.3 Design and development outputs		
The outputs of design and development shall be in a form suitable for verification against the design and development input and shall be approved prior to release.	The outputs of design and development shall be provided in a form that enables verification against the design and development input and shall be approved prior to release.	Modificata la forma , ma il concetto è inalterato.
NOTE Information for production and service provision may include details for the preservation of product.		Aggiunta una nota sulla eventuale conservazione del prodotto.
7.5.1 Control of production and service provision		
f) the implementation of product release, delivery and post-delivery activities.	f) the implementation of release, delivery and post-delivery activities.	Precisazione già presente nella versione italiana.
7.5.2 Validation of processes for production and service provision		
The organization shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.	The organization shall validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.	Modificata solo la forma.

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
7.5.3 Identification and traceability		
The organization shall identify the product status with respect to monitoring and measurement requirements throughout product realization.	The organization shall identify the product status with respect to monitoring and measurement requirements.	Aggiunta la precisazione “durante la realizzazione di prodotto”
Where traceability is a requirement, the organization shall control the unique identification of the product and maintain records (see 4.2.4).	Where traceability is a requirement, the organization shall control the unique identification of the product (see 4.2.4).	Precisata la necessità di conservazione delle registrazioni.
7.5.4 Customer property		
The organization shall exercise care with customer property while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer and maintain records (see 4.2.4).	The organization shall exercise care with customer property while it is under the organization's control or being used by the organization. The organization shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and maintain records (see 4.2.4).	Precisata la responsabilità della Organizzazione.
NOTE Customer property can include intellectual property and personal data.	NOTE Customer property can include intellectual property.	Precisato che anche i dati forniti dal cliente sono da considerare sua proprietà.
7.5.5 Preservation of product		
The organization shall preserve the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable , preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.	The organization shall preserve the conformity of product during internal processing and delivery to the intended destination. This preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.	Modificata la formulazione; il requisito resta inalterato; aggiunta la precisazione “quando applicabile” (vedere quanto detto nei precedenti punti per il “quando applicabile”)

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
7.6 Control of monitoring and measuring equipment		
The organization shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.	The organization shall determine the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. (see 7.2.1)	Sostituito “device” con “equipment”.
a) be calibrated and/or verified, or both , at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded (see 4.2.4);	a) be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded;	Precisato che “verifica” e “taratura” non si escludono.
c) have identification in order to determine its calibration status;	c) be identified to enable the calibration status to be determined	Invariato nella sostanza.
NOTE Confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.	NOTE see ISO 10012-1 and ISO 10012-2 for guidance	Precisato che la conferma della capacità del software di soddisfare le applicazioni previste, include tipicamente la sua verifica e la gestione della configurazione al fine di conservare la sua idoneità all’uso”.
8 Measurement, analysis and improvement 8.1 General		
a) to demonstrate conformity to product requirements,	a) to demonstrate conformity of the product	Aggiunto il termine” requisiti”.

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
<p>8.2 Monitoring and measurement 8.2.1 Customer satisfaction</p>		
<p>NOTE Monitoring customer perception may include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims, dealer reports</p>		<p>Aggiunta una nota che precisa che il monitoraggio della percezione del cliente può comprendere informazioni ottenute da survey di clienti, dati sulla consegna di prodotti, survey sulle opinioni degli utilizzatori, ecc. Dal punto di vista dei Valutatori, implica il non fermarsi a considerare solo i questionari attualmente in uso dalla maggior parte delle Organizzazioni.</p>
<p>8.2.2 Internal audit</p>		
<p>A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results</p>	<p>The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records (see 4.2.4) shall be defined in a documented procedure.</p>	<p>Modificata la formulazione, ma il contenuto è uguale.</p>
<p>Records of the audits and their results shall be maintained (see 4.2.4).</p>		<p>Vedere nota precedente.</p>
<p>The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).</p>	<p>The management responsible for the area being audited shall ensure actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).</p>	<p>Viene data particolare evidenza sia alla correzione sia alle azioni correttive.</p>
<p>NOTE See ISO 19011 for guidance.</p>	<p>NOTE See ISO 10011-1,ISO 10011-2 and ISO 10011-3 for guidance.</p>	<p>Aggiornate le norme sugli audit.</p>

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
8.2.3 Monitoring and measurement of processes		
The organization shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate	The organization shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate, to ensure conformity of the product.	Eliminato “to ensure conformity of the product”. Questa variazione rafforza la applicabilità del punto i processi gestionali così come definiti in 4.1.
NOTE When determining suitable methods, the organization should consider the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the quality management system.		La nota aggiuntiva ricorda la necessità di adeguare i metodi di monitoraggio e misurazione ai relativi processi. Questa nota è particolarmente importante nei sistemi di gestione per la qualità relativi ai servizi dove non si utilizzano strumenti convenzionali.
8.2.4 Monitoring and measurement of product		
Records shall indicate the person(s) authorizing release of product for delivery to the customer (see 4.2.4).	Records shall indicate the person(s) authorizing release of product (see 4.2.4).	Aggiunto “for delivery.” Non risulta quindi più necessario il verificare la autorizzazione al rilascio, all’interno del ciclo produttivo, del prodotto da una fase alla successiva (a meno di requisiti particolari).
The release of product and delivery of service to the customer shall not proceed until the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.	Product release and service delivery shall not proceed until the planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.	Cambiamento di forma.

ISO/DIS 9001 (2007)	ISO 9001:2000	NOTE
8.3 Control of nonconforming product		
The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. A documented procedure shall be established to define the controls and related responsibilities and authorities for dealing with nonconforming product.	The organization shall ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product shall be defined in a documented procedure	Cambiamento di forma.
Where practicable , the organization shall deal with nonconforming product by one or more of the following ways:	The organization shall deal with nonconforming product by one or more of the following ways:	Aggiunta la precisazione “ quando possibile”. Si riferisce evidentemente alla gestione delle non conformità relative alla erogazione di servizi, che normalmente non comprendono tutti i possibili modi sotto elencati.
d) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.	When nonconforming product is detected after delivery or use has started the organization shall take action appropriate to the effects, or potential effects, of the nonconformity	Aggiunto come punto d) il requisito relativo ai prodotti rilevati non conformi dopo la consegna.