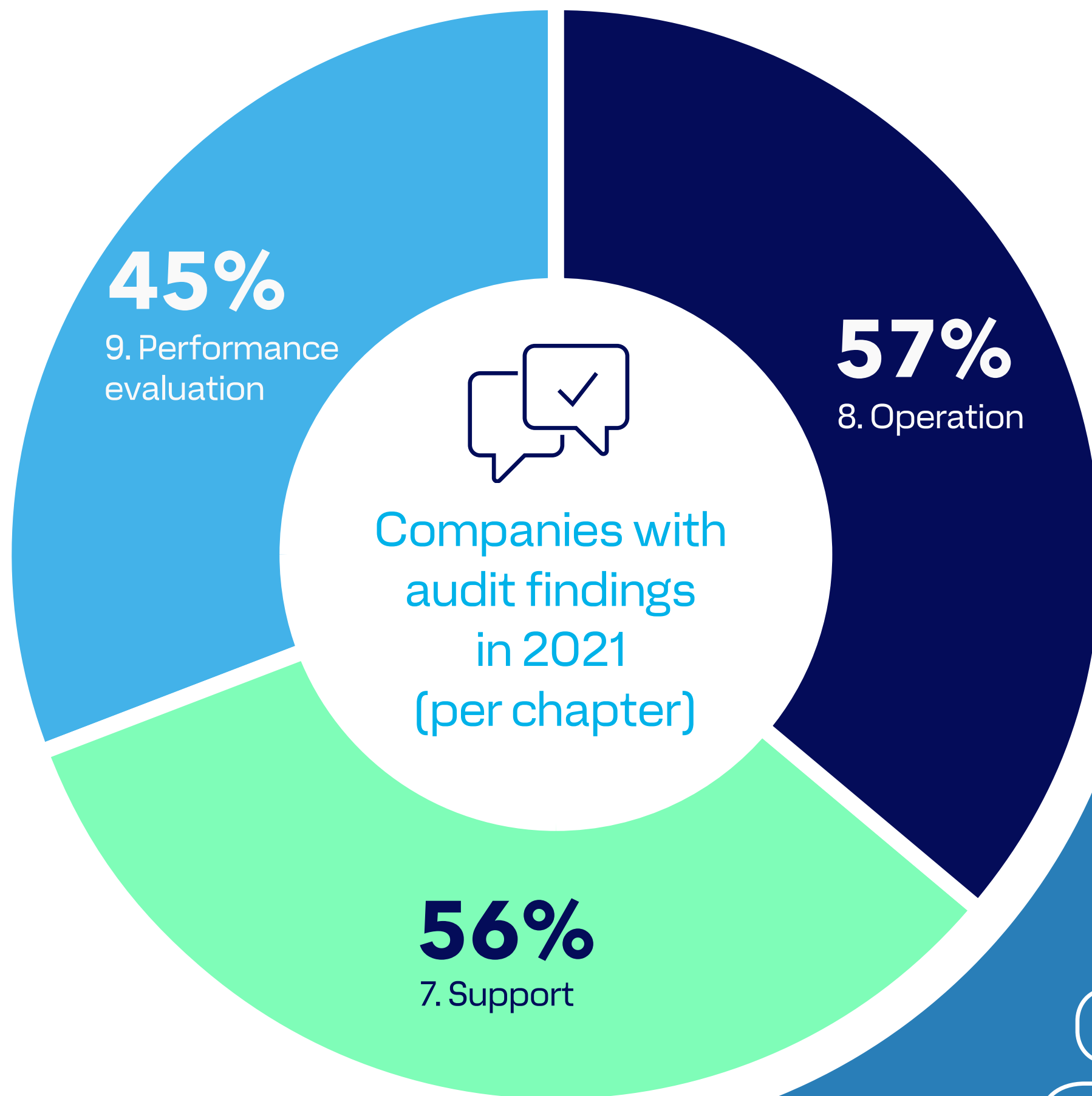# What issues cause ISO 9001 certified companies most concern?
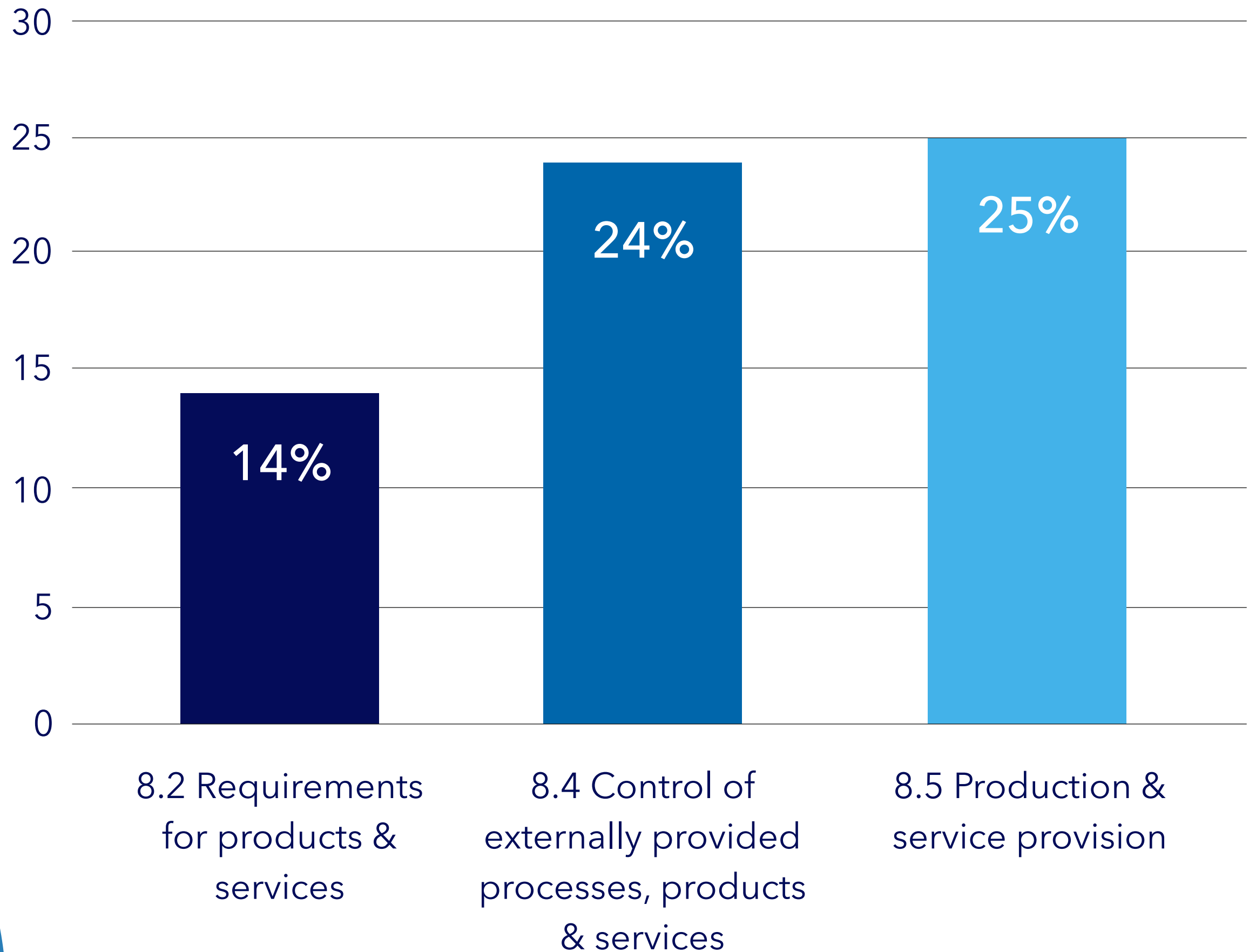
Espresso report, May 2022
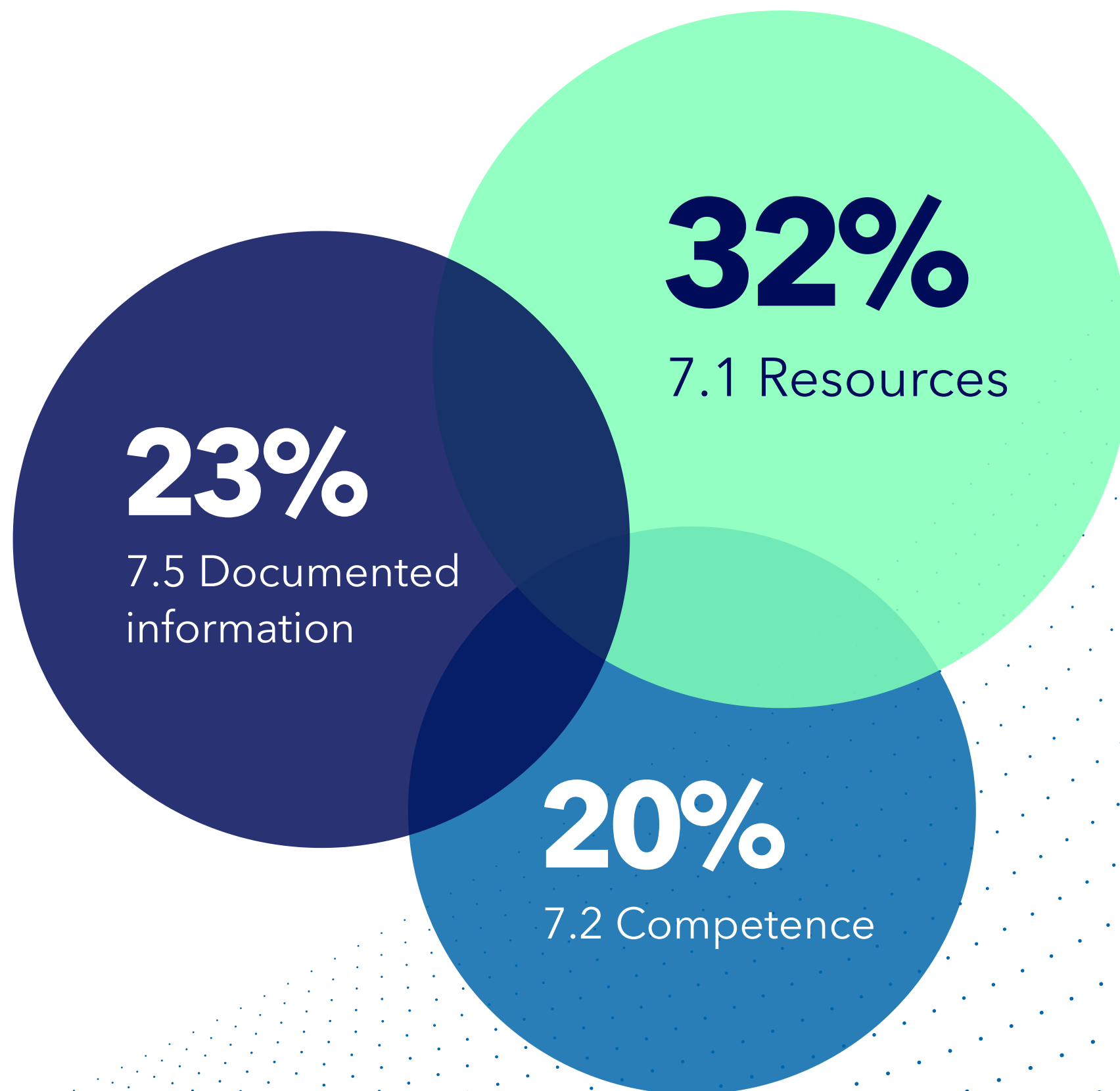
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Highest number of quality management system issues relate to operations and support

45%
9. Performance evaluation

57%
8. Operation

Companies with audit findings in 2021 (per chapter)

56%
7. Support

Within Chapter 8. Operation, production and control mechanisms stand out

Bar chart showing percentages within Chapter 8:
- 8.2 Requirements for products & services: 14%
- 8.4 Control of externally provided processes, products & services: 24%
- 8.5 Production & service provision: 25%

Resources and document information are the main risks in Chapter 7. Support

32%
7.1 Resources

23%
7.5 Documented information

20%
7.2 Competence

In **Chapter 9.** Performance Evaluation, assessments seem to be most challenging

24%
9.1 Monitoring, measurement, analysis and evaluation

20%
9.2 Internal audit

18%
9.3 Management review

When analysing every single issue at sub-clause level, control mechanisms and competence stand out.
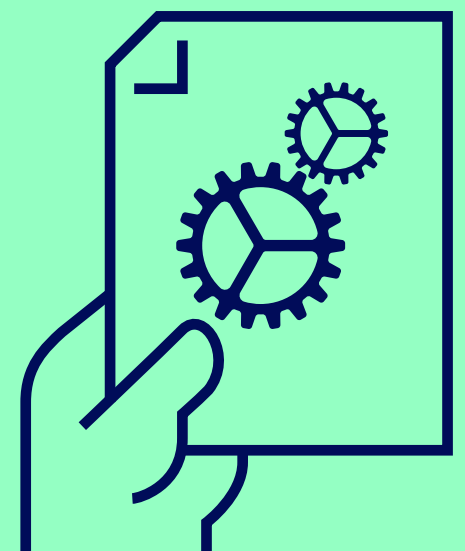
Top 3 findings...

22% — **7.2** Competence

6.1 Actions to address risks and opportunities — **21%**

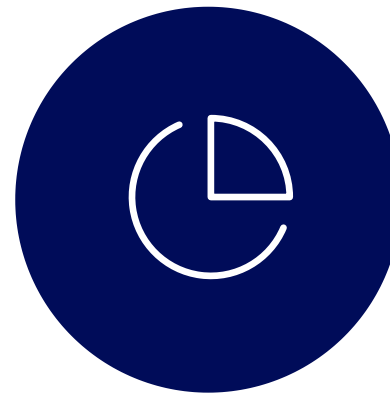**17%** — **8.5.1** Control of production and service provision

...and top 3 non-conformities

8.5.1 Control of production and service provision

7.1.5 Monitoring and measuring resources

7.2 Competence

Gain more insight on quality management system risks in our full Espresso report.

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