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**Quality management systems —  
Guidelines for the application of ISO  
9001 in local government**

*Systèmes de management de la qualité — Lignes directrices pour  
l'application de l'ISO 9001 à la collectivité locale*

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*.

This second edition cancels and replaces the first edition (ISO 18091:2014), which has been technically revised. The main changes compared with the previous edition are:

- the guidelines for ISO 9001:2015 have been updated;
- the structure has been changed to the ISO high level structure for management system standards;
- [Annexes A](#) and [B](#) have been switched;
- [Annex A](#) has been updated, including adding references to the United Nations Sustainable Development Goals;
- a description of citizen observatories has been added in a new [Annex C](#);
- an example how to use this document with other local government assessment systems has been added in a new [Annex D](#).

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).