



ISO 9001:2015 Quality Management Systems Standards

Microsoft is certified for its implementation of ISO 9001 quality management standards.

Microsoft and ISO 9001:2015

An independent third-party auditing firm performed a rigorous examination of Microsoft Azure and several Microsoft online services for adherence to the quality management principles established by ISO 9001:2015. The available third-party certification provides independent confirmation that Azure and covered Microsoft online services meet the ISO 9001:2015 requirements.

Microsoft in-scope cloud services

- Azure
[Learn more](#)
- Cloud App Security
- Genomics
- Graph
- Intune
- Microsoft Flow cloud service either as a standalone service or in an Office 365 or Dynamics 365 branded plan or suite
- PowerApps cloud service either as a standalone service or in an Office 365 or Dynamics 365 branded plan or suite
- Power BI cloud service either as a standalone service or in an Office 365 branded plan or suite

Audits, reports, and certificates

- [FY19 Microsoft Azure ISO 9001 Assessment Report](#)
- [FY19 Microsoft Azure ISO 9001 Certificate of Registration](#)

About ISO 9001

[ISO 9001:2015](#) is an international standard that establishes the criteria for a quality management system. It is the only standard in the International Organization for Standardization (ISO) 9000 family that results in a formal certification. The standard is based on several quality management principles, including clear focus on meeting customer requirements, strong corporate governance and leadership commitment to quality objectives, process-driven approach to meeting objectives, and focus on continuous improvement. ISO 9001:2015 helps organizations improve customer satisfaction by focusing on the consistency and quality of products and services provided to customers.

Frequently asked questions

To whom does the standard apply?

This standard of practice provides guidance and tools for cloud service providers and cloud service customers to ensure that cloud products and services consistently meet customers' requirements. It is structured in a format that is similar to ISO/IEC 27001:2013.

Where can I get the ISO 9001:2015 audit reports and scope statements for Microsoft services?

The [Service Trust Portal](#) provides independently audited compliance reports. You can use the portal to request reports so your auditors can compare Microsoft cloud services results with your own legal and regulatory requirements.

Additional resources

[ISO 9001:2015 requirements](#)

[ISO 9000:2015 fundamentals and vocabulary](#)

[Microsoft Online Services Terms](#)