
Quality management — Guidelines for competence management and people development

*Management de la qualité — Lignes directrices pour la gestion des
compétences et le développement des personnes*



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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).

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This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 3, *Supporting technologies*, in collaboration with Technical Committee ISO/TC 260, *Human resource management*.

This second edition cancels and replaces the first edition (ISO 10015:1999), which has been technically revised. The main changes compared with the previous edition are as follows:

- a) the document has been restructured for closer alignment with the ISO 9000 family;
- b) it has been updated to support an organization determining its competence needs at planned intervals;
- c) competence management has been further clarified.

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.