



The **TURNER & COATES** 14^{OVER} YEARS OF EXCELLENCE AS STANDARD **Global Examiner**

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March 2026

Farewell to one of our most trusted colleagues

One of our most experienced and trusted consultants, Alan Rust has swapped his long and varied career in global management systems consulting and auditing, for a well-earned retirement in North Carolina with his wife, Marsha.

He started working on audits for Turner & Coates back in 1991, when he was still UK-based (he's a proud Fenman through and through). However, during his many work stints in the US, he met Marsha and, in time, re-located there, continuing to work for us up until his retirement in 2025.



Proven industry experience and expertise

Alan is a seasoned Quality Management systems professional with a long and successful track record for auditing across a broad range of sectors and industries.

A natural communicator with a real sense of humour and the ability to establish a rapport with clients and colleagues alike, Alan's work has taken him to five continents and 35 US states including Georgia, California, Oklahoma, Arizona and Pennsylvania.

Straightforward, honest, easy to work with and reliable, Alan was responsible for implementing and auditing ISO9001 Quality Management systems across pulp and paper, chemicals, metal processing and many other industries.

"After many years in the industry, I leave with a sense of real pride and achievement," says Alan, "knowing that my work was never just about checklists; it was about building trust, maintaining standards, delivering sustainable change and ensuring that what I delivered always met and even surpassed expectations.

"Quality is not a department - or even a system, it's a mindset. I'm grateful to have worked with people and organisations, like Turner & Coates, who care passionately about doing things the right way, even if that means doing things the harder way."

The best teacher

Our Managing Director, Neil Coulborn, is a huge admirer of Alan's professionalism, commitment and skills in customer service. "I first met Alan when I was just starting out at Turner & Coates as a young and inexperienced auditor. He showed me the ropes," says Neil, "and was the best teacher I ever had.

"He taught me rules and techniques that stay with me to this day, and I'm proud to say that I have enjoyed a strong personal and professional relationship with Alan throughout the years.

"Alan has been a highly valued member of our team, and he will be really missed by us all. He is now off to enjoy cruises to even more far-flung and fabulous destinations."



Contact us now on **+44 (0)161 660 8656** to discover how we could help your business!

For total inspection, expediting and management systems implementation and auditing solutions, a **FREE** copy of our brochure or a no-obligation quote, call now on 0161 660 8656 (within UK) or +1 (404) 462 5729 (from North America)!*



ISO 9001:2026 moves one vital step closer!

The ballot period regarding changes to the Draft International Standard (ISO/DIS 9001) closed in November 2025, with the draft receiving 97% approval.

This allowed the revision to move toward the final draft stage, with the updated standard - expected to be called ISO 9001:2026 - scheduled for publication later this year, replacing the current ISO 9001:2015 edition.



The upcoming ISO 9001:2026 revision aims to modernise the QMS standard to reflect changes in technology, business environments and stakeholder expectations.

Although the standard's structure will remain aligned with the Annex SL framework used by other ISO management systems standards, several themes are expected to be strengthened or expanded.

1. Greater Emphasis on Risk and Organisational Resilience

Risk-based thinking was introduced in ISO 9001:2015, but the new revision is expected to emphasise it further.

Organisations will likely need to demonstrate stronger process for identifying risks and opportunities that could affect product quality, service delivery or customer satisfaction.

The ability to respond effectively to disruptions, market changes and potential crises is also likely to become more prominent.

2. Integration of Digitalisation and Data Management

Since the 2015 revision, businesses have rapidly adopted and embraced digital technologies like automation, data analytics and digital workflows.

This upcoming revision is expected to reflect shift, by emphasising data integrity, digital processes and automated systems in quality

management. Organisations may now need to show full digital tools support process control, traceability and performance monitoring.

3. Stronger Focus on External Context and Sustainability

The revision is also expected to strengthen the requirement to consider environmental factors and sustainability when analysing their context and strategic direction.

While ISO 9001 isn't an environment-based standard, the new edition may encourage organisations to evaluate how environmental or societal expectations affect quality objectives and stakeholder needs.

4. Expanded Stakeholder and Customer Focus

Another anticipated change is a broader approach to 'interested parties'. Organisations may now need to demonstrate a clearer understanding of stakeholder expectations beyond customers, including regulators, supply chain partners and wider society.

This reflects the growing importance of transparency, accountability and responsible governance.

5. Reinforcement of Quality and Customer Focus

Leadership responsibilities introduced in the 2015 edition are likely to be strengthened still further. The revision is expected to emphasise the

development of a 'quality culture' where employees at all levels understand their role in maintaining and improving quality standards.

Top-level management may need to demonstrate stronger involvement in promoting quality values and driving organisational learning in this vital area.

6. Transition Period

Once ISO 9001:2026 is published, organisations certified to ISO 9001:2015 will, in all probability, be granted a transition period of around 3 years to update their Quality Management systems and migrate to the new standard.

"The revision to ISO 9001 is not expected to radically change the standard," confirms our MD Neil Coulborn, "but will update it in order to address modern business and industrial changes such as digital transformation, organisational resilience, sustainability and stronger leadership involvement in quality management."

"While ISO 9001 is all set to evolve," our commitment to quality, customer satisfaction and consistency will remain unchanged," Neil confirms.

"We'll continue to provide pragmatic, practical advice, guidance & auditing to ensure our clients' Management Systems remain robust and compliant, ensuring easy transition and re-certification to the latest standards.

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