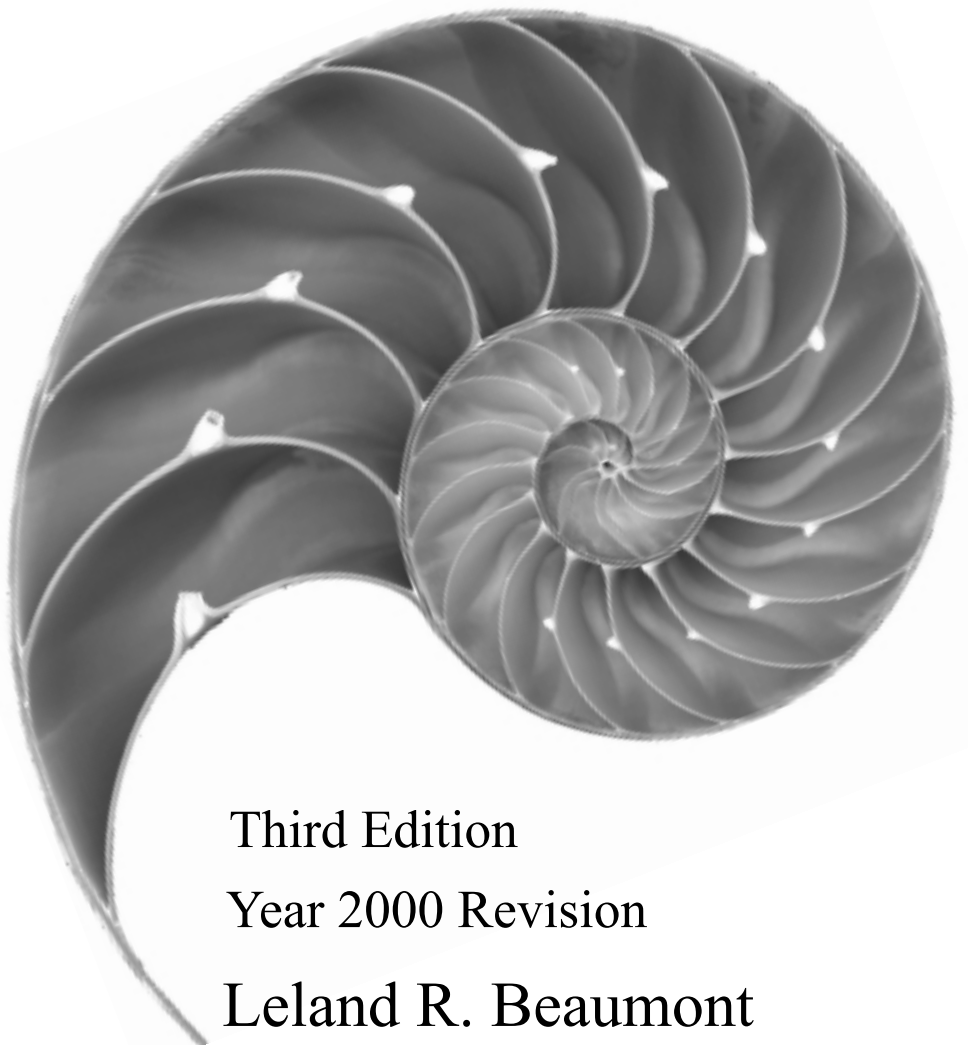


ISO 9001

The Standard Interpretation

The International Standard for
Quality Management Systems



Third Edition

Year 2000 Revision

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Benefits of ISO 9001 Conformity

Conformity with ISO 9001 can benefit customers, top management, typical members of the organization, suppliers, partners, and shareholders in the following ways.

- **Customers are satisfied** because customer expectations are determined, defined, reviewed, understood, met, and monitored. Because production operations are planned and monitored, everyone has reasonable assurance that customer needs will be met in an orderly and predictable way. Customers will receive products and services that conform to the requirements, dependable, reliable, available when needed, and maintainable.
- **Top management has the information they need to understand and improve the system** because the operation of the organization has been made visible and manageable. Top management regularly reviews the quality management system. Responsiveness and effectiveness is improved. Results are predictable, rework, defects and scrap is reduced and costs can be controlled. Because customer satisfaction, internal operations, process operation, and product characteristics are monitored and measured, needed improvements are put in place. This leads to ongoing improvements throughout the organization.
- **Everyone works confidently and cooperatively with their co-workers** because responsibility and authority is defined, communicated and understood. Competent people are assigned to perform the work so everyone can confidently rely on results from their co-workers. This leads to better work and less conflict. In addition, needed resources, infrastructure, and a suitable workplace are provided. People in the organization will benefit by better working conditions, increased job satisfaction, improved health and safety, improved morale, and improved stability of employment.
- **Rework, defects, delays, and scrap is reduced.** Because purchased supplies and services meet the needs of the organization, less time is wasted by using inadequate materials and supplies. Products, services, and processes are monitored at appropriate stages to ensure the ongoing effectiveness and quality of the work.
- **Suppliers and partners benefit from increased stability and growth, partnership, and mutual understanding** because the quality management system is extended to include them.
- **Owners and investors benefit from increased return on investment, improved operational results, increased market share and increased profits.** Because top management regularly reviews and improves the quality management system the operations of the business become more effective. Increased customer satisfaction usually leads to increased market share and profitability. Reduced rework, defects, delay, and scrap reduces costs. Improved working conditions can increase worker satisfaction, effectiveness, and retention.

4.2 Documented Quality System

This type of document . . .

Quality Policy

- Defines commitment to quality by top management
- Authorizes the organization to comply with requirements and continually improve

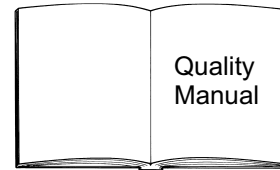


Fulfills these requirements . . .

- Is defined and reviewed by top management (5.1)
- Establishes appropriate commitment to quality (5.3a,b)
- Provides framework for setting quality objectives (5.3c)

Quality Manual

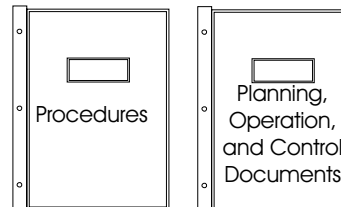
- Defines the scope of the quality management system
- Outlines documentation related to the Standard



- Describes the scope of the quality management system
- Includes or references documented procedures
- Describes how processes interact to form the quality management system

Documented Procedures

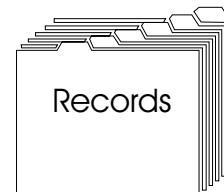
- To meet all the requirements of the Standard
- Others needed for planning, operation and control of processes



- Interact to form an effective quality management system (4.1)
- Referenced by the quality manual (4.2.2)
- Authorized prior to distribution (4.2.3a)

Records

- Result from use of the system



- Are legible, readily identified, stored, protected, readily retrievable, with defined retention times and disposition (4.2.4)

“Delight your customers every time.”

In this book you will discover how to achieve the following:

- Deliver dependable, reliable products and services that are available on time.
- Satisfy customers and increase market share.
- Ensure your customers receive products and services that fully meet their expectations every time.
- Reduce cycle time and increase speed to market.
- Increase the effectiveness of the organization, improve operational results, and return on investment.
- Reduce conflict in the workplace, increase job satisfaction, morale, and employment stability.
- Reduce defects, rework, delays, and waste.

The ISO 9001:2000 Standard is based on these sound principles of business management: Customer Focus, Leadership, Involvement of People, Process Approach, Systems Approach to Management, Continual Improvement, Factual Decision Making, and Mutually Beneficial Supplier relationships. **Learn how to apply these principles to your organization.**

This easy-to-use book contains this helpful information:

- The full text of the ISO 9001:2000 international quality management standard.
- A plain English translation of the technical language of the Standard.
- Diagrams and discussion clarifying the application of the Standard.
- Checklists and guidelines to easily evaluate your organization.

ISO 9001 is an international standard for quality management systems. In its simplest form the Standard requires that you accomplish the following:

Understand product and service requirements.

Establish processes to meet those requirements.

Provide resources to operate the processes.

Operate, monitor, and measure the processes.

Analyze results and improve continually.

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