

Quality Standard - ISO 9000



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Quality Management System

- A quality management system (QMS) defines and establishes an organization's quality policy and objectives.
- It also allows an organization to document and implement the procedures needed to attain these goals.
- A properly implemented QMS ensures that procedures are carried out consistently, that problems can be identified and resolved, and that the organization can continuously review and improve its procedures, products and services.
- It is a mechanism for maintaining and improving the quality of products or services so that they consistently meet or exceed the customer's implied or stated needs and fulfill their quality objectives

Introduction to ISO 9000

- The **ISO 9000** family of standards is related to quality management systems and designed to help organizations ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements.
- ISO 9000 deals with the fundamentals of quality management systems, including the eight management principles on which the family of standards is based.

- International standards promote international trade by providing one consistent set of requirements recognized around the world.
- ISO 9000 can help a company satisfy its customers, meet regulatory requirements and achieve continual improvement. It provides the base level of a quality system, not a complete guarantee of quality.
- Originally published in 1987 by the International Organization for Standardization (ISO), a specialized international agency for standardization composed of the national standards bodies of 90 countries.

Eight Quality Management Principles

**Customer
focus**

Leadership

**Involvement
of people**

**Process
approach**

**System
approach to
management**

**Continual
improvement**

**Factual
approach to
decision-
making**

**Mutually
beneficial
supplier
relationships**

ISO 9000 Series

ISO 9000

- Explains fundamental quality concepts and provides guidelines for the selection and application of each standard

ISO 9001

- Model for quality assurance in design, development, production, installation and servicing.

ISO 9002

- Model for quality assurance in the production and installation of manufacturing systems

ISO 9003

- Quality assurance in final inspection and testing.

ISO 9004

- Guidelines for the applications of standards in quality management and quality systems.

ISO 9000 and ISO 9004 are guidance standards. They describe what is necessary to accomplish the requirements outlined in standards 9001, 9002 or 9003.

Advantages

- ❖ Quality is maintained,
- ❖ ISO registration also has a significant bearing on market credibility as well.
- ❖ Opportunity to compete with larger companies,
- ❖ More time spent on customer focus,
- ❖ Confirmation that your company is committed to quality,
- ❖ May facilitate trade and increased market opportunities,
- ❖ Can increase customer confidence and satisfaction.

Clauses

The requirements of the standard are specified in following clauses of the standard:

Clause 4

- **Quality Management System**

Clause 5

- **Management responsibility**

Clause 6

- **Resource management**

Clause 7

- **Product realization**

Clause 8

- **Measurement, analysis and improvement**

- **Quality Management Clause**
 - General requirements
 - Documentation requirement
 - Quality manual
 - Control of records and documents
- **Management responsibility clause**
 - Customer focus
 - Quality objective
 - Quality policy
 - Quality management system planning
 - Management representative
 - Internal communication

- Resource management requirement clause
 - Competence, awareness and training
 - Infrastructure
 - Work environment
- Product realization requirement clause
 - Planning of product realization
 - Customer related process
 - Customer communication
- Measurement, analysis and improvement clause
 - General requirements
 - Monitoring and measurement
 - customer satisfaction
 - Internal audit
 - Analysis of data
 - Continual improvement

