

ISO 9001:2000 Quality management system – Requirements

ISO 9001 has earned a global reputation as the basis for establishing quality management systems. In fact, it has become such a well-known and respected document that an increasing number of sector specific standards have been based on it. These include standards for the telecommunications, automotive and aerospace industries.

ISO 9001:2000 specifies requirements for a quality management system that can be applied to any size or type of organization. Registration to the standard demonstrates a company's ability to enhance customer satisfaction while consistently providing product that meets customer and applicable regulatory requirements. The standard recognizes that the word "product" can apply to any services, processed material, hardware and/or software intended for, or required by, a customer.

The ISO 9000 family of standards was created by the International Organization for Standardization (ISO). The series is revised and controlled by Technical Committee (TC) 176, which is comprised of international members from many industries and backgrounds.

The 2000 revision of ISO 9001 focuses more on process flows, customer satisfaction and the continual improvement of the management system than did the 1994 revision. It also links business objectives with business effectiveness more directly. By adopting the process-management approach widely used in business today, this standard comes more in line with how executives actually manage their businesses on a day to day basis. The process-based structure is also consistent with the Plan-Do-Check-Act improvement cycle used in the ISO 14000 environmental management systems standards.

There are five sections of requirements in the standard. Together, they define what a company must do in order to provide a product or service that meets customer and applicable statutory or regulatory requirements. This includes increasing customer satisfaction through the improvement of the quality management system. These sections are titled:

- Quality management system
- Management responsibility
- Resource management
- Product realization
- Measurement, analysis and improvement

The 20 elements previously contained in the 1994 version of ISO 9001 are clearly identifiable in the new process-based structure. The figure reached by the link below illustrates how the 2000 version's requirements are aligned with the requirements of the 1994 version, and also notes where new requirements have been added.

In an online survey of companies using ISO 9001:2000, conducted by a Technical Advisory Group of the International Organization for Standardization, respondents were asked to report bottom line improvements related to ISO 9001:2000 transition and implementation. The numbers represent the percentage of respondents reporting these benefits: improved customer satisfaction (60%), improved productivity (52%), improved quality of products and services (49%), retained customers (44%), improved bottom line (38%), and greater market share (24%).

Other reported benefits included streamlining processes and documentation, better use of data in business management, increased management commitment, more effective management reviews, and improved customer communications.

Additional ISO 9001:2000 related documents:

- *ISO 9000:2000 Quality management systems – Fundamentals and vocabulary*
- *ISO 9004:2000 Quality management systems – Guidelines for performance improvement*

Guidance documents on specific topics within the quality management system:

- ISO 10006:1997, *Quality management - Guidelines to quality in project management*
- ISO 10007:1995, *Quality management - Guidelines for configuration management*
- ISO/DIS 10012, *Quality assurance requirements for measuring equipment - Part 1: Metrological confirmation system for measuring equipment*
- ISO 10012-2:1997, *Quality assurance for measuring equipment - Part 2: Guidelines for control of measurement of processes*
- ISO 10013:1995, *Guidelines for developing quality manuals*
- ISO/TR 10014:1998, *Guidelines for managing the economics of quality*
- ISO 10015:1999, *Quality management - Guidelines for training*
- ISO 10011-1:1990 *Guidelines for auditing quality systems -- Part 1: Auditing*
- ISO 10011-2:1991 *Guidelines for auditing quality systems -- Part 2: Qualification criteria for quality systems auditors*
- ISO 10011-3:1991 *Guidelines for auditing quality systems -- Part 3: Management of audit programmes*
- ISO 19011, *Guidelines on Quality and/or Environmental Management Systems Auditing*

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