ISO 9000 ISO 9001 100 Success Secrets

The Missing ISO 9000, ISO 9001, ISO 9001 2000, ISO 9000 2000 Checklist, Certification, Quality, Audit and Training Guide

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F OREWORD

There has never been an ISO 9000 ISO 9001 manual like this.

100 Success Secrets is *not* about the ins and outs of ISO 9000 ISO 9001. Instead, it answers the top 100 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print.

This book is also *no*t about ISO 9000 ISO 9001 best practice and standards details. Instead, it introduces everything you want to know to be successful with ISO 9000 ISO 9001.

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EN ISO 9001: A SPECIAL CERTIFICATION FOR A SPECIAL INDUSTRY

Profit could be earned in many ways. In general, the most that the Company could do is by maximizing the quality of the services and goods provided or by lowering their prices, which could in the end result to better sales, yet lower than usual profit.

These are all considered as tried and tested strategies and while there are others that also provide these effects, the current strategy that provides the maximum edge of all is the ISO Certification, which in has in its entirety many different Certifications available to all concerned Industries.

As no Industry is the same from another, different Certifications are needed for the prime purpose of streamlining better services and goods for the customers. In the Industry of Aviation and Space, which is considered as the most technologically advanced as well as one of the most widely paid for Industry with both public and private multi-billion dollar organizations vying for sale, the ISO offers the Industry their own special Certification. There is in fact a special need in that Industry for such a Certification.

This special Certification is most commonly named as EN 9100, and this is pure devoted to the Space and Aviation Industry. With the improvement of the management and its quality completely increasing in momentum there are now greater importance and pressure being exerted towards the Aviation Companies to achieve such a Certification. And as usual, getting one is not easy. And although this Industry can be provided with an ISO 9000 Certification, the needs and demands of the Industry itself forced ISO to commit a more specific Certification fit for this purpose. Hence, they implemented the EN 9100.

FREE ISO 9000: FREE TRAINING MODULES

In the process of making and keeping a steady flow of profit, there are now ways in which any Business may pursue to ensure it. There are now countless of ideas being tried out in terms of ways in which profit can be increased and while some of these are untested, there are still others to try. And while no Business is the same from another, as all are unique in character and capabilities, there is a Certification process that ensures a general affect to these Businesses. This affect can all be seen in the form of better efficiency in the production and delivery of services and goods, as well as better product and service.

This Certification is known as the ISO Certification and while there are many kinds of these available, they all share one basic similarity with each other and that is, all are hard to get. In this, the Certifications are hard to achieve.

And while a few may despair in the process of applying one, having such a Certification is a sure-fire way to earn profit and have quite an edge against the other Businesses that don't have the Certification.

In the Internet, there are now free ISO training modules being offered to the Companies, and while some are only provided for a temporary basis only, there are still some that give it free and with unlimited time of use. And though these are only training modules, which also provide suggestions and strategies to take, these are still vital and important factors to have handy.

FREE ISO 9001: FREEBIES THAT MUST BE EXERCISED WITH CAUTION

In the process of earning profit easier, there are ways in which any Business may pursue and these are always to their distinct advantage. And in the current world setting where Business get an edge from other Companies by simply creating and delivering better services and goods efficiently, ISO Certification is a must have document. And though this is just a document granted to a still few, yet chosen and deserving Companies, this is the kind of document that carries a lot of weight in it.

This document signifies power and the assurance that the Company concerned is efficiently capable to provide better service and goods to their customers as well as to their management and workers. To wit, this Certification comes at a stiff price in terms of hard work to all those concerned as this is no mere Certification, but rather this is the kind of Certification that could mean a lot of bring things for the Company. In this regard, the Internet provides free training modules to all companies aspiring to have the Certification, though use of these freebies must be exercised with caution, but their use are not discouraged.

In fact, it is better than nothing, in which achieving the ISO 9001 Certification is considered as the most viable way to attract more customers, while at the same time improve the Business outlook in terms of production and delivery. ISO Certification is so vitally important that there are no limits to what it may do for the Company, who has it in the long run, and these are all good things as the ISO 9001 Certification is now currently the must-have document for all Companies concerned.

THE EIGHT QUALITY MANAGEMENT PRINCIPLES OF ISO 9000:2000

The International Organization for Standardization, also known as ISO, made it possible to develop a set of standards that can be applied to all kinds of organizations. These standards are also referred to as ISO 9000:2000, which are based on eight quality management principles. These principles were chosen by ISO that can be used to improve organizational performance and eventually achieve success. The quality management principles of ISO 9000:2000 are the following:

(a) **Focus on customers** - There is a need for organizations to understand customer needs, meet their requirements and eventually exceed their expectations;

(b) **Provide leadership** - Leaders must set the path on where the organization is heading. They should establish an environment that will encourage people to achieve organizational goals and objectives;

(c) **Involve people** - Organizations must encourage their people to use their abilities and involve them at all levels. The knowledge and skills gained by these key persons will be useful in meeting desired organizational results;

(d) **Use a process approach** - Having a more efficient and effective approach on how processes are executed will definitely drive business performance;

(e) **Take a systems approach** - There is a need to identify interrelated processes and treat them as a system;

(f) **Encourage continual improvement** - Organizations must be committed in continually improving overall performance;

(g) **Get the facts before deciding** - Every decision should be accompanied by factual information and data; and

(h) **Work with suppliers** - Organizations must establish a good working relationship with their suppliers to assist in adding customer value.

To improve organizational performance, these standards set by ISO 9000:2000 should be taken into consideration. Though success does not happen overnight, careful planning and implementation of these eight principles will eventually result to organizational growth and development.

THE BASICS OF ISO 9000 CERTIFICATION

There are a lot of benefits that an ISO 9000 certification offers to an organization. First and foremost, it is important because it gives organizations guidance on how to manage, achieve and maintain quality. Secondly, an organization can better sell its products or services to its customers with this certification in hand. Because ISO is widely known to promote standards of excellence, customers become more confident to organizations that are ISO certified. However, products or services offered should be continually tested for quality to give way for constant improvement of business operations.

However, if you think that ISO is the one certifying organizations, then think again. This is because many countries have formed accreditation groups that authorize certification bodies in auditing organizations applying for the ISO 9000 certification. An organization that has decided to achieve certification may have to spend a lot of valuable money to pay for service fees on both the accreditation group and certification body. These various accreditation groups have mutual agreements with each other so as to ensure that the certificate issued by the certification body is accepted and recognized around the world.

An organization getting a satisfactory rating in terms of function, services and processes will be granted an ISO 9000 certification for each geographical site visited. But then again, an organization that has achieved ISO certification status must take into consideration its responsibility in delivering quality goods and services to its customers. This is because certification does not end after being granted an ISO certificate. Certification must be renewed at regular intervals usually around three years. This only goes to show that getting ISO certified also means a lifelong commitment to quality and excellence.

ISO 9000 Quality Standards: Organizational Benefits and Detriments

The purpose of ISO 9000 is to ensure that organizations create and deliver products and services that meet predetermined standards. Because of this, there are underlying advantages and disadvantages associated with it that create a huge impact nearly on all levels within the organization. Some of benefits that organizations can get out of ISO 9000 include:

(a) **Increased customer satisfaction**. ISO 9000 is focused on producing high quality products and services. This is also a continual process wherein improvements have to be made in a consistent and precise manner to bring about total customer satisfaction;

(b) **Reduced operational expenses**. Implementing ISO 9000 also means giving emphasis on quality. When quality work is done, operating cost is reduced, as there is no need to redo or rework redundant processes;

(c) **Improved internal communication**. Understanding the needs and desires of customers is brought about by collaborative efforts done by key people within the organization; and

(d) **Increased marketability**. Getting ISO certified means the organization is committed to excellence, therefore resulting increased customer acquisition and retention.

One the other hand, there are also potential hurdles that organizations may face in aiming for ISO 9000 certification:

(a) **Inadequate understanding on the principles of ISO 9000**. The use of resources towards ISO 9000 certification may be put into waste if business owners have incomplete understanding of processes and requirements associated with it; and

(b) **Length of the process**. It usually takes months to complete ISO 9000 certification process.

Just like any other thing in this world, ISO 9000 also has its highs and lows. It always depends on the organization itself on how to emphasize on key strengths and prepare for possible pitfalls in hopes of creating a well-established system.

ISO 9000 TRAINING: INCREASING AWARENESS OF ISO QUALITY STANDARDS

If an organization opted to go for quality and achieve standards set by ISO 9000, this also means that every key people within the organization should work hand in hand to fulfill this commitment. To ensure awareness of the ISO 9000 standards, organizations seek the help of training institutions in conducting courses that will make it easier for people to grasp what ISO 9000 is all about. This could be taken through classroom discussions or online training tutorials that can be accessed by the user anytime at any place as long as there is an Internet connection available.

There are a lot of training approaches on making ISO 9000 accepted throughout the organization. However, it is a good thing to note that at the end of the training, people at all levels within the organization will be in synch in delivering quality products and services to customers. An assessment of the current quality system will most likely take place so that appropriate changes can be made, in conformance with the ISO 9000 standards of course. Once the quality system has been evaluated and revised, the next big thing to think about is identifying the key steps towards ISO 9000 certification. An action-oriented plan has to be drafted, including the development of the quality manual, one of the items being checked during audit.

With people equipped with the right information about ISO 9000 received from training is just the tip of the iceberg. There are still a lot of things to do in preparation for that much-coveted ISO 9000 certification. For as long as the term quality is instilled in the minds of every individual within the organization, then expect that everything will be accomplished as planned.

ISO 9000: Setting Quality Standards toward Success

The International Organization for Standardization, also referred to as ISO, is now widely known as an international standard-setting non-government organization that promulgates worldwide commercial and industrial standards. Headquartered in Geneva, Switzerland, ISO currently has more than 150 member countries. It was founded on February 23, 1947 and the need for ISO was brought about by the urgency to develop an unbiased system of quality standards that everyone would accept and recognize. A family of standards for quality management and assurance that ISO maintains presently is ISO 9000.

ISO 9000 can be applied to any organization as it certifies the system or process used in manufacturing a product or service. It covers every stages of the production process, from product design up to product delivery. The standards for ISO 9000 include the following:

(a) **ISO 9000:2000 Quality Management Systems fundamentals and vocabulary** - contains the core language of the ISO 9000 series of standards and covers quality management systems basics;

(b) **ISO 9001:2000 Quality Management Systems requirements** - provides a number of requirements that the organization has to fulfill to meet or even exceed customer expectations; and

(c) **ISO 9004:2000 Quality Management Systems guidelines for performance improvements** - gives advice on what has to be done to promote continual process improvement.

Meeting these ISO 9000 standards can definitely make an organization more competitive. Eventually, it can lead to a lot of benefits such as creating a more effective and efficient business operation, enhancing marketing techniques, promoting international trade, improving employee awareness and motivation, increasing profit and productivity by reducing waste and increasing customer satisfaction and retention.

THE PAST, PRESENT AND FUTURE OF ISO 9001:2000

You may be wondering what makes ISO 9001:2000 different from the previous versions of quality standards set by the International Organization for Standardization or ISO. It all boils down to five major clauses, which are: (a) quality management system, (b) management responsibility, (c) resource management, (d) product realization and (e) measurement, analysis and improvement.

These make the new standard put more emphasis on customer satisfaction and continual product or service improvement. All requirements are generic and can be applied to any organization, regardless of size and type. But then again, its parts must still be carefully planned and interpreted so as to make sense within the enterprise organization.

Looking back, the 1987 version of ISO 9000 is drafted from BS 5750, a UK management standard. ISO 9000:1987 has three models for quality management and these are:

(a) **ISO 9001**:1987 Model for quality assurance in design, development, production, installation, and servicing;

(b) **ISO 9002**:1987 Model for quality assurance in production, installation, and servicing; and

(c) **ISO 9003**:1987 Model for quality assurance in final inspection and test.

On the other hand, ISO 9000:1994 version was focused on quality assurance instead of just checking the final product. This means that there is still a need for continued monitoring to document procedures as evidence of product compliance. It is divided into two categories: (a) conformance model; and (b) guide, both of which define the international standard model for quality management.

Moving forward, the future of ISO 9001 is said to be termed ISO 9001:2008 as it is set to be released in 2008, though early reports claim that nothing much will be changed from the standards set on its 2000 version.

AUDITING: ASSESSING AN ORGANIZATION'S QUALIFICATION FOR ISO 9001

For an organization to become ISO 9001 registered, there is a need to review and assess the effectiveness of the quality management system and measure if it is working as it is supposed to. This will also pave the way for the determination of areas of improvement that has to be focused on, which will later on correct identified problems.

There are two types of auditing that organizations can consider (a) external audit and (b) internal audit. External audit means that auditing will be done by an external certification body. On the other hand, internal audit is performed by internal staff trained for the auditing process. But then again, it would be much better and healthier for internal auditors to audit outside their usual management line, resulting to a more constructive and accurate judgment.

ISO 9001 outlined three distinct areas in measuring the systems efficiency and effectiveness. These are:

(a) General requirements;

(b) Documentation requirements; and

(c) Quality management principles.

General requirements refer to the process applications that will be used in the quality management system. Documentation requirements include all documents that affect the quality of product and service. A very good example is the quality manual that is being used for quality system documentation.

Quality management principles are also known as the eight well-recognized practices used to ensure a successful quality system. These are:

(a) Customer focus;

(b) Leadership;

(c) People involvement;

(d) Process approach;

(e) Systems approach;

(f) Continual improvement;

(g) Factual decision making; and

(h) Supplier-vendor relations.

If in any case that an organization is not active in any of three areas, then most likely, quality system will be ineffective. This also means not passing the standards of ISO 9001.

ISO 9001 Certification: Developing Standards of Product Excellence

As the title implies, the ISO 9001 certification was developed by the International Organization for Standardization or ISO. If an organization is recognized as an ISO 9001 certified, this means that the current system in place meet global standards and expectations. However, there is a need for continual improvement since a series of audits has to be made to make certain that ISO standards are still being maintained. Indeed, ISO 9001 certification only proves the organizations commitment to serving the needs and demands of customers by promoting dedication to quality and innovation.

A key phrase that must be given emphasis in ISO 9001 is management systems, which means that getting ISO 9001 certified is all about management of business procedures and processes. These sets of procedures are being reviewed on a regular basis so that customers are reassured that the business has the right people and right processes in place. Although the ISO 9001 certification does not guarantee that the organization delivers high quality products and services, it still certifies that the company is engaged in the proper implementation of the standards. It also makes a good marketing strategy in acquiring new customers while retaining existing ones.

As for the certification process, it would be a bit challenging for accredited assessors, as they are required to spend 1 to 3 days at the company's site. They interview employees, observe processes and examine documents to look for compliance or non-compliance evidences. Management also has the option to do self-assessment for internal evaluation. Certification is indeed very critical, as it is a proof that the business meets standard ISO 9001 requirements.

ISO 9001 Quality Standards: Making a Difference on Any Organization

It is the mission of every organization to keep on improving on the way it operates. This could be in terms of cutting down costs, managing risks effectively, increasing market shares or improving customer satisfaction. Monitoring and improving these critical areas can be further supported through the creation of a framework called quality management system. A quality framework that is currently being used by a lot of organizations around the world is ISO 9001. It helps organizations, of any type and size, to succeed through improved staff motivation, customer satisfaction and continual improvement.

ISO 9001 is one of a series of standards for quality management systems, in which it specifies the various operating requirements for product design and development, installation, production and servicing. It lays down the foundation that dictates what requirements should be met and expected by customers. Having a quality management system in place may lead to the enhancement of an organizations competitive edge, improvement of customer relations, improvement of corporate brand reputation, reduction on on-going costs, and enhancement of processes that lead to business growth and quality improvement.

The organization is also required to check if it is still compliant with the standards set on ISO 9001. This can be done by auditing its own system. This is also a way of determining if the organization is still in full control of its activities. The organization can also invite clients to verify this to give them assurance that the organization is still capable of producing quality goods and services. An independent assessment coming from a third-party certification body is also being encouraged so as to foster credibility and prevent unbiased observations.

ISO 9001: Laying the Foundation for Organizational Excellence

ISO 9001 is one of the standards in the ISO 9000 family maintained by the International Organization for Standardization (ISO). It is a series of documents that define the requirements for quality management and assurance standards for an organization with business processes that range from design and development to production and delivery. Some of these requirements include monitoring procedures to ensure effectiveness, keeping adequate records, facilitating continual improvement and checking output for possible defects.

ISO 9001 can be applied to any organization to achieve quality standards that are respected and recognized throughout the world. Once an organization has been audited and certified in conformance with ISO 9001, it can then be recognized as ISO 9001 registered or ISO 9001 certified. But then again, this does not mean that every product or service that this organization offers is of superior or decent quality. Instead, ISO 9001 certification is just a proof that the organization is committed or engaged to adhering with the standards as prescribed by ISO. Nevertheless, getting an ISO 9001 certification is a good marketing strategy for most companies as they consistently develop products to meet customers' expectations.

Indeed, ISO 9001 is important in promoting quality work on every level within the organization. Though these standards do not dictate how quality work can be done, still these lay down the foundation on what has to be achieved in taking a systematic approach to managing business processes. This just goes to show how critical it is for an organization to develop and implement a quality management system that actually works.

ISO 9001 Certified Companies: Worth the Adjustments

To be ISO 9001 certified will certainly take your company on to a whole new level. The ISO 9001 is basically a family of standards for different types of quality management system. This is maintained by the International Standards Organization, so any certified company will need to be covered by this international organization as well. The accreditation is administered by the certification body as well. For a company to be certified, they must be able to pass a certain set of predetermined ISO 9001 standards. These include:

A. An entire set of procedures that cover all the different key processes in the business (and the capacity to monitor such processes to make sure they are effective);

B. A satisfactory set of adequate records and documents;

C. The capacity to pass and check the outputs for all sorts of defects, along with the appropriate corrective action wherever it is necessary;

D. An established way to regularly review the different individual processes and the entire quality system itself for total effectiveness; and

E. The mettle to continue to facilitate improvement.

A certified company will find much value for the quality standards that they pass. This is because when a company is ISO 9001 certified, it simply means that such an organization has been able to comply with the standard specifications of an international quality management giving body. Auditing of the company can be done either independently and to be a certified company will mean that the consistent processes of business are always being applied to the systems.

ISO 9000 14000: CERTIFICATION FOR THE MANAGEMENT STYLES

There are many different kinds of Certification available to the many and unrelated Industries in the world of Business. To wit, the main factor that sets all Industries as one is its desire to maintain and increase the profit and the customer satisfaction that will in the long run be transmitted again in the form of profit.

To this, there are also other factors that must be considered like in the case of the management styles and the environment. To this, the ISO Certification has provided the necessary Certification for such Businesses and successfully these two Certifications have been implemented and are in current use in about 161 countries.

The ISO 9000 Certification carefully addresses the Certification for the Company's management and their management styles. This determines whether or not, they are in line with the current needs of their Company and the rest of the world. And to put in a more specific context, this ISO Certification is more focused on the customer's requirements in terms of the quality of the goods and services provided to him and the Company's adherence to the country's regulations, as well as, to the other organizations where it belongs.

Also addressed is the obvious need to ensure the customers satisfaction, while at the same time continuing the improvement of the Company.

The ISO 14000 in the meantime, addresses the way the management protects the environment through their business practices and methods. This also includes the basic human responsibility to reduce the harmful effects of the Business to the environment as well as ensure its improvement and not deterioration. In the end, both of these are Certifications that are given in the basis of the Company's management decisions.

BETTER AND HEALTHIER ENVIRONMENT THROUGH ISO 9000 14001

There must be quality management even on environmental management or sustenance. The International Standardization Organization (ISO) 14000 is developed to assist the environmental organizations in their goals to maintain the health of the environment.

The ISO 14000 helps environmental organizations and Institutions to comply with environmental laws and regulations. While the ISO 14001 gives the specifications on the environmental management system (EMS) in an international level. The environmental policies are specified to determine the process and the result of any activity and plans, including the execution and analysis of the environmental projects. Corrective actions are put into work to make sure that there are sustainable and effective outputs.

There is a similarity between ISO 14000 and ISO 9000. They are synonymous in quality management and they put more attention to the process rather than the product per se. The main common idea of ISO 14000 and 9000 is to make a systematic approach to the environmental problems so that organizations could effectively control the environment. These also support the project, Cleaner Production, to make many options on how to clean and maintain the wellness of environment.

With regards to ISO 9000, the third-party organizations are the ones responsible in bestowing certifications to environmental organizations and institutions.

Meanwhile, ISO 14001 has standards on how to assess organizations. The ISO 14001 is very flexible and generic to evaluate any kind of organization on how they produce and manufacture their specific products and services that could cause either harmful or better effect for the environment.

The goal of ISO 9000 14001 is to identify and control environmental activities, services and products, have continuous enhancements of the environmental procedures and practices, develop systematic approaches, and ensure that the goals are achieved.

ISO 9000 2001: NECESSARY CHANGES

In a fast changing world where competition is everything and profit must be ensured, the Certification available, no matter how capable and strictly competent they are must stay in line with the demands of change. And as no system is perfect enough to respond to the needs, the certifications must be updated again and again. To wit, this foretells the factor of change.

In the ISO Certification sphere of accreditation, change comes in the form of many specific things that are essential to its goal of keeping with the times. For one there must be the stricter emphasis on the importance of a responsible management with the ones on the top of the decision-making process in the company included as such.

Furthermore, everyone knows that customer satisfaction is a must, which puts more need to better and more efficient identification of their needs and requirements, as well as proper communication between the Company and its many customers. To this end, customer satisfaction is given the most focus by further addition of its measurement in ways far greater than the ones already in use. In all these the workers are further expected to improve in terms of their job through continuous training seminars and never-ending reviewing of their effectiveness.

This matter includes both the workers and the machines involved in the process of production and delivery. To all this, the ISO Certification must go far beyond the usual needs of the past and start trying out other innovative means, which will benefit not only the customers, but also the Company as a whole. In this process, improvement was further emphasized in such a way that it is now considered to be as the most vital of all the changes to be provided in the requirements of the ISO 9000.

BENEFITS OF COMPLYING WITH THE ISO 9000 2001 REQUIREMENTS

The rudiments of quality management system essence are contained in the International Organization for Standardization or ISO. Any organization that develops, designs, installs, or manufactures any product or any form of services needs an ISO certification. There are ISO 9000 20001 requirements to comply.

To gain the satisfaction of the consumers, the company or the organization needs to accomplish a number of requirements. The company or the organization must be dedicated in having a continuous and a sustainable plan for them to improve their quality management systems. If the company or the organization implements it, then the third-party auditors will grant them certification.

But the companies and organizations having ISO accreditation must not be relaxed. They still need to renew it regularly. Usually the renewal is around three years as recommended by the certification body.

There are countless reasons why a company or an organization must desire for an ISO 9000 2001 requirements. Having this is very economical for their businesses and they could also enhance the processes of their enterprise. Businesses that have completed the ISO 9000 2001 requirements could enjoy waste reductions, market share, sales growth, sales margins, investments, avoidance of litigation, and competitive advantage. Businesses could also improve the quality of their product.

As a strategy in their marketing, most businesses perceive ISO certification as an asset to widen and to strengthen their businesses and having all the ISO 9000 2001 requirements is the way to achieve it.

It's never useless for a certain company to comply with the ISO 9000 2001 requirements. The guidelines are comprehensive model that enhances quality management systems and it will be a big factor that will make a company or an organization more competitive.

GOING WITH THE BASICS: ISO 9000 2005 STANDARD

ISO 9000 primarily is a group of standards and guidelines pointed toward quality management. These guidelines and standards are geared to the company processes rather than the product itself. Quality management includes what the company does in order to satisfy customer quality requirements. It also applies to policies and procedures the company implements to meet regulations while making sure that they achieve customer satisfaction. And it also includes the efforts they must make in order to continually improve on their performance and enhance customer satisfaction.

The ISO 9000 2005 is generally the basics of quality management. Companies who want to get an edge by implementation of quality management can make use of this standard. Some do this to satisfy the requirements of their customers. Even the customers or the users of the products need to be in the know of these things to understand how quality is maintained by their suppliers. They may also need to know if indeed their suppliers are satisfying the level of quality they require.

Suppliers and companies who want a seamless integration would want to apply the ISO 9000:2005 standard in order to speak the same language. Auditors and assessors, of course, must be knowledgeable in this in order to better assess companies' implementation. There are also some companies who train or give advice to companies in their quality management. They must have an in dept knowledge of this too.

Again, ISO 9000:2005 provide the guidelines and standard for quality management. And they are applicable to many parties, including the implementing company, their customers, their internal and external auditors and their consultants.

ISO 9000 3: The Quality Standard for IT Software

ISO 9000 deals with quality management standards. It is basically an international consensus of good practices on quality management systems. Its aim is actually toward customer satisfaction. The ISO 9000 standards actually focus on the process and not on the products.

One of its standards is the ISO 9000 3. A member of the ISO 9000 family of standards, it is also geared toward keeping customers satisfied. But it is specially focused on quality management for computer software. It contains the guidelines on how ISO 9001 can be applied when companies develop, supply, install and maintain computer software. Because the software industry is a bit complex, these standards need a thorough understanding. The ISO 9000 3 manual provides the guidelines for auditing the compliance of regulations and standards. With the manual, assessing company compliance would be thorough and done well.

Implementing ISO 9000 3 would mean doing a series of actions. Again, all of these actions are focused on achieving quality and giving customer satisfaction. According to ISO 9000 3 standards, projects on software development should be planned and laid out based on the life cycle model. It begins when contract requirements are specified. Then it continues on with the development planning, designing and implementation. It goes on until the testing, acceptance and delivery or installation is done. Maintenance should be a part and documentation and quality records should also be accomplished. And there should also be training as well.

ISO 9000 3 was set forth for the IT community. Since ISO 9000 is applicable to almost all industries, guidelines were set so the IT industry would be able to do quality management as well.

ISO 9000 9001: THE PROFITABLE BUSINESS FOR ALL PARTIES CONCERNED

In the need for ISO Certification there makes it the best business solution to further increase the sales and the profit to be derived from having one. It is therefore one of the hardest Certification ever established and this further adds a deal more credibility to it which is important as an ISO Certification is considered as mere paper writing if it goes one without the necessary credibility to back it up.

With this fact, there are now increasing needs to have and achieve ISO Certification on the Companies part, while those who already have it, are given the right to display it for all customers to see. Because of this fact, more and more Companies from different Industries are going for Certification, and this results to ISOs decision to establish many and different kinds of Certification meant for the different industries. To wit, there are two Certifications solely named and referred to as ISO 9000 and ISO 9001, which ultimately corresponds to different needs and demands of their Industries concerned.

There is therefore a general need to at least be prepared to handle the necessary requirement demanded and expected by the ISO before Certification is granted.

With this in mind, more and more Companies offering their services are being set up to respond to these needs, while all throughout the Internet, books about tips and strategies in ISO are being sold to the customers. And in the course of time, ISO has so far become a profitable business for all concerned parties like the ISO, the Companies and of course the customers.

PRIORITIZING ISO 9000 AND 14000

ISO 9000 is a set of standards that deal primarily with setting procedures or processes in order to satisfy customers. Implementing it would ask the company to meet their customers' requirements when it comes to quality control. There would be markets and there would be customers that would demand an ISO 9000 certification if the company wants to deal with them. There would also be regulations pertaining to customer satisfaction that would have to be followed. And the companies would have to continuously improve in order to maintain and even improve quality management.

ISO 14000, on the other hand, deals with the impact the company operations has on the environment. Implementing the ISO 14000 would mean taking measures to minimize, if not to eliminate, the harmful effects company production has on the environment. To start with, there would be environmental regulations to be followed. And wherever possible, the company should continuously aim to improve on their practices to lessen the negative effects they give off.

ISO 9000 and 14000 are quite similar in the sense that both deals on processes as a means to achieving both of their goals. Both are quite important to companies but they may not be viewed with the same priority though. In reality, it's possible that companies might prioritize quality management more since it directly affects company performance.

Environmental management may not be seen to affect sales as much, and yet it can also be expensive. Most companies would prefer to meet regulatory requirements to the minimum and get on with their ways. Still, more and more companies have become more environment conscious too. And to some, the ISO 14000 is a good marketing tool.

THE IMPORTANCE OF ISO 9000 AND ISO 14000

ISO 9000 is essentially an international consensus of good practices for quality management. It consists of various standards and guidelines for quality management systems. It also contains some supporting standards for this endeavor. The ISO 9000 certification though would be useful to companies. It would qualify them to enter certain markets that require the certification. It is also a good marketing tool for them. Having such certification gives them a proof of quality assurance and dedication to customer service.

ISO 14000 is essentially about environment management. It aims to manage the negative effects company processes give to the environment through a series of guidelines and standards. Because it is environment management, it targets managing company processes instead of products. The family of ISO 14000 actually deals with many facets of environmental management, but ISO 14001:2004 and ISO 14004:2004 would explain the basics and the general idea of ISO 14000. While ISO 14004:2004 would suggest the guidelines, the ISO 14001:2004 would give the requirements for the environment management setting.

ISO 9000 and ISO 14000 both are applicable to virtually all industries. While the first involves quality management, the latter deals with environmental concerns. The two also targets the process rather than the product. They are the best among ISO standards and they are implemented by many enterprises. While quality is such an obvious concern to many, more companies have also been quite conscious of the environmental hazards they are giving and try to manage it. This would not be a surprise with the growing regulation being passed in every country and the apparent negative effects many company practices have set us forth today.

ISO 9000 Audit: Good Auditing Helps

All Companies with the general advantage of having an ISO Certification have made significant gains in terms of auditing that allowed them to start and implement better service and goods. To wit, those who want to get such Certifications must ensure first that their audit is considered first-rate and none too less than the requirements of the ISO.

Without meeting these, there can only be failure to meet the standards, and there is no other way around it because in the ISO, it would be either this or that in strict accordance to the standards and nothing else. So in terms of application, auditing is increasingly seen as a factor where most Companies blunder in the process, which is really such a definite waste.

In fact, there are ways in which Companies may have their auditing done the right way. With thorough use of the Internet and its Search Engines, Companies can now find auditing Companies that offer their services for fees that are mostly accountable to the kind of service they are willing to give back. Also, there are now Companies who offer books that give knowledge of the kind of auditing expected by the ISO.

These books may also come with the necessary checklists that provide vital information and tips on how to succeed and transform an auditing job into a good one. With all that's at stake with the ISO Certification, the Companies must do all they can to ensure that they get it at the first try, and of course, after achieving that it keep and use it to its fullest affectivity.

WHAT ISO 9000 AUDITING IS ABOUT

The ISO 9000 certification has proved very important for some companies. Because of the certification, they were able to satisfy customer requirements and they were able to market their company and their product quite well too. They were also able to avoid waste and promote efficiency within the company. In effect, they were not only able to give customer satisfaction but they were able to improve their internal processes as well and made their company more profitable. Other companies have seen these benefits, and so they also would like to follow suit.

This is where ISO 9000 auditing comes in. But before that, the company has to check each and every requirement of ISO 9000. Then the company must adapt and issue company goals and procedures. These guidelines should be duly documented and disseminated to the whole company. Each of the staff's roles and responsibilities should be clearly defined so they would clearly be guided of their duties. Implementation then should take place. After that internal audit should be done to make sure that procedures are properly implemented and the goals and the ISO 9000 requirements are being met.

If the company wants to obtain the ISO 9000 certification, it would need to get an external auditor to assess the company and its implementation. This auditor would also be the one to certify them if they satisfy the ISO 9000 requirements.

Things don't just end with the certification. The company would have to do a regular internal audit to check if things are running as they should, as prescribed by company manuals. And according to the 2000 standards, auditors must also provide some recommendations as to how procedures can be improved so as to continuously improve company efficiency and give customer satisfaction.

ISO 9000 AUDITOR: AN INDEPENDENT AUDITING TEAM IS BETTER

Any good business has a good auditing work behind its success, as this further reflects the any Company's ability to withstand problems that may occur in its existence. On a positive note, auditing also provides the Company concerned the ability to know its capabilities to expand its reaches further. Without good auditing, the Company is like a blind man without his stick and a guide.

So it is because of this that ISO puts a good emphasis on the auditing factors within the Company applying for accreditation, but auditing is no easy task to do so there are now more and more Companies offering auditing services to those Companies, who can't afford the hassle. With this, outsourcing the auditing work will be more effectively convenient in terms of cost reduction, and in the process, this also frees the in-house staff assigned for auditing to do other business required by the Company.

And having an independent auditing Company to do the work will allow the contracting Company to have regular auditing reports coming from auditors, who are considered as the best in their fields.

This probably comes from the general knowledge that professional auditors are better than those working in-house, and better yet, any auditing done by the Contractor will have the necessary stamp of certainty that provides the impression of exactness and perfection rather than one coming from the in-house auditing team.

And coming back to the point, the ISO is greatly interested in the Companies applying for Certification, which distinctly provides the motive of the ISO, and this is, no bad amount of audit will ever replace the one from a good one. To this, it must be understood that ISO will continue to be for the betterment of the customers, and therefore, the Company as well.

ONLINE ISO 9000 AUDITOR TRAINING: PROVIDING SUPERIOR QA SKILLS DEVELOPMENT

Companies need to provide ISO 9000 auditor training for their quality management staff. This will ensure that the international quality and performance standards set by the International Organization for Standardizations(ISO) can be followed by the company. This can also pave the way for the much-needed certification of quality compliance by a local national standards board. By having skilled staff trained in the implementation and monitoring of ISO 9000, companies can save valuable resources by not relying on quality standards consultants or third party ISO auditing firms.

The auditor training for ISO 9000 is ideal for small or medium sized companies. This does not mean that large companies need not train their quality assurance staff on ISO auditing. Because of the complex nature of big conglomerates, there should have ISO auditors for each of their business units or subsidiaries. Training therefore for ISO 9000 auditing can be given to quality management staff of these specialized business units.

ISO 9000 auditor training can be availed through online studies. This is the most ideal method of training certification. The corporate quality management division is usually the busiest unit of a company. The ISO 9000 online training will not disrupt regular performance of job. Trainees can undergo training in the office for a specified time or they can log into their account when they are at home. In this way, continuous training can be made possible without affecting corporate productivity. There are many online ISO auditing training sites. Companies should carefully choose which training centers offer the best deal and can provide superior training flexibility.

IMPLEMENTING TO TAKE ADVANTAGE OF THE ISO 9000 BENEFITS

ISO 9000 is about quality management. It consists of a series standards and guidelines to ensure that company customers are satisfied. It provides the requirements for companies and they indicate regulations to be complied. It also ensures that quality is achieved and also maintained throughout their operations.

Implementing the ISO 9000 would be good for one's company. It would serve as a motivator to the staff. They would be driven to contribute their part in order to get customers satisfied of their products and services. With each of their role clearly identified, everyone would be guided and quality would be ensured.

When implemented, staff and process inefficiencies will be discovered and brought to attention thereby creating an impetus for improvement. With the requirements as a guideline, the company would know which aspects need to be improved in order to keep customers satisfied. With inefficiencies corrected the company will be able to eliminate waste. In effect they will also reduce cost. With lower production costs, more attention can also be given to quality enhancement. This way customer satisfaction can further be promoted and also maintained.

Some enterprises also need to implement ISO 9000 in order to satisfy customer requirements. If they supply their products to other companies, ISO compliance might also be required from them. So the ISO certification is also a requirement in order to enter some markets. In many markets, the certification is also a good marketing tool to showcase the name of their company. It is a badge of your commitment to quality assurance and customer satisfaction.

GETTING THE ISO 9000 CERTIFICATE THE RIGHT WAY

When talking about the quality management standardization you are talking about ISO 9000. It talks about guidelines and standards for guaranteeing customer service. ISO 9000 is applicable to almost all sectors. It requires companies implementing this standard to comply certain requirements geared toward customer satisfaction. It also implements regulations again with the aim of keeping customers satisfied.

Companies choose to implement ISO 9000 because of its benefits. For one, some markets and some customers require their suppliers to be ISO 9000 compliant. Without which, the company wouldn't be able to enter these markets and they wouldn't be able to supply their customers. The ISO 9000 certified mark provides them a badge of being customer dedicated too. With this badge, their products would be equated to quality.

However, implementing ISO 9000 is not the same as having the ISO 9000 certification. The company would have to satisfy every ISO 9000 requirement. Policies and procedures should be in place, properly documented and properly implemented. And then the company would have to get an external auditor to assess their implementation. If the assessors find them compliant, that's the time they will be issued an ISO 9000 certification.

But one certification is not viewed the same as the others. Some customers would check who issued the company its certification. This is quite important for them since issuance of the ISO 9000 certification is unregulated. An external auditor can certify any company of this. So if the company wants to have a respected ISO 9000 certification, it must have itself audited and certified by an accredited certifying body. Not only that, they must get someone who is a reputed assessor in their industry.

ISO 9000 Certified Companies: Enjoying Three Major Industry Advantages

An ISO 9000 certification means that a company met the requirements set by the International Organization for Standardization (ISO). Certification is given not by the ISO but by an accredited certification body duly authorized by a national accreditation board. The set of quality management standards devised by the ISO is the sole basis for proper accreditation and certification.

ISO 9000 certified companies have instituted quality measures for its manufacturing or business processes. These measures comply with the internationally recognized set of standards that are being implemented in other companies. Having an ISO 9000 certification gives companies three major advantages.

First, an ISO 9000 certification means that companies can ensure that their business processes, quality handling, and management practices comply with universally recognized standards. This can give them a definite marketing edge because their products and services can be accepted in any market throughout the world.

Second, an ISO 9000 certification means companies have definite procedures that can make their processes effective and efficient. This can ensure maximum corporate productivity, which could lead to increasing profit and stronger corporate viability.

Finally, an ISO certification means that companies have instituted superior record keeping practices. This will ensure that products and services can be strictly monitored for defects or quality issues. Through impeccable record keeping standards, products and services problems can be corrected thus paving the way for continuing corporate development.

ISO 9000 certified companies are considered leaders in their own respective industries. By complying with international standards, these companies ensure that the products and services they deliver are superior and of high quality.

HOW TO BECOME ISO 9000 CERTIFIED

Having to meet the quality system standards under the ISO 9000 does not need certification. The International Organization for Standardization (ISO) does not certify organization. Its role is provide the standard but in some countries certification bodies have been formed to issue certification to companies who have met the ISO 9000 standards.

A company to be issued an ISO 9000 certifications undergoes an audit of accredited certifying bodies. The audit validates the compliance to the standards under ISO 9000. The applying organization is assessed based on an extensive sample of its sites, functions, products, services and processes. A list of problems ("action requests" or "non-compliances") is made known to the management. If no major problems on this list, have been found the certification body will issue an ISO 9001 certificate for each geographical site it has visited. Management however will be required to provide a satisfactory improvement plan showing how problems will be resolved.

The ISO certificate is a certificate that assures interested parties to your organization that you have been audited by an independent external body on your management system and such system has been verified to have conformed to the requirements specified in the ISO standard.

To obtain an ISO 9000 certification may cost a lot but it pays off to assure everyone that you are an ISO 9000 compliant, ready to provide the best quality service to your customers as well as to your people at work. Prove your excellence in your quality management performance system and be certified.

ISO 9000 CHECKLIST: VALUABLE TOOL FOR CONTINUING COMPLIANCE WITH INTERNATIONAL STANDARDS

The ISO 9000 checklist is a valuable tool for companies who are planning to apply for an ISO 9000 certification. For ISO certified companies, the checklist could be a convenient reference to ensure that the existing quality standards and business processes will be followed. The ISO 9000 checklist can also serve as a guide for quality assurance specialists and managers to further develop comprehensive corporate procedures.

The ISO 9000 checklist is mainly composed of documentary requirements for management processes, quality control procedures, record keeping and validation, and business processes. The ISO 9000 requirement checklist include management responsibility, quality systems, business designs and approaches, and contracts review. These areas test the ability of companies in formulating and implementing corporate policies needed for designing business models and complying with customer demands. The checklist enumerates the necessary documentary requirements that will be demanded by an ISO certification body.

The ISO checklist also includes the process flow in creating products or delivering services such as document control, product identification, purchasing, and process control. These can ensure that the company's business processes can be evaluated so that errors could be corrected.

The quality aspect of the checklist enumerates how a company ensures that the product lines and services it delivers conform to the standard procedures set by ISO. Documentations and procedures can be thoroughly checked to enable delivery of quality products and services.

The last part of the ISO 9000 checklist includes proper record keeping, data analysis, and record control. These documents will enable companies in effectively monitoring the whole business activities to ensure continuing development of corporate practices and procedures.

THE ADVANTAGES OF ISO 9000 COMPANIES

ISO 9000 companies are those that have been given ISO certification by authorized certifying bodies. The certification is a seal of approval that the company is following the internationally recognized quality management system set by the International Organization for Standardization (ISO). Initially, the ISO certification was designed to standardize the business and quality processes of the manufacturing sector. However, more companies engaged in service deliveries are also adopting the ISO standards. In fact, ISO 9000 companies in the service sector today far outnumbers those that are engaged in actual production and manufacturing. This shows that the ISO standards are universal and can be implemented in any type of company doing different businesses.

ISO 9000 companies enjoy a marked advantage over those that are not ISO compliant. Through ISO 9000 certification, companies can significantly enhance their business reputation not just in the local market but in the global business environment as well. The ISO certification means that their processes and products are world class. It also means that ISO 9000 companies have instituted measures that can make their products and services more focused on consumers.

ISO 9000 companies can also ensure that their business procedures and quality management systems can be improved for further refinements and developments. These can be translated to a more reliable business practice to enhance productivity and profitability.

ISO certification can also mean improvement in the corporate culture as personnel can get accustomed to delivering quality output. This will definitely translate to improvement of bottom line performance thus ensuring that the company can optimize its workforce to deliver results based on strict quality standards.

COMPANY PLUS IN BEING AN ISO 9000

If your main objective in your business is to earn profit, to attain such is to gain customers satisfaction. Customers when satisfied will keep on patronizing your services if they feel that their requirements are met.

The ISO 9000 is the set of standard requirements for quality management system, regardless of what a business does, size or whether the business is in private or public sector. A company that meets the standards of the ISO 9000 becomes certified, although certification is not a compulsory requirement of the standard.

The ISO 9000 standard is a tried and tested framework used to provide management a systematic approach of managing the organizations processes thus in return turn its product into a product that satisfies customers' expectations.

The following positive effect is believed to be achieved by ISO 9000 companies:

1. Ability to create a more efficient, effective operation;

2. Increase customer satisfaction and retention;

3. Reduce audits;

4. Enhance marketing;

5. Improve employee motivation, awareness, and morale;

6. Promote international trade;

7. Increases profit; and

8. Reduce waste and increases productivity.

Being an ISO 9000 company establishes a name within the industry. The more customers who avail of your services are an indication that good quality service is received from you. A happy customer will brag about your services and you will draw others attention of testing your services. Besides what harm will it does if procedures are complied, think about the benefits of what compliance can do to your company and decide if you want to be an ISO 9000 company.

HOW TO BE ISO 9000 COMPLIANT

In as much as you believe that quality management system is tool for creating a good name in the market industry, your company should be an ISO 9000 company. The benefits of being an ISO 9000 company are wide, besides what is wrong of making things done efficiently and effectively. Conformance to business processes and regulatory requirements are healthy in the community you are in.

The ISO 9000 standards seeks to lay down the requirements that your company quality system must have and it does not tell you how they should be met in any particular organization. This provides flexibility for implementation engaged in the business sectors and business cultures.

A company to be ISO 9000 compliance should have the following procedures undertaken in their quality management system:

1. The existence of a set of procedures that covers all the key processes in the business;

2. A monitoring processes that will ensure processes are effectively undertaken;

3. A system that allows the keeping adequate records to ensure that procedures are followed;

4. A system that allows check of output for defects, and ready preventive or corrective measure of actions to be performed once problem occur;

5. A system that will allow a regular review of the individual processes and the quality system for effectiveness; and

6. A tool to facilitate the continuous improvement of the quality management performance.

So, whether ISO 9000 compliance is brought about by your desire to draw customers or create a name in the market industry, you need to remember that your ultimate objective is to build a quality management system that will assist your company in the continuous improvement of your services and at the same time your conformance to business processes or regulatory requirements

TAKE IT FROM AN ISO 9000 CONSULTANT

Are you an ISO 9000 company or thinking of becoming one? If you are new, you will need a clear understanding of what is ISO 9000 and how it benefits your company. If you are already a registered ISO 9000 company, and you are busy on improving the delivery of your services to your customers and you do not have the time to monitor your quality management performance system, you may need an ISO 9000 consultants to help.

Years back, ISO 9000 was a mark of prestige for one to be registered. However, today, a registered ISO 9000 is as good as having a driver's license. It is a business ticket for recognition in the market industry. Definitely, customers would look for tried and true quality methods and techniques each time they purchased a product. Companies should continuously improve the quality of their service as well as their productivity.

An ISO 9000 consultant seeks to provide answers to questions on the following:

1. What is ISO 9001 QMS?

2. What are the benefits if ISO 9001:2000 is implemented in the company?

3. How is an ISO 9001 certificate achieved?

4. What are the steps for implementing ISO 9001?

5. What is the consultant role in the ISO 9001 certification?

6. What documents are needed for certification?

7. How much does would it cost to get ISO certification and what are the consulting charges?

ISO 9000 consultants provide the latest changes in the quality standard and best methods to achieve certification with ISO systems. They would give advice and should provide you with a program of continuous improvement that can incredibly earn you more profits.

ISO 9000 Consulting Firms: Ensuring Compliance with the ISO Standards

Companies can take advantage of the services provided by ISO 9000 consulting firms. These institutions can help the efforts of companies in their drive towards ISO compliance and certification. Getting the services of ISO 9000 consulting firms is ideal for companies lacking the necessary expertise and skills in devising an ISO certification plan. These may include comprehensive quality management systems documentation, implementation of standards, and instituting control measures for the business process.

There are many top-notch ISO consulting firms that companies can hire. They provide necessary training for the quality assurance staff and help the management team in the intricate process of business process documentations. Some of the best ISO consulting firms even help companies in the actual implementation ISO standards to make sure that the control mechanisms are working according to plan.

Aside from trainings and ISO planning, some consultancy groups can provide specialized seminars and conferences for key personnel and managers who will be responsible for the implementation of quality systems standards.

It would be best also if the consultancy group will be able to provide ISO auditing training for the company's internal ISO auditors. In this way, the company can ensure continuous development of their quality standards. Internal ISO auditors are also key players for the re-certification process.

ISO 9000 consulting firms offer valuable services for companies seeking to improve their business practices and quality management standards. Hiring a competent consultancy group for ISO is a good investment and should be one of the top priorities of companies.

WHAT IS ISO 9000?

How important is Quality management to your company? Is your top priority to earn profits? Does your company provide the quality service to your customers as well as to your employees? What is your position in the market industry or to your competitors?

Standards have been developed to provide a framework for companies to base their quality management performance system. This family of standards is known as the ISO 9000. The ISO 9000 family of standards include the ISO 9000:2000 Quality Management Systems Fundamentals and Vocabulary, the ISO 9001:2000 Quality Management System requirements and ISO 9004:2000 Quality management System guidelines for performance improvement. ISO 9000 is being maintained by the International Organization for Standardization (ISO).

To qualify for an ISO 9000 is to meet some of the requirements in the ISO 9001 (one of the standards in the ISO 9000 family) which are to ensure:

1. That all the key processes of the business are covered with set of procedures;

2. That monitoring processes are effectively carried out;

3. That records are adequately kept;

4. That in checking of output defects, a corrective action is at hand when needed;

5. That effectiveness of the individual processes and quality system through a conduct of regular review; and

6. That continual improvement is being facilitated.

The acknowledgement of companies in the adoption of the ISO 9000 standards within their companies have led to positive effect on their investment, market share, sales growth, sales margins, competitive advantage, and avoidance of litigation. ISO 9000 standards is not only a marketing tool but it also speaks of what your company is in the market industry.

IMPORTANCE OF DOCUMENTING UNDER ISO 9000

The ISO 9000 are set of standards widely accepted as a means of measuring and assessing the quality performance of an organization. If your company seeks to become an ISO 9000 registered you need to qualify for the requirements. It takes a lot of effort to become one but it pays off in the end for the benefits that it brings the company being an ISO registered.

The key to ISO 9000 is documenting if procedures or processes are followed based on standards. Quality performance needs to be documented thus enabling people at work to have a clear understanding of the policy and at the same time know what they are suppose to be doing. Anything that is not within the standard is something to be addressed. The job descriptions and job instructions are the foundation of quality system and they should be clear, concise and well understood by workers. Your company's quality system needs to be monitored and controlled. Monitoring and controlling are done through documentation. These documentations are used when the company is ready for audit. After the audit evaluation, it will be the time that a company is determined if registration to ISO 9000 would be granted.

It should be remembered that the ISO 9000 document is all about what your company does and not about having the ISO 9000 standard fit your company nor what the ISO auditor will think about your company.

The ISO 9000 document should be readily available anytime to those in need, be the document a current issue or an obsolete material has been removed from the system. All processes and procedures are documented to enable assessment of the companies compliant to ISO 9000.

THE NEED FOR DOCUMENTING QUALITY SYSTEM UNDER THE ISO 9000

To become registered ISO 9000 is to qualify for the requirements based on the standards of the ISO 9000. Part of the standard requirement is to document the quality management system of your business. Documenting would involve getting into details of the processes involve in the performance of company's activities, how employees carries out the work and the procedures undertaken throughout the process. Documentation serves as tool as well for those employees to have a clear description of the process and their job description.

Documentation is normally done in-house or through the help of an ISO 9000 consultant. Most of the time businesses seek the services of consultant to do the technical writing in creating a business quality system. It is advisable that an expert performs this type of services to a company inasmuch as it is not easy to qualify for ISO 9000. Documentation services includes allowing managers to have the ISO 9000 knowledge, guide in the implementation of the standard and prepare the company managers for registration.

Hiring an ISO expert is the most convenient way and cost effective since these experts have been tried and tested. They do have acquired accreditation with the ISO. Those engaging in product or service businesses seek the help of ISO services to improve their productivity and customer satisfaction. The ISO 9000 documentation benefits businesses not only for becoming registered to ISO 9000 but it also help businesses reduce waste and rework, shortened the work cycle times, attain the superior supplier relations, and improved problem tracking.

It should be remembered that ISO 9000 is set of standards which means that businesses can go beyond the standard for excellence if need be.

CONTROLLING YOUR ISO 9000 DOCUMENTS

Would it not be great to do things as you have planned it to be and at the same time, conforming to the regulatory laws set by governing bodies? For some companies, conformance is to avoid being questioned but for some proactive companies conformance is doing things right with the result of achieving certain goals.

The ISO 9000 document contains the process descriptions and job instructions of what employees are supposed to do in carrying out the activities in the production. Employees need to be informed of what to do, so that errors during production will not occur and quality is maintained all throughout. These processes and procedures should be documented and should be monitored and controlled. The ISO 9000 document should be controlled. It becomes part of the audit prior to registration. This documentation is used by the registrar in developing audit plans prior to his audit of your company.

Some service providers offer a tool or a system to undertake document control on ISO 9000. This document control system offers a comprehensive, full-cycle validation, including IQ, OQ, and PQ validation tests. It can continuously develop new procedures in cutting the time required in validating a system. Validation software upgrades becomes easier and such minimize the validation costs.

ISO 9000 document control is the key in attaining quality and compliance. To be able to control quality is to control quality documentation such as SOPs, policies, and quality manuals. ISO 9000 document control is necessary as it provides a preventive measure ensuring that only approved documentations are used. The use of inadvertent out of date documents could result to negative result on quality, costs and customer satisfaction.

R ECORD   K EEPING :   ISO   9000 F ORMS

Yet the ISO 9000 does not require forms for businesses to have, the ISO although requires documentation and record keeping. ISO 9000 forms would be of helpful to businesses that are in the process of having their businesses registered with the ISO. Forms can be used as guides to users making sure that quality management is practiced. It is also makes the audit of an ISO Auditor easier. Few examples of ISO 9000 forms are as follows:

1. **Corrective & Preventive Action Plan Form**. This allows employees a walk-through of the process and the plan of action to be done in case errors occur while on production;

2. **Customer Complaint Form**. This form allows the documentation of the customer complaint filed from complaint to resolution to follow up;

3. **Customer Survey Form**. This form is a customer questionnaire use to provide information of how customer feels for the company's product or services;

4. **Employee Evaluation Form**. This form is used to appraise the performance of employees;

5. **Job Description Form**. This form is designed to meet the ISO 9000 requirement wherein the responsibilities and authorities of each employee should be detailed out;

6. **Management Review Form**. The form is used to document results of the management review and makes it easier for management to recall the previous meeting agreements on issues and check if such has been implemented; and

7. **Quality Planning Checklist Form**. This form guides the quality planning process in ensuring that requirements of the ISO 9000 are met. It should be used especially when new products or services are to be planned.

ISO 9000 forms are not a requirement but a useful tool in record keeping.

ISO 9000 YEARS BACK

ISO 9000 is defined as the family of standards on quality management system. Even during the World War II standards on management have been set up. Quality problems have been experienced as many British high-tech industries involved in the manufacturing of munitions experienced bombs exploding in factories during assembly. Some experienced that a high percentage of bombshells failed to explode while on battle. To ensure that quality is carried out, a solution was adopted at that time for factories to document their manufacturing procedures and these actions are proven through a recording of the procedures being followed by workers. These set of standards is known as the BS 5750. It is a management standard inasmuch as it did not specify what to manufacture, but how the manufacturing process should be managed.

In 1987, the British Government pushed for adoption of the International Organization for Standardization to adopt BS 5750 as an international standard. BS 5750 became ISO 9000. The ISO 9000 since then has improved and formulated versions as the years passed by. The following are ISO 9000 versions formulated towards improvement of the standards:

1. **ISO 9000**:1987 version provided three models for quality management systems where selections were based on the scope of activities of the organization. This version was influenced by existing U.S. and other Defense Standards and was deemed suited for manufacturing industries. The standards gave emphasis on compliance with procedures rather than the overall process of management;

2. **ISO 9000**: 1994 version gave emphasis on quality assurance towards preventative actions rather than on just checking the final product, and record keeping if procedures are followed; and

3. **ISO 9000: 2000** continues to strengthen the standards.

WHY ISO 9000 IMPLEMENTATION IS IMPORTANT

Implementation of ISO 9000 means the application of four standards on quality management and quality assurance (QA). It has the objective of implementing both the requirements and using the principles and guidelines which shall ensure that clients are satisfied. Client satisfaction, in turn, shall enhance the capability of the organization to meet its objectives and targets. What are the Benefits? .

The idea behind the implementation of ISO 9000 is to be able to make a benchmark wherein a company can compare its systems with others. Having a standard in the world market makes the company more valuable. Some businesspersons who own small businesses (companies with 100 employees and more) do not see the advantage of ISO 9000 implementation. They think that it is too expensive. There are information going around that a business has to spend 75,000 dollars for registration and implementation.

This is just a myth. The cost of ISO 9000 implementation depends on the number of employees that a company has. It is therefore logical to think that a smaller company shall incur lesser costs. There are other factors that can affect the cost of ISO 9000 implementation, but the number of employees has the greatest impact. Meanwhile, according to the studies made by McGraw/Dun & Brad-Street, companies with ISO 9000 implementation has been able to recover their costs after three years or maybe less.

Some small businesspersons perceive ISO 9000 implementation as unimportant and costly, but this can prove to be beneficial to the company in the long run. If a businessperson wants to see his company competing in the marketplace, create a standard by registering in ISO 9000.

QUICK 3 WAYS TO ISO 9000 INTERNAL AUDIT PROCEDURES

ISO 9000 internal audit is normally conducted by experienced quality control personnel of the company. They are trained in the process of ISO auditing and possess the necessary skills to ensure compliance with the ISO standards. On the other hand, some companies hire a third party ISO 9000 auditor to evaluate their quality management standards. ISO 9000 internal audit is very important to ensure that the procedures and documentations of the company are in order. The ISO audit can make sure that companies could clinch ISO 9000 certification. For ISO certified companies, the internal audit will ensure compliance to standards and pass the re-certification process.

To have a thorough ISO 9000 internal audit system, companies should make a plan for its implementation. An internal audit plan may include the definition of auditing parameters. It also involves the creation of the company ISO audit team and assigning tasks to individual members of the team.

The second step to ISO internal audit is the creation of documentary requirements that will be needed by the audit team. These documents may include questionnaires that could test the compliance of the company's business processes with the ISO standards. These tools will be used to speed up the audit process and standardize the results especially if the company has numerous detached business units.

The third and final step includes the actual ISO 9000 internal audit. At this stage however, it should be clear to the internal audit team what are the steps and measures they should take for ISO auditing. It is also best if the ISO auditing team can devise their own strategies on how to measure the level of compliance of the different departments and business units of the company.

TIPS FOR ISO 9000 INTERNAL AUDITORS

An internal auditor is responsible for planning, organizing and assessing the internal auditor program of an organization. This procedure is conducted in an objective manner to be able to determine if ISO 9000 standards and requirements are met. As a company implementing ISO 9000, there are a few things that an internal auditor should be aware of:

1. Internal auditors should be trained on the new standard. An ISO 9000 internal auditor should be a person competent enough to conduct an audit, which means that he should have the capability to apply knowledge and skills. Internal auditors should also be aware of new concepts and terms. Knowledge of these would mean consistent interpretation of standards and requirements;

2. Internal auditors should always revise their internal audit procedure. As stated, there are sometimes changes to the requirements. Revision of the procedure, however, should also mean considering the prior audit results; and

3.Internal auditors should update their internal audit checklists. Training course promote the use of checklists as an effective tool to promote planning for the assigned audit, ensure a consistent audit approach and can act as a time manager. However, some say that a checklist can sometimes result in poor audit coverage because it restricts the information on what was in the checklist.

There are other useful tips to ISO 9000 internal auditors such as adjusting audit approach and evaluating the effectiveness of the audit system. ISO 9000 internal auditors have the responsibility to use these tips to provide an internal audit program that shall be efficient and effective to the organization.

BENEFITS AND COSTS OF ISO 9000/ISO 14000 REGISTRATION

A company who wants to be ISO 9000 / ISOP 14000 would mean that it has standards for quality management and environmental management. These two standards are said to be among the best-known standards and are being implemented by more than one million organizations among 161 countries all and all.

The benefits of ISO 9000 and ISO 14000 registrations goes beyond just looking at the organization and its improvement. It also looks at the bigger picture, which is environmental awareness. The end result of adherence to both standards would be environmental regulations conformance, efficient use of resources, more quality goods and services, higher levels of safety, and increased profits. Aside from these, there is the added benefit of good image for the company if it conforms both to organizational and environmental standards.

Markets now are looking if products and services are ISO 9000 and 14000 certified. . Many consumers now are environmentally aware and are therefore looking for products that are environment-friendly. If a company is looking for an international market, then these certifications are necessary to be able to succeed.

Some critics say that ISO 9000 is expensive and adding ISO 14000 will incur more expenses. Moreover, they say that these certifications entail so many documentations that it results to more bureaucratic functions. Adding the burden of ISP 14000 to the existing ISO 9000 shall result to more costs, more paper works and more specialized personnel. These costs are not sufficient to the marginal profits gained.

A company has to decide whether it wants to become an ISO 9000 and ISO 14000 certified depending on their future plans. If a company wants to conquer the international markets, then both certifications are necessary to give the company the added edge.

T HE N EED FOR ISO 9000 L EAD A UDITORS

Who are ISO 9000 Lead Auditors? ISO 9000 lead auditors are trained to audit suppliers and facilities both outside and inside organizations. They are often referred to as second second-party auditors (external auditing of suppliers), and third-party auditors (external, independent auditing). Lead auditors differ from internal auditors in a way that the former can audit its own organization and can still audit other organizations, whereas the latter is only limited to auditing the internal systems of its organization.

What Can They Do? ISO 9000 lead auditors should have the knowledge and skills to be able to make plans and prepare for an internal audit assessments and reports. He should have the expertise to evaluate whether the companies are conforming to the implementation of ISO 9000 standards. Aside from this, they should be able to make improvements on the management system such as suggesting corrective ways. Who Should Become ISO 9000 Lead Auditors? Managers, auditors, consultants, engineers and other professionals involved with the planning, conducting, managing quality management systems audits to ISO 9001:2000 Standard. Audits covered include first, second and third party.

There are various training being offered for ISO 9000 lead auditors. These trainings are for those who want to provide assistance to companies implementing or changing their ISO 9000 quality system. These can also be for those who want to assist in the development of an audit system. These can also be for those who are already first and second auditors who are willing to improve their skills and learn more. And for those who are interested to become a professional quality system auditor. An ISO 9000 lead auditor is a dynamic and rewarding career for those who are interested to take this as a profession.

Where to get a good ISO 9000 Lead Auditor Training

A company has to go to the whole process of identification, planning and establishing systems that shall improve the quality of their products and services. If a company wants to be competitive in the international market, it should have ISO 9000 standards. Meanwhile, implementation of these standards alone is not sufficient. You should ensure that the processes are carried out under effective and efficient conditions. An ISO 9000 lead auditor shall do this task.

Where to train? An ISO 9000 lead auditor training is a must for those who are into the auditing business for their own organizations or for other organizations. There are many training courses being offered online. But here are some tips that can help you in choosing the best training courses:

1.Look whether the instructors are professionals in the industry. Participants shall benefit from the first-hand experiences of these instructors. Besides, whatever issues the participants are currently experiencing in real life can be directly answered by these experts. Nothing beats learning through practical experiences;

2.Find out if the course materials are comprehensive. Check if a full manual shall be given to participants such as course notes, explanations and instructors materials. Look also if there are additional materials provided; and

3. A lead auditor needs to develop his written and verbal communication skills. Look for a training course that shall reinforce and develop these skills. If there are open forum presentations and active participation activities, all the better.

A good ISO 9000 lead auditor training shall provide more than auditing skills, it needs to teach application of knowledge. These are the necessary qualities that a would be lead auditor should look for.

ISO 9000 MANAGEMENT: 3 METHODS TO IMPLEMENT NEW QUALITY STANDARDS

ISO 9000 provides a general framework that could serve as the basis of corporate quality management systems. Companies can institute quality measures based on these internationally recognized standards. However, getting an ISO certification is a long and arduous process and it requires careful planning involving the entire management team as well as key personnel responsible for quality control and procedures. The ISO 9000 management plan will make the certification process easier to carry out. The plan should include the creation of different documents and tools to enable companies to implement ISO quality standards.

The management team can first create an informative ISO presentation designed to unify the entire company on the concepts and processes of ISO certification. Achieving a common language for ISO standards is the key to success of any ISO management plan. This will ensure that managers of different divisions as well as the quality assurance staff have common understanding about the requirements and processes involved in ISO certification.

After the process of unification, the company can select the most experienced managers and quality control specialists for ISO certification training. These individuals will play a key role in implementing new quality management standards. Some companies can skip this part and hire a third party ISO consultant. This could speed up the process of certification but it doesn't have long-term benefits.

Finally, the ISO team should be directed to create different document tools that can measure the implementation of quality standards on the different aspects of company operations. These tools would be valuable for ensuring compliance with the ISO standards. It can also be used as control mechanisms to keep the business processes of the company aligned with ISO specifications.

ISO 9000 MANUAL: PROVIDING VALUABLE GUIDANCE TOWARDS ISO CERTIFICATION

An ISO 9000 manual is a necessary tool for the implementation of ISO based quality management systems standards. It provides a general overview of the procedures involved in implementing new quality measures. It can also define the step-by-step process, procedures, and methods that will be required to get an ISO 9000 certification.

Companies can take advantage of different ISO manual templates. They can choose which manual will suit their specific business processes. Some ISO training centers also offer manuals that can be used by the company to effectively document their quality management systems. The manual can be used after an ISO training to define the requirements needed for certification.

There are also books that include ISO manuals with complete explanation on how to customize documentations. These ISO books are available in online bookshops. Companies can also get copies of these books through ISO resource vendors.

Experienced managers however can easily create an ISO manual based on the checklist of requirements for ISO certification. This could be an ideal option if the company wishes to create their own manual format without digressing from the general checklist provided by ISO.

ISO 9000 manuals are very valuable to ensure the definition of standards based on the ISO requirements. It is also a good reference and guide for other business unit leaders and managers. It ensures that the implementation of quality standards is in line with those set by the International Standards Organization. An ISO manual therefore can help companies get ISO certification.

ISO 9001:2000 NOW IN PDF VERSION

ISO 9000 is a generic name given to series of standards. Developed and published by the International Organization for Standardization (ISO), these standards provide essential framework by which a quality management system (QMS) can be effectively carried out. Specifically, these standards identify, create, and maintain a competent quality guarantee system for industries (e.g., manufacturing, services). Since its development, ISO 9000 has become widely known and used by various organizations and industries, making it as primary guide to determining and standardizing quality of their products, management, and services.

For an industry or organization to be ISO 9000-certified, it must first adequately comply with the standards of ISO 9000. Acquiring certifications would involve an outside assessor who will conduct assessment of the organization or industry's official procedures to make sure they comply with ISO 9000 standards. Also, interviews among staff members will also be carried out to determine staff awareness and understanding of their integral part to the organization. Assessment will result to a detailed report highlighting specifically parts there were missed or perhaps neglected by the organization. Consequently, the organization will have to correct any problems validated within a specified given period. It is only when the identified problems are corrected can the organization be certified.

Just recently, ISO has released the ISO 9001:2000 Requirements Explained product. It is a 294-paged product in an Adobe PDF (portable document format) file or version. It was intently produced for use on a network systems environment. The document provides a detailed explanation of ISO standards and its valuable use to the organization that would want to undergo assessment of its processes, management, products, and services. And being it in a PDF version, access, dissemination and understanding of information regarding ISO 9001:2000 requirements are made much simple and swift.

WRITING ISO 9000 PROCEDURES: SOME HELPFUL GUIDELINES

Success in the implementation of ISO 9000 basically depends on how each of its individual procedure is decisively written. A procedure is described as a documented method for quality actions considered as interdepartmental. Procedures provide a standardized reference or guide for employees to perform excellently assigned tasks. Normally, individual department would have its distinctive procedures, approved by respective manager.

There are important factors that need to be considered when writing ISO 9000 procedures. These factors include document control (document processing and updating), quality records, and comprehensiveness (inner-relatedness and resulting quality system documentation). Moreover, procedures must include certain definitions, security or risk-related issues, referencing standards, documentation, and quality records. Also, procedures should plainly stipulate:

1) What needs to be done;

2) Key persons;

3) Implementation period and sequential steps involved;

4) How procedures should be done;

5) What tools, equipment, materials, or other necessary documents to be used;

6) An understandable flow chart; and

7) Signed and dated needed authorizations.

Helpful tips in writing ISO 9000 procedures are also available, which are as follows:

Tip 1: Depending on the key implementer, the procedure may be written generally or specifically;

Tip 2: Make sure to write individual procedures for a more controlled program of activities;

Tip 3: Other procedures may be referenced particularly those not under the ISO standard numbering system;

Tip 4: A procedure does not have to be written too specific;

Tip 5: Make use of corresponding titles, such as designee, assignee, or successor to maintain simplicity and flexibility of the whole process;

Tip 6: Minimize the use of symbols;

Tip 7: Maintain consistency in action; and

Tip 8: Use a flow chart is highly recommended.

These inclusive guidelines should provide adequate aid in writing efficient ISO 9000 procedures.

ISO Procedures: How Organizations Benefit

ISO 9000 is an internationally quality standard measurement, which has become popular specifically among manufacturing and service industries. It helps an organization or company to determine its distinct quality measurement system (QMS) and have it carried out to achieve a standardized quality products, services, and management.

Some mandatory procedures are included in ISO 9000. These set of procedures are:

1) Records procedure on how to identify and know detailed management of records;

2) Document control procedure on knowing how documents are processed, updated, approved and amended;

3) Internal audit procedure on how to determine essential procedural elements (e.g. criteria, scope, program frequency, method, report results, and records kept);

4) Control of non-conformance procedure on determining how problems are specifically dealt with;

5) Preventive action procedure on how to assess potential problems, know their causes, and identify suitable course of action to address the problem and avoid possible reoccurrence; and

6) Corrective action procedure on how to identify problems and its causes, involved decision-makings, and implementing problem solving measures.

ISO 9000 procedures are mainly designed to help organizations or companies worldwide to achieving and maintaining compliance, and so to prevent any possible corrective actions. These procedures are created, carried out, and presented to an outside assessor or auditor for assessment and confirmation for an ISO 9000 standards certification.

Complying with the ISO 9000 standards may seemingly troublesome but once required procedures are established and integrated to the organizations operations, long-term benefits can be achieved. Such long-term benefits would include consistent production of quality outputs and service, capability to correct and prevent occurrence of possible defects, decreased defect rates, increased efficiency especially among employees or staff, and increased in market sales, shares, and/or revenues.

ISO 9000 Process: Top Reasons to Get ISO Certification

The ISO 9000 process of certification is difficult and expensive. It will involve voluminous documentations of the business processes and quality management. Companies should also comply with the basic requirements that are needed before being certified as ISO 9000 compliant. It would be wise for companies to determine their purpose and goals in getting ISO certification. In this way, the company can focus its efforts based on those goals and determine if the process of certification will be worth the investment.

Some companies seek ISO certification to penetrate foreign markets. In the global economic environment, some market sector deal only with companies that are ISO 9000 certified. Industries having this policy reasoned out that an ISO certification is an assurance that the products and services delivered are made using internationally recognized quality standards. An ISO certification therefore would be imperative if companies will target markets outside of its local operations.

Other companies use the ISO certification to build up their reputation and improve their PR standing. Definitely an ISO certification will mean that a company is a center of excellence. A certification means that the procedures and processes of a company conform to the quality standards recognized throughout the world.

The most important consideration however is the improvement of internal corporate processes and enhancing quality delivery of products and services. An ISO certification has long-term impact on the core procedures and processes of the company. It can make the company responsive to the demands of the market. An ISO approval also signals that the company has an impeccable quality management system.

BENEFITS OF ISO 9000 QUALITY MANAGEMENT IMPLEMENTATION

The ISO 9000 quality management standards can give numerous benefits for companies of all sizes. This internationally recognized quality management system has been adapted by different companies in diverse industries. Those who implemented ISO 9000 management standards posted remarkable improvement in their business processes and organization. What's more, the productivity and efficiency of ISO 9000 compliant companies have grown significantly. There are two major benefits that can be enjoyed by implementing ISO 9000 standards.

ISO 9000 quality management standards can provide a working system for companies. The systematization of the business procedures, process flow, and corporate organization are probably the most important impact of ISO 9000. Systematization is an essential key to the growth and profitability of companies. It is the driving force to enable companies to do more work with fewer efforts. Through ISO 9000 quality management standards, companies can ensure that their entire structure and processes are working at optimum levels.

ISO 9000 management standards can also significantly improve the quality of products and services being delivered by companies. Organizations that have instituted ISO 9000 have benefited from increased customer loyalty. This is due to the quality of products and services they enjoyed from the ISO certified companies. Through the ISO 9000 quality management systems, the processes and integrity of corporate procedures are strictly being controlled and monitored. These mechanisms ensure the defects and weaknesses in the process will be corrected immediately. Through this, the products being rolled out in the market are made based on the highest standard as required by ISO 9000.

THE 3 MAJOR FOCUS OF ISO 9000 QUALITY MANUAL

An ISO quality manual is an important document to define the entire quality management systems of companies. This document embodies the major thrust and policies of companies in delivering products and services to their customers. In essence, the quality manual must be aligned with what the customer demands. Answering quality issues that have been raised by stakeholders would form a major part of the quality manual. ISO certification does not have specific format for the quality manual. But it focuses on three major areas of concern.

The first focus is the scope of the quality management systems. The scope is simply the definition of corporate purposes in implementing quality management standards. It can serve as the viewpoint of companies in their definition of management and quality systems. The viewpoint defines how companies think. It is therefore important to include the scope or purpose in the quality manual.

The second focus that should be included in the ISO quality manual is the institution of corporate policy. Policies are corporate tools to achieve their purpose. It can be considered as the engine that drives every corporate endeavor. Policy definition is very important for ISO certification. It shows that the company is dead serious in its effort to upgrade quality management standards and procedures.

The third focus zeroes in on responsibility. On this part of the quality manual, concrete tasks and responsibilities are assigned to specific persons or position. This will ensure compliance of quality management standards. The purposes and policies are all abstract concepts if no one will implement them. That is why responsibility should be included in the ISO quality manual.

FUNDAMENTALS OF ISO 9000 QUALITY SYSTEMS

The Quality Management System (QMS) is one of the five main sections of ISO 9000. QMS consists of various processes that help ensure quality management approach that is implemented in an organization. This system guarantees enhancement and uniformity of work practices and processes resulting to quality services and products. Also, application of QMS assures that customer requirements are suitably met.

Momentous benefits are gained from implementing QMS. These benefits are:

1) Specific customer requirements are identified, understood, and satisfied;

2) Conceptual and implementation of sound objectives and policies by the administration;

3) Both internal and external communications are improved;

4) Better understanding of organizational processes is gained;

5) Reduced unnecessary expenditures;

6) Use of time and organizational resources is improved;

7) Authorities and responsibilities are further cleared out;

8) Regulatory and statutory necessities on the organization and potential customers become more understandable; and

9) Self-esteem and motivation among personnel are improved, which is actually among the most significant benefit.

Implementation of QMS involves the following three key steps.

Step 1: Getting a copy of the ISO 9000 standard this step includes reviewing of supporting reference materials, literature and software. It also involves pulling together a team and be in agreement with regard to approach;

Step 2: Need for training there are a wide range of seminar, training courses, and workshops made available for learning and equipping directly involved personnel. Acquiring advices from credible independent consultants can also be an option. Considering that they have the expertise and experience in QMS implementation, this then helps reduce or avoid unnecessary expenditures; and

Step 3: Choosing a registrar preferably someone with a wide and in-depth experience in organizational processes, operations, service, and more.

QMS remains a vital feature for a dependable provision of superior products and services.

ISO 9000: Basic Steps and Reasons

A company must have to initially comply with definite standards for quality guarantee in its processes before it can obtain its ISO 9000 registration. It should be noted that it is the quality system applied that makes the company qualified for registration and not the service or product per se. Actual registration of a company happens once an accredited auditor or consultant had completed assessment of the organizations structures. Hence, the auditor hands out the certificate signifying that the organization successfully abides by the ISO 9001:2000 requirements and standards. The issued QMS (Quality Management Systems) certificate verifies the organizations capability to produce and provide quality standard products and services to possibly perceptive customers.

Obtaining ISO 9000 registration involves only eight simple steps to achieve endless benefits. These simple steps are:

1) Getting top administrations support and commitment;

2) Staff to undergo training;

3) Writing a quality policy manual;

4) Writing operating procedures;

5) Carrying out an internal auditing;

6) Selecting a credible registrar;

7) Running through the whole procedures of registration; and

8) Obtaining finally the ISO 9000 registration certification.

Lastly, there are various benefits that ensue once the organization is an ISO 9000-registered. It basically results to the organization to thrive and excel locally or internationally. It is the company's proof of its commitment to superior standards. Moreover, making the assessment in a regular basis will help the organization to monitor, manage, and improve its processes and structure. Not only does the company improve its standing to its customers locally and/or internationally, but most importantly it also provides areas for staff competency and skills improvement.

ISO 9000 Registrar: How it Works

ISO 9000 registrar is opted for by most companies largely for preparatory reasons. This particular type of registrar will function for the company in such a way that your ISO certification will be over and done without further ado. Your company will be sure that you get that certification right in the bag. This is precisely why companies have to choose the best registrar if they wanted to make sure everything runs smoothly for them during the auditing.

Registrars are deemed important when it comes to becoming ISO certified because they provide valuable feedback, which adds substance to the company's credibility. The ISO registrar provides the business from head to top, thus making it sure that nothing can be charged against it. You need to remember that ISO certification is a very detailed process to go into. Authorities and auditors will definitely look at every nook and cranny and make sure that no loopholes are found prior to becoming certified.

Therefore, choosing the right ISO 9000 registrar is definitely important. There are many different ISO registrars to choose from nowadays but each of them has their own specific unique ISO methods. It is imperative that a company chooses a registrar that can be flexible enough work to the specifics of the business. Registrars often use their own checking and survey methods and it is important that they are able to establish good professional relations to people inside the business. They need to do so because it is expected that checking of record files and even interviews here in there will be conducted by the registrars from time to time.

ALL ABOUT ISO 9000 REGISTRARS

Companies have acknowledged the prestige that an ISO 9000 certification brings and for good reasons. Obtaining such form of certification can only come from a hard-earned effort collectively made by the entire organization. However, there is actually a way to make things a bit easier for a company to achieve the most coveted ISO certificate. This can be accomplished by means of hiring ISO 9000 registrars.

ISO 9000 registrars have become an imperative preparation for ISO certification. Registrars are first of all very important because they validate as well as evaluate the overall performance of the organization. Usually, what the registrars focus on is the management system of the organization. It should be noted however that the management being considered here is not solely based on just one department but a collective management actually. Registrars do their work by checking how the safety, quality, and even environmental effects of management have an impacting outcome or effect.

The entire procedure done by registrars are also known as the ISO auditing phase. In here, methods of the organization are screened accordingly side-by-side ISO standards. In this auditing process, there are actually two different things that happen. The first type of auditing is conducted by a certification body that is not in any way affiliated with the organization. On the other hand, the other type of auditing comes from within the organization. In the second type, the employees or the organizations members themselves are the ones responsible for the entire auditing process.

T HE E SSENCE OF ISO 9000 R EGISTRATION

One of the most prestigious certifications known to business worldwide is the ISO 9000 registration. For starters, the ISO 9000 has been implemented as an internationally accepted set of standards developed by top-notch professionals who are similarly found worldwide and leaders in their own fields. The general aim of ISO 9000 certification is to standardize business and other related policies to adhere into a world-class quality that is highly esteemed and accepted.

ISO 9000 registration entails a very demanding process. One wrong move and one small glitch can lead to a company or an organizations failure to become registered as an ISO 9000 certified company. The 9000 found in the term coined is actually in reference to the five different standards, which do not really pinpoint any specific type of industry. These standards are not really concerned with the specific field of a certain industry but are rather focused on how the company can ascertain that there is quality in the way it presents the market with its products and services. Usually, the areas being covered in ISO certification are how records are kept, employee relations are conducted, and of course product testing as well as responses to issues and customer concerns.

The registration process in ISO 9000 is also a vital thing because this is where an external auditor will evaluate the performance of the entire company. Auditing processes happen both internally and externally. Both of these auditing processes must be passed before certification then awarded to the company.

UNDERSTANDING ISO 9000 REQUIREMENTS CAN ENSURE CERTIFICATION

To get the much-coveted ISO certification, companies must accomplish certain ISO 9000 requirements. These requirements must be instituted by companies before attempting ISO certifications. ISO evaluators will base their decision on the specific requirements accomplished by companies. If any one of the requirement is missing or lacking, ISO evaluators can recommend corrective measures before they certify applicants. Companies therefore need to fully comply with the ISO 9000 requirements in order to get full certification.

The ISO 9000 detailed requirements are reflected in the ISO checklist. The different items enumerated on the ISO checklist are the formal documentary requirements that will be asked by evaluators. It is very important for companies to complete documentations needed by the items on the ISO checklist. Some evaluators may demand additional documentations outside of the official checklist. So it would be best if companies can prepare all their documentations for the ISO certification.

In brief, companies must produce a detailed document of their business processes. The process and the control measures associated with it are essential part of the ISO requirements. Procedures for monitoring and control mechanism must also be documented because these are basic documentary requirements for ISO certification. Finally, companies must show how they document and keep records of their entire business practices as well as dealings with customers, suppliers, and third party subsidiaries. The record keeping procedure of companies is a major ISO requirement. Record keeping ensures that the corporate procedures can be traced and corrected if necessary. It also ensures that the management standards can be duplicated or improved upon.

LEARN THE ISO 9000 SERIES

Customer satisfaction as well as the overall capability of the management system as a business is the main core of the ISO 9000 series. This is the main reason why the series does not really focus on the field of the business but on how the business conducts its business amongst customers and how it treats its employees. Overall, it can be said that the point of the series is to ensure that any type of company operates to really meet the standards of the targeted customers without compromising the welfare of each of its member employees within.

Because it is all-encompassing, the said series of ISO is world-renowned. All organizations and companies worldwide appreciate its prestige. It is a vital tool when it comes to boosting the sales of a company. ISO 9000 is not just limited among businesses and organizations. Even common people who are always seeking the services and products of various businesses know what ISO is all about, which is why they trust a company that is certified as such. Actually, the whole series was an offspring on BS 5750. The said group of standards has been designed by British institutions to serve as a management benchmark among companies.

This being said, the whole series is actually governed by larger and different certifications as well. This is because BS 5750 is in itself comprised by different accreditation programs all regulated through specific and highly standardized proceedings. When the ISO 9000 series finally came out, it was first applied in various manufacturing companies that operate on a large scale. Then eventually, it was also adapted to cater to smaller businesses.

ISO 9000 Software: Providing Convenience for ISO Documentation

There are many kinds of ISO 9000 software available in the market. These computer applications try to help companies fulfill the different documentation requirements needed in the ISO 9000 certification process. Some ISO 9000 software comes as a standalone application in CD ROM covering a single ISO requirement. On the other hand, other ISO software is delivered as a comprehensive suite of applications designed to provide every need in the entire certification process.

There are ISO applications that provide documentary templates, customizable worksheets, editable checklist, and quality manuals. These applications are very useful in making the documentary work of companies easier. Companies would not spend precious hours developing their own forms and tables. All they have to do is install the software in the corporate server and deploy it to key personnel responsible for the ISO certification process.

Usability is also not an issue with ISO 9000 software. The documents provided by the software are formatted in either Word doc or PDF. This will enable companies to view and use the templates and pre-written documents through any standard computer browser or platform.

Companies that lack the necessary personnel to create specific forms for their ISO certification can always take advantage of ISO 9000 software. Some software is readily downloadable after purchasing it from the online vendor. Other software comes in CD format and will be shipped to companies after purchase. ISO 9000 software provides convenience to companies. It could also mean great savings. Finally, more time can be allotted to quality management refinements rather than on document creation.

THE PROCESS OF CERTIFICATION FOR ISO 9000 STANDARD

The ISO 9000 is a complete set of standards that can be applied on every type of business. The ISO 9000 standard covers the entire quality management systems of companies. It also provide specific guidance for quality assurance and control as well as the necessary documentary and record keeping processes of companies. The ISO 9000 standard is designed to help companies establish order and system for their core business processes. It also seeks to standardize different practices of companies in terms of quality management, control and monitoring.

The ISO 9000 was designed by the International Organization for Standardizations. The organization provides a framework from which companies around the world can pattern their quality management systems. The ISO standard is a documentary guide listing the numerous requirements of ISO 9000. If companies can comply with every item on the ISO 9000 standards lists, an appropriate certification body will grant them an ISO certificate. The ISO, as an organization, does not issue the certification to companies.

They merely provide the actual framework of quality management standards. A proper ISO accreditation board authorizes a certifying body to conduct evaluations on companies. If companies comply with all the ISO standards, the certifying body can issue an ISO certification. This means that the business procedures, processes, quality management, and quality control standards of the company are aligned with those specified by the ISO.

An ISO certification usually expires after three years. Upon its expiration, companies can apply for re-certification to maintain ISO compliance. This ensures continuing development of quality standards.

THE BASICS OF ISO 9000 STANDARDS

ISO 9000 standards simply mean compliance with the quality management system defined by International Organization for Standards (ISO). The standards set by the ISO were originally published in 1997 and contain specific measures defining quality management, process control, and business procedures. It has been adapted by different national standards board and more companies are striving to comply with its requirements to get an ISO certification.

Specifically the standards set by the ISO addresses the needs of companies in improving management systems, definition of quality measures and mechanisms, and sharpening the skills of companies in systematic business process record keeping.

ISO compliance does not mean that products or services will be superior. It simply states that companies complying with the ISO standards have sufficient documentary mechanisms that can systematize the business processes. It is also a guarantee that the creation of products and services has been well documented so that when defects are detected, it can be easily traced and corrected immediately.

The process of ISO standards certification is not easy. Companies need to accomplish numerous documentary requirements describing their entire business organization and procedures. They also need to institute different control mechanisms to ensure delivery of good products and services. All these efforts should be accompanied by proper documentation from the beginning up to the end of the production process. Companies are also required to continually develop and improve their quality management systems in order to pass the ISO 9000 re-certification process. This will ensure that the implementation of quality management systems will always be part of the business operations.

ISO 9000 T EMPLATE : I TS I MPORTANCE

Upon becoming certified under the rudimentary proceedings of ISO 9000, everything does not just stop there. Businesses who have finally become certified understand that it all does not simply end there. Becoming certified does not end everything but rather signals a start of something superior management and superior customer service.

Authorities regularly conduct checking and auditing proceedings for businesses that have finally become certified. This is important to make sure that they still deserve such certification. Because of this, the ISO 9000 template has become an inevitable tool to be able to keep up with the rigorous process. Such template serves as a guide for businesses when it comes to targeting everything inside the organization.

These templates are not just outlines and structures. ISO 9000 templates also have manuals that can be followed by the people inside the business. Manuals are very necessary especially if there are new hires. As new hires, they might not be there as the business started to undergo major changes in order to be eligible for the ISO certificate. Therefore, it is important that they oriented with ISO procedures through the use of manuals and other employees handbook.

Apart from manuals, templates also come in the form of software. This is a very useful tool when it comes to making documents because the business can easily edit their written documents as it pertains to the standards of ISO. One can easily ensure that their documents both dispersed internally and externally meets certification expectations. Therefore, necessary upgrades will be made if in case mismatches are found in the system.

BUSINESS DEVELOPMENTS WITH ISO 9000 WIKI INFORMATION

Wikipedia is an Internet Website where people could share information about a lot of things like business tips and quality management just like an ISO 9000 wiki.

When a term is coined with the word wiki that means the source of information is the famous Wikipedia.com. Thus, an ISO 9000 wiki means an ISO 9000 posted in the open-source Internet-based encyclopedia.

People want quality in all the products and services that they consume because they don't want to waste their hard earned money. In Wikepedia.com, interested persons could find information about ISO or the International Standardization Organization and how they help businesses do quality management. They can even find particular information about ISO 9000 and if talking about this issue, an important part to be considered is the ISO 9001.

The ISO 9001 is a part of the standard of the ISO 9000 family. There are important requirements in ISO 9001 and these are created to help survey the processing methods of all the major businesses. Some of ISO 9001 components are:

A. The Monitoring methods to make sure that that the procedures are effective;

B. To maintain enough records;

C. A regular review of the quality system and its usefulness;

D. To have a continuous improvement; and

E. To check outputs for defects and make corrective action if necessary.

Companies or organizations that are audited independently and certified in accordance with ISO 9001 are considered registered under ISO 9001. This certification may not mean an assurance of service or company's end products. But this means that the company has complied with the ISO 9001 requirements and business processes.

ISO 9000 WIKIPEDIA: PROVIDING USEFUL INFORMATION ABOUT QUALITY MANAGEMENT SYSTEMS

Next to the ISO Website, the Wikipedia online encyclopedia is a good source of information for the ISO 9000 quality standards. The articles on ISO certification that can be found on Wikipedia significantly cover basic information about ISO process standardization. For general reference purposes, the wiki page ISO discussion could be very useful. It explains in a straightforward manner the concepts behind ISO 9000 and other ISO standardization systems. Because a wiki page could be created by a nonprofessional, the wiki page dedicated to ISO 9000 is written in easy to understand terminologies and language.

Another good thing about the ISO 9000 Wikipedia page is the links provided at the end of each section. Those links redirect to other useful online resource providing general information and ideas about the ISO 9000 quality management standards.

For advanced users, they can also edit the wiki page of ISO 9000 and provide fresh information or insight about ISO. That's the beauty of a wiki community. The pages contained in its sites can be edited by other members of the community or some pages can be added to it. Links can also be provided, making the discussion richer. The Wikipedia discussion on ISO 9000 is one of the most notable sources of information. That was made possible through the interactivity of the wiki system. Indeed, the ISO 9000 Wikipedia discussion has contributed greatly to the growing interest of many people about quality management systems and standards. It served as a powerful engine in delivering useful information for the general public.

ISO9001 2000: INCREASING THE MAINTENANCE OF QUALITY IN THE BUSINESS

To wit, to increase the Corporation capability to ensure the steady flow of profit and business in general, there are now a lot of Certifications being provided by public and private organization that seek to find and located the Companies that meets their standards. One of these is the ISO 9000 and this is considered as one of the most credible Certifications available.

The prime mover in such Certifications will always be their obvious and expected credibility, which is hard to establish and yet easy to lose. It is therefore imperative for the persons behind the ISO 9000 to grant their Certification to only those who have met their high standards. Cheating is thoroughly frowned upon by the ISO, in which any Company that is caught doing it can only hope of a miracle in order for them to get a Certification. This Certification is all about the increasing and maintenance of quality management in the systems in general, and while this is rather vague to some, the main point of this lies on the objective of the Certification.

To which, the ISO 9000 was organized and considered as a brainchild of the International Organization for Standardization (ISO). They are also the ones who make to round to the Companies seeking ISO Certification.

This would ultimately mean that they are directly responsible towards the administering of the Certification process. Also the ISO 9000 is known for its thorough and competent standards that includes and encompasses that the way the management does the business processes, their affectivity, and records keeping. In this way, defects and rejects in the factory are also discovered and corrected, which in the end results to better quality and its maintenance.

ISO 9001 2000 CERTIFICATION: FUELING THE GROWTH OF COMPANIES

An ISO 9001 2000 certification can be considered as a significant forward step to delivering quality products and services. Among the ISO 9000 family of standards, the ISO 1901 2000 provides the requirements for the design, modeling, manufacture and delivery of products and services. ISO 9001 2000 compliant companies have clear set of quality management standards that they use for their business operations. These standards enhance their ability to answer the needs of demanded by their customers. Through implementation of ISO 1901 2000 standards, companies can make sure that they can maintain a solid base of satisfied customers primarily because of continuing delivery of quality products and services.

An ISO 9001 2000 certification can make business operations highly efficient. This efficiency can be translated into concrete measure in terms of productivity and profitability. It can be said that a certification in ISO 9001 2000 significantly enhance business viability, strength and stability.

ISO standards can also lead to business leadership in specific industries. Because ISO certified companies have impeccable business processes, they gain a definite edge over their competitors in terms of product deliveries and maintenance of systematic business organizations. Through the standards set by the ISO, corporate operations can be geared toward a more people oriented approach. The business processes therefore serve the needs of customers but at the same time it takes into consideration the needs of personnel. Through this approach, businesses can grow faster. They can also develop more sophisticated processes, which could further maximize positive business opportunities.

ADVANTAGES OF BECOMING AN ISO 9001 2000 CERTIFIED COMPANY

ISO 9001 2000 certified companies are definitely enjoying the improvement in their quality management systems and procedures. ISO certified companies are more competitive in their respective industries and business sectors. This is due to the fact that these companies have clear set of standards for their entire business operations. These standards help companies in systematizing their organizations and processes and at the same time improving production through a clear set of quality control mechanisms.

Through the ISO 9001 2000 standards, companies can clearly see the directions of their business processes. Through the data provided in each step of the business operation, the management team can make decisions based on actual conditions and concrete business situations. It can be said therefore that ISO 9001 2000 also enhances intelligent decision making processes of companies. Decisions based on facts can help companies adapt to different business environments and conditions. This adaptability can strengthen the position of ISO certified companies in the world market.

The road to ISO 9001 2000 is difficult. It should be noted that companies wishing to get ISO 9001 2000 certification must institute major reforms in its documentations procedures. This is only the first step though because the most difficult part is the institution of changes to its quality managements systems. The process may take time but with diligent efforts and continuing upgrades to its quality systems, an ISO 9001 2000 certification will not be far behind. An ISO 9001 2000 certification signifies corporate maturity and stability and can be considered a milestone in its history.

3 KEY ELEMENTS OF ISO 9001 2000 STANDARD

The ISO 9001 2000 standard is a major milestone in the development of business processes and quality management systems. It is internationally recognized by every governing standards body throughout the world. The ISO 9001 2000 paved the way for greater improvement in corporate efficiency and significantly heightened productivity of the business sector. In order to completely understand the workings of ISO 9001 2000 standards, it should be worthwhile to enumerate its key elements.

The first element of ISO 9001 2000 is the improvement of management participation and responsibility to quality systems and processes. Gone were the days where corporate board room discussions were dominated by profit and loss analysis. Today, the profit and loss metrics are complemented quality systems analysis. The principal reason is clear: profitability of companies increase if they continue to deliver quality products and services.

The second key element involves the creation of new and vibrant corporate culture. This corporate culture is primarily anchored on the efforts of personnel and managers in delivering quality products and services. Companies have become more customer-oriented. It definitely enhances market focus. Through ISO 9001 2000 standards, corporate performance can reach its peak levels in terms of ensuring quality and product dependability.

Finally, companies that adapted ISO 9001 2000 standards have greater business intelligence due to marked improvement of their data generation and documentations. If each step of the business process will be well documented, any errors can be easily traced thus corrective measures can be easily applied. Through ISO 9001 2000, companies can understand every detail of their operations.

ISO 9001 2000 Standards: Bringing the Best to Ones Business

Without giving satisfaction to the customers, the organization will end into nothing. So, the organization needs to create a way to ensure the satisfaction of their customers. This is where the standards come in. Now, it is for this reason why there is ISO 9001-2000 standards--to keep the customers satisfied. Essentially, the ISO 9001-2000 standards is the globally agreed standard for excellent management systems.

This has been agreed to be the global standard for excellent management system because this has created a tested framework to obtain an organized approach in managing the processes in the organization. The very purpose of this is to generate a product that will continually reach the expectations of the customers, and therefore, give them optimum satisfaction.

Now, to reflect a more up-to-date understanding of quality, the ISO 9001-2000 standards are well-run. No wonder, this is capable in giving the requirements for excellent management systems. This is also firmly recognized as the overall applied standard in supplying assurance regarding the capability to satisfy quality requirements. At the same time, to improve the satisfaction acquired by the customer in supplier-consumer relationship.

Without a doubt, the ISO 9001-2000 standard can make numbers of advantages to ones business. The following are some of these:

A. Brings greater efficiency;

B. Provides better control to the main business processes;

C. Enhances customer satisfaction;

D. Regulates the active working performances;

E. Stabilizes the quality of services and products by creating an improved control for the processes;

F. Increases profits;

G. Differentiates ones business from the competitors; and

H. Manages risk.

Two Methods in Providing ISO 9001 2000 Training

Companies wishing to get ISO 9001 2000 certification should train its most experienced quality and business process managers for ISO 9001 2000 quality management standards. ISO 9001 2000 training is a necessary first step towards getting the much coveted ISO certifications. There are many ways to get ISO standards training. However, companies should not expect overnight changes to their business processes. Developing the quality management system is a continuing process and through ISO trainings, companies can effectively gear their efforts towards certification.

Companies can select a few top notch managers and provide them with ISO 9001 2000 trainings. These key individuals will then be responsible in implementing ISO standards to their business processes. Trainings can be availed through online methods. This is the most convenient approach in providing ISO training. There are many ISO training centers that can provide quality skills development. Learning is coursed through the Internet and companies can get superior flexibility through online ISO trainings. It also minimizes regular work disruptions because the trainee can study based on their own preferred schedules.

Companies can also hire an ISO consulting group. Consultancy firms normally provide support services such as ISO basic training and ISO auditing training. ISO consulting firms can help companies devise an ISO certification plan and at the same time provide hands-on coaching to managers responsible for implementing ISO standards. These groups can also give seminars as part of their services. These seminars are good venue to sharpen the skills of managers in implementing ISO standards.

ISO 9001 2001: The Key to Success

What is ISO 9001-2001? Many people are not really aware about this; and that makes them not aware on the opportunities that might be available for them just by knowing this term thoroughly. To get an overview about the ISO 9001 2001, it will help to answer this question first: What is ISO? Knowing the answer for this is like finding the key to open the door of opportunity and see how a business can effectively have a continuous progress.

The term ISO basically mean as International Organization for Standardization. As the name implies, this is an internationally agreed standard used as an instrument for excellent management and continuous improvement on businesses. So now, what is ISO 9001 2001 all about? The ISO 9001-2001 was purposely designed to carry-out a drive for constant improvement toward excellent service provision. Also, this draws the need in measuring the internal processes and look for its improvement constantly. Continuous improvement is of course the most important goal for excellence.

That was just an overview though. One can learn more about the ISO 9001-2001 profoundly by taking an online interactive Web course. There are actually a lot of online courses one can choose from. Usually by taking this course, a person is expected to acquire the following: understand the philosophy, model, and the advantages of an excellent management system based on the ISO 9001-2001; know the purpose and objective of the ISO 9001 2001 sequence of standards; understand the advantages of ISO 9001 2001 certification.

Consequently, after finishing the course and passing all the given assessment, one will get a certificate as a proof of successful completion. But more importantly, one will get all the needed knowledge to step that path to success.

KEEP THINGS SIMPLE WITH AN ISO 9001 AUDIT CHECKLIST

For a company to be truly ISO 9001 certified, an auditing procedure must be in order. To start off, an internal audit checklist is needed to see which areas are needed to be checked. This internal audit checklist must definitely be specified. It should be able to define the criteria it is being checked against. And to be more specified, the audit checklist will also check the procedures of ISO 9001 as well as any type of industry specific regulations and the different contractual requirements. If you want things to go smoothly, do make it a point to read all the relevant documentation, this will come prior to the audit itself. The checklist must also contain the different key aspects that are part and parcel of all the things you would like to monitor in all areas of your organization.

Keep in mind though that you also need to maintain a sense of flexibility in the checklist, as it also only serves as an aid and hence can be modified as you see fit. Of course, it must also be comprehensive enough to ensure that the entire sequence as well as all the types of process interactions are covered and given their own merits. An audit checklist may also be good for an entire year, as the normal practice is to conduct an audit of all the procedures annually. If any changes have been made organization process-wise, then such items may be put off until the following year when the new round of auditing begins.

WHAT TO EXPECT OF THE ISO 9001 AUDITOR

Any person who is assigned to be an auditor for ISO 9001 standards of any organization will need to be very skilled in this area to make the wise decisions that can make or break the company. Therefore, some studying is in order before the actual auditing happens. A review course in auditor training will definitely prove to be very useful indeed. Luckily, there are many auditor courses available. Most of these courses can be taught in a series of either consecutive or non-consecutive days, depending on the preference of the learner. The auditor will greatly benefit from the structured training and the wide variety of training approaches. The auditor may choose to review the auditing process via actual classroom training, reading different assignments on his own and meeting up for the class review sessions, and self-study methods followed by a few review sessions. Usually, most auditors choose option number two for it is the more flexible kind.

The ISO 9001 auditor will need to know all about the ways to actually conduct the process of auditing and how to document it as well. He should be able to use all the different types of documents and forms, edit it as he see fit, and present his findings thoroughly to the company. Not only should the ISO 9001 auditor know how to audit, but a professional way of presenting information is also needed. All these and so much more will be trained and honed professionally should he decide to sharpen his skills when enrolling in a review course.

ALL THE BEST IN AN ISO 9001 AUDITOR TRAINING COURSE

An ISO 9001 auditor has a very important role to play in the success of any organization's or company's evaluation. He makes sure that everything in the company is in order. He finds out which parts of the organization system will need to be improved on in order for optimum development to proceed. As such, this person will need good quality training to ensure that he is well-equipped in handling this task. This is why any person who calls himself or herself an ISO 9001 auditor will do well to attend an auditor training course.

In the training course, he or she will be taught all about the ISO 9001 and so much more. When we say more, we also mean the manner of presenting such information in both oral and written forms, which also means knowing what kinds of implications different types of findings will have for the company. The auditor training will also allow the auditor to work with different types of materials, which also include the following: understanding the standards of the ISO 9001, all the forms needed in order to implement such standards, training for the role of management representative, employee training, process auditing or internal auditor training and the role of lead auditor training. Rest assured, the ISO 9001 auditor training course can really do meet the requirements on an international scale, as the different course objectives, content and training methods as well as student evaluation will all have been thoroughly checked by professionals in the field of auditing.

WHAT IT TAKES TO BE ISO 9001 CERTIFIED

Many companies are dying to be ISO 9001 certified. This will in fact be very useful for them because being ISO 9001 certified will mean having met the standards of an international standards body. How then exactly can the basic tenets of ISO 9001 be useful for a lot of people? Well, many startup companies may be able to use the written explanation of the Standard as a guideline for what they ought to include in the quality management system of their company, which they can later be evaluated in order to become ISO 9001 certified. These standards can be implemented by using the product as the reference to double check the requirements of the mean of the standards. Rest assured, there are different means to be ISO 9001 certified and as such the documents and the forms may also be edited for it to be part of the documentation of the quality system.

To be ISO 9001 certified also means having a management representative source of reference, which ought to have a very in-depth knowledge about the ISO 9001 standards. This person will hold the responsibility of ensuring that the quality of the system as well as its documentation will be able to meet the minimum International Standards Organization requirements. The reference source of the internal auditors will also need to do their own auditing coupled with a written explanation before one becomes ISO 9001 certified so one will have a hard copy of the requirements as well as the explanations behind them.

WHAT CAN BE FOUND IN AN ISO 9001 CHECKLIST

The ISO 9001 checklist has a whole assortment of content that can be found in it. While there are different types of standards checklist for different purposes and industries, all checklists for that matter may at some point find references that they can all share and can be treated as generalizations that serve true for all types.

For example, in any ISO 9001 checklist, the quality manual must be stated formally from the management and ought to be closely linked to the business as well as the marketing plan that will keep the needs of the consumers in mind. This quality manual should be stated in such a way that it is understood as well as followed by all the employees coming from different levels of the entire organization that is being evaluated. In addition, the ISO 9001 checklist will also need to include the decisions about the quality system that is also based on the recorded data, and the system must be given a dedicated time for regular auditing and evaluation in order to check for the conformance as well as the effectiveness of the system.

The ISO 9001 checklist will also see the records that ought to show how and where exactly the raw materials and the different products were made, in order to allow both products and problems to be traced back to the source. Because of this, one will need to have a documented procedure that will allow the control of quality documents in the company one works for, and everyone ought to have immediate access to these up to date documents and know how to use them as well.

WHAT ISO 9001 COMPANIES ACTUALLY GO THROUGH

You may be impressed with different types of ISO 9001 companies, because they are guaranteed with a seal and standard of excellence that not all organizations have. But you will also probably be more impressed at what these companies went through (and continue to go through) in order for them to maintain such a standard of excellence.

This is because many organizations go through a lot of things just so they can be said to have passed the ISO 9001 standards. First off, these ISO 9001 standards companies needed to determine the different customer requirements as well as create systems in order for them to communicate with their customers regarding product information, different types of inquiries, contracts, feedbacks as well as complaints, and orders. When they developed their new products, they needed to show their own detailed plans of the stages of development, along with the appropriate testing of each stage. These ISO 9001 standards companies needed to test as well as document whether their products or outputs were able to meet the design requirements, the regulatory requirements and the needs of the users.

They also need to regularly review their performance by means of internal audits as well as countless meetings in order to determine if the quality system is indeed working and what sorts of improvements can be made for such improvements to happen. All these and more are the things that such companies have to go through in order to be part of the small but widening group of ISO 9001 standards companies.

THE NEED FOR ISO 9001 DOCUMENT CONTROL

For ISO 9001 to proceed, one must ensure that there is some form of document control of the entire procedure. This is simply a part of (well, a highly important part of, that is) the updates standards specifications of ISO 9001, which also requires to have a quality policy and maintain quality objectives, not to mention a quality manual and documented procedures. The need for document control will also stem from the fact that there is a requirement for specific documents that are also identified in the standards of the ISO 9001, not to mention other seemingly important documents that are needed to ensure the more effective process planning and operation functions.

The ISO 9001 document control function is part of the minimum procedures that are required by this updates ISO 9001 standard. The new standards make use of document control in order to determine what other additional documents are required, as regulated by the process approach and the systems approach that is the new viewpoint of documenting and managing quality.

As such, the company must be able to identify and document both individual and group processes (which are activities that have inputs and outputs) to be able to look to play the part of document control. ISO 9001 document control is also based on the quality management principles that underlie the requirements in the new set of standards that also imply that both control as well as synergy can only be reached through understanding and monitoring of the entire system.

THE INS AND OUTS OF ISO 9001 INTERNAL AUDIT

Any company that wishes to become ISO 9001 certified will need to subject itself to a form of internal audit procedure. This is necessary if one were to be given the seal or standard of excellence as known to have passed the requirements of an international standard giving body. The internal audit must be clearly specified as such, the criteria for evaluation must be well defined.

But what do such companies audit against? To give you an idea, the procedures in ISO 9001 are audited against the industry specific regulations of the company as well as the different contractual requirements. As a tip, you might want to read up on the relevant documentation before the audit itself and make your own audit checklist so you will have a guide of all the key aspects that need to be evaluated.

The scope of the internal audit runs far and wide far enough to reach the entire sequence of the process and wide enough to cover all forms of interaction of such. The internal audit program is not really specified in the manual, but the normal practice is to audit the entire thing at least once a year or more, if the organization or the results that came out of the process deems it appropriate to do so. The internal audit procedure is done via a wide host of means like interviewing staff, observing the different activities as well as looking at relevant records of the entire organization.

THE MANY FUNCTIONS OF AN ISO 9001 LEAD AUDITOR

The ISO 9001 lead auditor has a lot of duties to fulfill, and there certainly is a long list to all these things such a person needs to know! For one thing, the ISO 9001 lead auditor will need to look at the key principles of the Quality Management Systems, as well as know the definitions and guidelines of the ISO 9001 standards. This person is also in charge of interpreting the different requirements of the ISO 9001 standard and needs to know how to implement as well as manage the audit program in an effective way using a process approach.

And the list does not stop there. The ISO 9001 lead auditor will also be in charge of planning the audit and also conduct the opening meetings. He or she should also understand what will be required of him or her as the lead auditor who certainly has a lot of roles and responsibilities to fulfill. Like conducting different on-site activities of auditing, for example this person will need to learn how to conduct the audit information and maintain excellent communication with the different people involved during the auditing process.

After generating the audit findings, the ISO 9001 lead auditor will also prepare the audit conclusions, as well as conduct the meetings that will allow for the discussion of such conclusions and be in charge of the follow up auditing, if such is needed. While there certainly is a lot that one must do to become a lead auditor, it will be well worth the effort as one will surely find the challenges a refreshing one!

ISO 9001 LOGO: SUCH A LITTLE SYMBOL, SUCH HUGE IMPLICATIONS

The International Standards Organization or ISO is the largest developer as well as publisher of different types of International Standards in the world. It is a network of the different national standard institutes that come from more than one hundred and fifty seven countries, with a central body that is located in Geneva Switzerland and is in charge of coordinating the system.

Clearly, one can see that behind the ISO 9001 logo stands a non-governmental organization that is able to form a connection between both public and private sectors. While many of its members come from governmental structures, their roots are undeniably part and parcel of the private sector as they have been established by numerous national partnerships of different industry associations.

Any company carrying the ISO mark or standard of excellence is proudly displaying more than the accomplishments it has garnered throughout its years of existence. It is also signifying a commitment to producing high quality output in order to make the lives of their consumers and clients a whole lot better. Clearly, much is expected form a company that bears the ISO 9001 logo, and such a very little symbol certainly holds a lot of meaning for those who strive to have such a stamp on their own organizational products and services. So if you are looking for excellence in a particular product or service, you know what particularly renowned symbol of excellence to look out for only that of ISO 9001s, nothing more, nothing less.

Want to Get Recognized? You'll Need an ISO 9001 Manual

Coming up with your own set of standards for excellence can be a hard thing but worth commending, nonetheless. However, if you are looking to be part of the big arena, you will probably want to have your organization certified by a bigger body like the International Organization of Standards, or ISO. As such, building your own quality management service will go through the process of any ISO certified company. If you do not want to start from scratch, there is a whole host of fully customizable packages of quality manuals, which will let you know all the processes, as well as documents that you need.

The ISO 9001 manual can also be fully edited and customized in order to satisfy the needs of your own organization, so this is definitely an ideal solution for companies and organizations that are looking for simple pathways to success. Many manuals are available online, and most people find such to be inexpensive as well as speedy solutions for many beginners in the ISO 9001 field (who are working the system for the first time), as well as seasoned executives who are in search of new and easy to innovate solutions for their companies. The ISO 9001 manual is also chock-full of tools, such as text that will help you address each of the requirements of the Standards of ISO 9001, examples of process flow charts which you can refer to from time to time, a referenced procedure source to help you work on your quality management system, and other important and highly essential documents.

Breezing Through the Evaluation with ISO 9001 Procedures

You probably already know that for a particular company to turn the heads of those powerful players who belong to bigger leagues, one will need to be certified in ISO 9001 as a form of a stamp of excellence in Quality Management. If you want to get your company on to this path, you would best be getting your hands on a procedure package that will let you in on all the things that are part of the ISO 9001 procedures. Such a procedure package will come with a manual that will help assist you in your improvement efforts, as well as a myriad of process flow charts that you can easily follow in order to steer your organization in the direction you would like to take.

The procedure package will guide you through the different areas of the evaluation, such as the in-depth interviews with the staff members of your organization, the reviews of your documented task efforts, and over all inspection of the area that serves as your professional home. In the ISO 9001 procedure, the auditors will take all of these aspects in consideration so it is also important for you to be one step ahead in the game in order to predict what they might actually point out and address problems before they even happen. And of course, this will be a quite easy task for you once you have your ISO 9001 procedures package guiding you every step of the way all the way to the giving of the stamp of approval for a job well done.

PROCESSES TO ENSURE COMPLIANCE WITH ISO 9001

There are multiple step-by-step processes that an organization can undergo in order for it to see if its system and facilities are by par with the International Standards set by the International Organization for Standardization 9001. The standards set for governments, businesses, and societies observe quality standards from management, to the organizations system, to subcontracts, to over-all data and records.

The ISO 9001 processes would cover a wide range of the different aspects of an organization based on the scope of the set international standards. Assessments of the organizations management from the organizations structure to the policies that support it are the first things that should be observed. And then the quality system of the organization should be observed next, including the manual that comes with along with the system. Contraction deals carried out with all subcontractors of the company should also be analyzed and every product received from their respective subcontractors should be monitored from their shipment and handling of the products to the company, to their storage, and through the company's production processes. Every product overall design should also be taken into consideration.

Assessment of the organizations testing and debugging phases with their products should also undergo assessment processes, from the methods used in testing and debugging to the tools used in this phase, to see if they comply with the set international standards.

Regular audit procedures should also be observed by the company, as well as assessed if the audit program itself complies with the minimum standards of the ISO 9001. A complete data on every phase in the production process and observations on management and contract workers should be kept and information must be properly organized. Any conformity that arises should be dealt as soon as possible with and prevented in future circumstances. Strict observation of the ISO 9001 processes ensures a company that they are complying with the international standards of the ISO. ISO 9001 quality management

QUALITY MANAGEMENT SET BY THE ISO 9001

The International Organization for Standardization 9001 requires every organization in societies, governments, and businesses to observe strict quality standards with every aspect of their management system and production of services.

An organizations management and everything involved in it must be kept in top quality. The policies that support the company's management system should be reviewed in order to see if it is always effective and complies with the International Standards set by the ISO 9001. Every subcontractor that the company deals with must also be included in the quality management of every organization.

The products that are included in transactions with subcontractors must be inspected and observed throughout the whole production process, to ensure that it is of top quality and are in compliance with the company's standards. The testing and debugging rounds of the company with the products should also be observed and made sure that the methods used are effective and necessary. Any equipment used by the company in the testing phases should also be made sure that they are kept in quality working condition.

Every phase in the organizations actions should be kept recorded and any data must not be left out. Information included in every data gathering should be of top quality. Details should not be left out, especially conformities that arise throughout any procedure the company takes. Anything that does not comply with the Quality Management standards set by the ISO 9001 should be taken into immediate consideration and revised as possible in order to abide by the international standards.

T HE   Q UALITY   M ANUAL   I NCLUDED   IN   THE   ISO   9001

The ISO 9001 Quality Manual is a guide that will assist you in making sure that your organization is in adherence to the International Standards set by the International Standards Organization. You should provide the manual with the quality requirements of your organization in the scope of the ISO 9001 so that you will be able to see if your organization is within these requirement minimums.

It is an essential aid material for organizations that are just starting and have not yet qualified with the ISO 9001 standards, especially for the small businesses, which the ISO 9001 caters to the most. An ISO 9001 Quality Manual should be able to specify what certain aspects are included in the Quality System that the ISO has provided, as well as what are the exclusions. The manual will also specify certain procedures that the organization should undergo in order to see if they have met the ISO International Standards.

After using the ISO 9001 Quality Manual and applying all the data available about your organization, you should be able to tell if the specifications that you have supplied the Quality Manual have sufficed for the ISO International Standards, or if your organization is still lacking in a certain section of the ISO 9001 Requirements. If the manual states that your organization still needs improvements or if something about it needs to be changed, then pinpointing the problem should not be very hard since the ISO Quality Manual is separated into several different sections.

LIST OF REQUIREMENTS OF THE ISO 9001

In order to be able to establish an organization that meets the ISOs requirements, you must first be able to inform yourself of these minimum requirements.

First, the ISO requires you to ensure your organizations policies to be of top quality, as you will need to fulfill your top management responsibilities. Afterwards, you should make sure that the system that you will be developing would be able to meet with the policies that you have established. Then, you should be able to develop procedures that your company will follow to ensure that every contractual requirement you provide for your customers are acceptable. You should also identify which particular group will be working with the products development at all times.

Being able to monitor the whole production processes that take place in your organization and the equipment involved in production is also required of you. Providing a manual explaining your systems functions and documenting policies and activities of your organization are all required. After production, you must conduct routine inspections and tests on the final products before they are made available to customers, to make sure that every product meets the specified requirements. Also, make sure that anything involved in the production process that does not meet the specified standards are corrected and prevention of further conformities is ensured.

You are also required to keep track of your subcontractors and their products that you have purchased to be able to make sure that these products are able to meet your standard. Controlling the products that you purchase from these subcontractors is also essential.

Also provide statistical techniques for your organization as well as effective servicing requirements. Lastly, make sure that quality training procedures are performed, and that company audits are routinely done. Following these guidelines will ensure that your organization is able to meet the ISO 9001 Requirements.

THE ISO 9001 SOFTWARE

The ISO 9001 covers the standards and requirements for an organization, and there is an ISO 9001 software that will help guide you through the ISO 9001 specifications and procedures. This software will aid you with the implementation of the ISO 9001 standards into your own organization. It covers multiple fields about the ISO 9001 standards on businesses that are necessary for you to have knowledge on if you would want your company to adhere with the minimum requirements.

The ISO 9001 software will cover the different aspects that every organization should take note of in order for them to be able to make sure that they are following the International Standards.

These fields include responsibilities of the management itself, system requirements which adhere to the organizations over-all quality control or its system, requirements for contract reviews which include customer contracts and customer orders, minimum quality requirements for the design and the development itself of the organizations produced products, proper documentation of any data, requirements for the purchased products from your organizations subcontractors, over-all control of the whole production process of any product which will be produced by the company, after production product testing and product inspections, routine inspection of company tools used for productions, maintenance of products, procedures on how to handle company conformities, the handling and storage of any product, training requirement specifications, conduction of quality audits, provision of statistical techniques, and quality recording of data.

The ISO 9001 Software basically follows you up on the international standards and requirements for any business.

ISO 9001 Standard: A Standard of Standards

The customer is always right! This is a very famous line in the world of business. It is etched into the consciousness of businesspersons and their workers. This phrase leads to an important emphasis on the need to satisfy customers. Satisfying customer needs lead to income, and a steady flow of income keeps a good business afloat. But the more important point here is answering how to satisfy this need of the customers with regards to ones business. And the answer to this question is to guarantee customers that the company satisfies a standard in its business operations.

Now what is a standard? A standard is a published document that is designed to make sure that a product, material, service, or method is consistent in its performance, and as well as being fit for its purpose. The standard lays out a list of procedures and specifications for such products, materials, services, and methods.

Following ISO 9001 Standard implies compliance of standards set by the ISO. This standard enables companies to state that its business processes are consistently being applied. The standard does not guarantee a certain company's delivery and production of items and services to have superior quality, compared to other products and services. But rather, this certifies that a certain company is internally engaged in paperwork that is prescribed by the standard. This standard entails an efficient management of a business. Effective management of a business implies having a process-based approach to logical and effective managerial actions.

Essential Standard of ISO 9001

Companies live on income, and income comes from customers and patrons. Customers spend their money on products and services provided by such companies. Companies like customers because they bring in revenue, but more so, companies need customers since they keep businesses open. To keep customers coming back for the purchase of products or services, companies need to gain the trust and loyalty of their patrons.

One effective way of gaining and maintaining this trust between the two parties is for companies to satisfy a standard with regards to running their business or businesses. Something that blows away hints of hesitation on the part of the customer. Something makes the customer never to think twice about buying that product or availing of that service.

A standard is what is needed. A standard is a published document designed to make sure that products, materials, methods, and services are consistent with their performance, and that they are fit to fulfill their purpose. Standards establish a common form of language that defines quality, and as well as establishes a safety criteria. This is what ensures quality and consistency of operations in the business. One set of standards is that of ISO.

ISO 9001 standards are legitimate, official, and recognized. Satisfying such a standard enables companies to have a good reputation. It signifies that the business follows processes that are prescribed by the standard, and are on paper. It also implies that outputs such as products and services are of the same quality every time.

FREE ISO 9001 TRAINING

In this current world of business, everything that is considered as the most important is profit, which dictates how fast a business could grow and how it could be supported by this. All other factors like production and the delivery of services or goods are factors that eventually result to profit and in return profit supports them.

To wit, to increase the production of profit, efficiency must be increased in such a manner that both machinery and the workers are capable to work hand in hand in such a fashion as if they are part of the same machinery and not separate beings. This efficiency can be marked up by improving the knowledge and quality of the workers, while the machines are made technologically advanced.

This will ultimately result to better services, which the customers demand one way or another. And in this Certification is a must. As more and more Companies compete with each other, ISO Certification will be the prime factor that would provide the Company the desired edge against other Companies. And though there is need to train the workers, which could surely affect their work in the process, it was made easy by the introduction of the Internet.

On the Internet, one can find Companies offering training modules to the workers, where they may now study all about the requirements demanded by the ISO 9001 Certification at the time that is most convenient for them. With this, their schedules can now be made to fit along with their ISO training. And this eventually allows the Company manager to proceed as planned in the production and delivery process while at the same time continuing the workers training.

KNOWING ISO 9000

The International Organization for Standardization also known as ISO was created with an aim to promote international standardization in industry and commerce. Although it is not a government organization, it is widely accepted by its member nations and the standards it sets usually become treaties and they are adapted in these nations as well.

ISO 9000 is about the standardization of quality management. It is composed of standards and guidelines precisely to address this endeavor. It is actually an international consensus of what quality management system should be. It describes what an organization should do in order to satisfy their customer's requirements on quality. It also enumerates regulatory requirements about this matter in order to further improve customer satisfaction. And it dictates what each organization or enterprise must do in order to continue to improve its performance to provide continuous customer satisfaction. No matter what the company does, the ISO 9000 is applicable to them.

A revised version of ISO 9000 was established in 2000, hence the name ISO 9000:2000. It was then when the core language of ISO 9000 family was set. The technical committee responsible for this, known as the ISO/TC 176, produced a couple of documents in order to aid companies implement the ISO 9000. However, these ISO documents are not to be used for certification purposes. Rather they are meant to serve as guide documents.

Again, the ISO 9000 family is a set of ISO documents and standards. While ISO 9000:2000 will give you the guide, the other standards will get the company certified.

DEFINING ISO 9001 AND HOW TO IMPLEMENT IT

ISO 9001 is a world standardization for businesses aiming to be at par in quality management. This standardization targets to maintain quality through standardized processes and applications in the manufacturing of products and rendering of services. This is made so customer satisfaction can be achieved and maintained. And this standard applies to almost any sector and industry product or service done almost worldwide.

Implementing ISO 9001 has its benefits so it's truly is worth going for. The company could start by getting what the requirements of ISO 9001 are and applying them to their business. With these requirements in mind, they should create their company's quality goals and then provide guidelines for its implementation in the company operations.

All of these things should be properly documented and communicated to everyone in the company. And then the company should evaluate the policies they have produced and they should highlight the requirements to make sure that they are complied. The boundaries of the management system should be set and again, procedures should be properly documented. The company, however, has to check and evaluate that only appropriate procedures are in place. And then once everything is running, audits within the company should be done to ensure that things will always be implemented as they should be.

And when the requirements have been complied and satisfied, it would be time for an external audit to assess the company's implementation. If they indeed meet the requirements, then they will be ISO 9001 certified provided that the audit was done by an accredited certification body.

DILBERT ISO 9000?

ISO 9000 is said to be one of the best ISO standards. And it is quite popular to many companies as well. In fact, since this family of standards is focused on quality management, it has been utilized to replace Total Quality Management. Others though found it to be a good framework to aid the implementation of the model instead.

However, not all users of the standard have accepted it with open arms. Some product design engineers see it as a being already a given. It seems a mere common sense for them to implement the said requirements in the company.

In this sense, the cartoon character, Dilbert, perhaps agree to them. The comic strip, Dilbert Gives the Business, is divided into sections describing various parts of the business. There's a section on the different jobs in the office. And then there's the section where the main character, Dilbert would describe job difficulties and make fun of several aspects of the business or the corporations.

Dilbert has been seen to refer the ISO 9000 as being wasteful. Well, although it provides benefits and the certification is a requirement in some industries, it's also a voluntary compliance in others. Getting the certification can be quite expensive so some companies may actually opt not to get the certification.

Now as to whether Dilbert's view on this is quite accurate, many would argue that Dilbert may have a point. And judging from the comic strip's popularity, they say that perhaps Dilbert might be speaking some level of truth as well.