



investtrend

ISO 9001:2000 Quality Management

Quality Management helps protect your business!

In today's globally competitive business environment more organisations' are choosing to have their quality management systems certified to demonstrate their commitment to quality. When it comes to quality management certification there are a few choices to be considered.

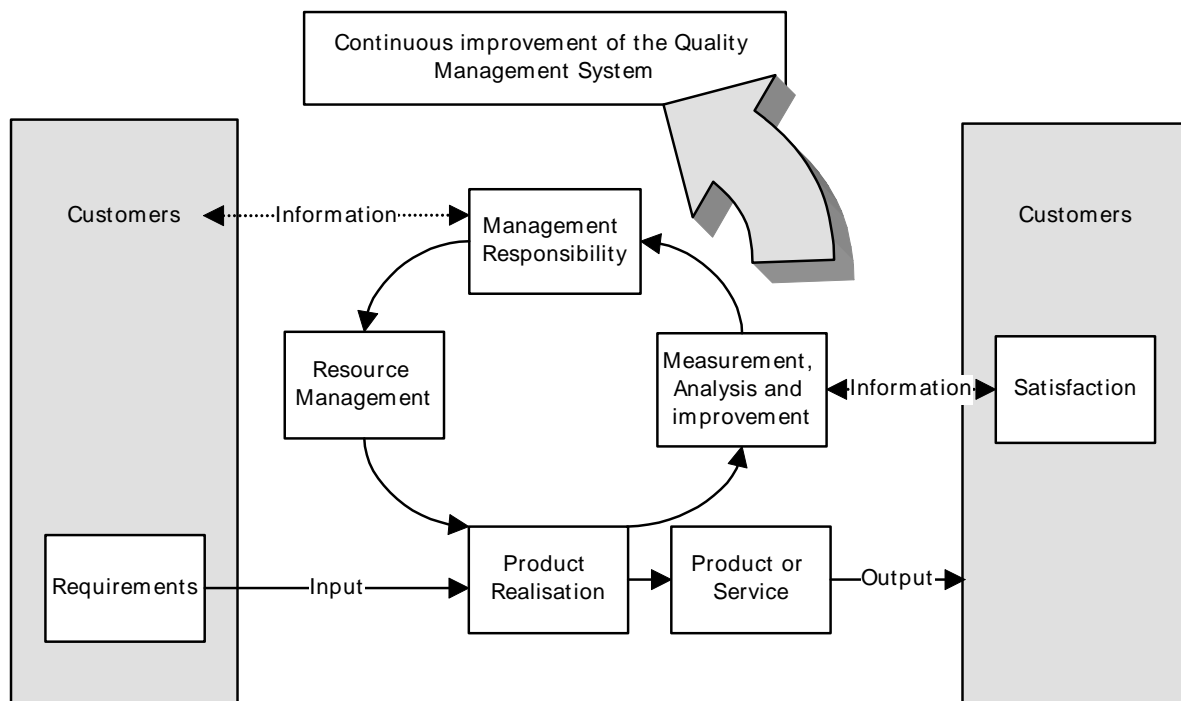
ISO 9001:2000 is the world's most recognised quality certification standard. The familiar three standards ISO 9001, ISO 9002 and ISO 9003 have all been integrated into the new ISO 9001:2000.

The standard specifies requirements for a quality management system for any organisation that needs to demonstrate its ability to supply products/services that consistently meet the customer and regulatory requirements whilst enhancing customer satisfaction.

The standard is broken down into 5 sections and is based on 8 management principles:

- Principle 1 - Customer focus
- Principle 2 - Leadership
- Principle 3 - Involvement of all people
- Principle 4 - Process approach
- Principle 5 - System approach to management
- Principle 6 - Continual improvement
- Principle 7 - Factual approach to decision making
- Principle 8 - Mutually beneficial supplier relationships

Quality Management standards are all based on the plan–do–check–act cycle (See below).



This is a four-step model for carrying out change. Just as a circle has no end, the PDCA cycle should be repeated again and again for continual improvement.