

ISO 9001:2000

What is ISO 9001:2000?

- The International Organization of Standardization (ISO) is an organization that develops Standards for use worldwide to help companies “plug” into the world market
 - Develop highly specific, voluntary, technical standards
- ISO 9001:2000 is an outline for a good Quality Management System (QMS)
 - Establishing quality goals
 - Ensuring customer requirements are understood and met
 - Training employees
 - Controlling production processes
 - Purchasing from quality suppliers/vendors
 - Correcting problems and preventing reoccurrences
- Involves managing the organization as a system of interrelated processes
 - Involves planning these processes; identifying how processes relate to each other, setting goals, measuring the processes and making improvements

Benefits of ISO 9001:2000

- Internal Benefits
 - Increased productivity
 - Improved quality
 - Less scrap and rework
 - Increased employee satisfaction
 - Continual improvement
 - Increased profits
 - Ensures that employees have the training and information they need to do their job correctly
- Marketing Benefits
 - An internationally recognized QMS
 - Increased opportunities in specific markets
 - Increased customer satisfaction
- Systems will be in place to identify a problem, find the cause and eliminate it to prevent the problem from reoccurring

Top Reasons for ISO 9001:2000 Certification

- *Internal operational efficiency.* Lower production costs because of fewer nonconforming products, less rework, lowered rejection rates, streamlined processes and fewer mistakes.
- *Access to new markets.* Markets may require ISO certification or favor companies with ISO certification.
- *Customer request.* Many organizations are asked by a customer to obtain registration as a requirement to continue or to start doing business with them.
- *Reduced costs.* Organizations are recognizing that an effective Quality Management System leads to reduced costs and greater operating margins.

What will ISO 9001:2000 do for my organization?

- A well designed and implemented Quality Management System, based on ISO 9001:2000, has been shown to:
 - Improve product reliability
 - Improve material and production workflow
 - Increase process consistency and predictability
 - Drive increased employee awareness related to product quality
 - Reduce product scrap, rework and defects