

What is ISO 9000

The ISO 9000 Quality Systems Standard is a series of international standards providing guidance for developing and implementing **effective** quality management systems. The guidance can be applied to both services and manufacturing industries.

A **quality management system** is all the activities performed in your organisation that affect, or satisfy the quality of your goods and services, as well as the expectations of your customers. Customers can be external or internal.

It is essential to note that building and complying with ISO 9000 standards does not in itself guarantee that service quality meets customer requirements.

It provides your company with the mechanism to meet customer requirements, but only if you and your company constantly assess your customers' needs and levels of satisfaction, and continuously improve the processes affecting the services.

Documentation

For ISO 9000 quality systems, documentation is categorised at four levels:

1. **Quality Manual** – Statement of the company's quality policy, written by managers from the top level and the quality department..
2. **Procedures** – Defines activities at the departmental or team level and written by supervisors.
3. **Work Instructions** - Work instructions and Job descriptions describe how tasks are accomplished and are usually written by the operators and trainers.
4. **Other Documentation** – A compilation of forms used in the quality system. This is usually done by quality or middle managers.

Quality Manual Outline

Here is a typical outline for an ISO 9000 quality manual.

1. Quality Policy
2. Organisational Chart
3. Quality Organisation
4. Statement of Authority and Responsibility
5. Distribution List for controlled copies
6. Quality System clauses 4.1 through to 4.20
7. Procedures Index
8. Forms Index



ISO 9000 Process Flowchart

Smart Guide (v.01)

(Created by the QualityHelp Community at qualityhelp.org)

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Use this ISO 9000 process flowchart to understand the sequence and activities that will involve all employees in building and maintaining their Quality Management System.

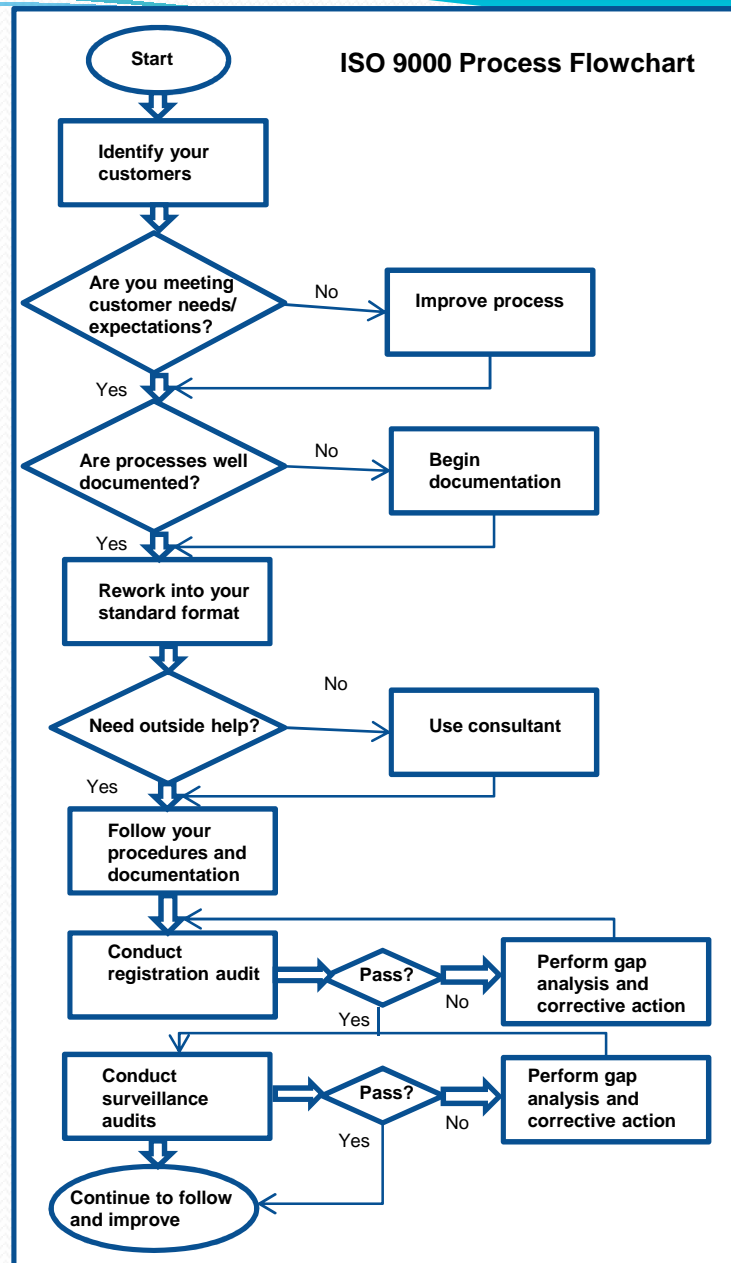
Understand your customer needs and improve if necessary

Say what you do

Do what you say

Prove it

Improve it



Understand your customer needs Improve if necessary

Customer surveys need to be regular, with deep and meaningful analysis of the feedback.

Negative feedback must be turned into a cycle of problem analysis, corrective action plans, and process improvements.

Positive feedback should be celebrated and shared with the teams.

Say what you do

Document your processes, work instructions, training guides, an everything that is critical to the organisation or business unit.

Establish a smart, thorough and sustained document control system.

Involve everyone in maintaining records and documents, and link this to job descriptions and review outcomes. Look externally for help and smart solutions.

Do what you say

Work to your procedures. Review them frequently and update as they change. Include procedures in your Audits.

Prove it

Ongoing Internal Audits are critical to success.

Registration audit is about getting an external, impartial and probing validation of your processes and quality control methods, as documented in your quality manual.

Improve it

Don't stop when all seems under control. Work on further improvements, Service Excellency and new customers.