



ISO9001:2000 - “Your Competitive Leverage”

What is ISO?:

ISO stands for International Organization for Standardization. It is based in Geneva, Switzerland and was formed in the year 1947. The organization consists of representatives from ninety-one countries. Each country is represented by its standard body. ISO comprises more than 180 technical committees, covering many industrial sectors and products.

Any legal entity having manufacturing / service operations can apply for ISO9000 certification, including Manufacturers, Service Organizations, Trading Houses, Banks, Hospitals, Educational Institutions etc..

Why do Companies Typically Implement ISO 9001:2000 :

- Desire to improve internal operational efficiency.
- Organizations are recognizing that an effective Quality Management System leads to reduced costs and greater operating margins
- Lower production costs because of fewer nonconforming products, less rework, lowered rejection rates, streamlined processes and fewer mistakes.
- Access to new markets.
- Some markets require ISO9001:20000 Registration, some markets favor companies with ISO9001:2000 Registration
- Many organizations are asked by a customer to obtain registration as a requirement to continue or to start doing business with them.

Quality Management System Principles:

ISO9001:2000 Management System is based on eight quality management principles. These principles can be used as a framework to guide organizations towards improved performance. Below is a description of the principles as they appear in ISO 9000:2000.

Principle 1 - Customer Focus

Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

Principle 2 - Leadership

Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

Principle 3 - Involvement of People

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.



Coppola Enterprises, Inc.
"Innovative Solutions for Today's Organizations"

Principle 4 - Process Approach

A desired result is achieved more efficiently when activities and related resources are managed as a process.

Principle 5 - System Approach to Management

Identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.

Principle 6 - Continual Improvement

Continual improvement of the organization's overall performance should be a permanent objective of the organization.

Principle 7 - Factual Approach to Decision Making

Effective decisions are based on the analysis of data and information

Principle 8 - Mutually Beneficial Supplier Relationships

An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value