ISO 9000 Quality Management System

• What is ISO 9000 ?
• Why ISO 9000 ?
• What are the basic requirements?
• How the system operates?
• Do you have questions?
What is ISO 9000

- ISO 9001
- ISO 9002
Why ISO 9000

- ISO is excellent for allowing a company to have a set of standards and a process which describes how it will meet those standards.
- The company is audited and certified as to the effectiveness of its process.
- The standards serve the purpose to assuring the quality of the products.
What are the basic requirements

- There are total 20 elements
- 1 Management Responsibility
- 2 Quality System
- 3 Contract Review
- 4 Design Control
- 5 Document and Data Control
- 6 Purchasing
What are the basic requirements

- 7 Customer Supplied Product
- 8 Product Identification and Traceability
- 9 Process Control
- 10 Inspection and Testing
- 11 Inspection, Measuring and Test Equipment
What are the basic requirements

- 12 Inspection and Test Status
- 13 Control of Nonconforming Product
- 14 Corrective and Preventive Action
- 15 Handling, Storage, Packaging and Delivery
What are the basic requirements

• 16 Quality Records
• 17 Internal Quality Audits
• 18 Training
• 19 Servicing
• 20 Statistical Techniques
How the system operates

Quality Management System Implementation

• 1  Management Responsibility
• 2  Quality System
• 5  Document and Data Control
• 14 Corrective and Preventive Action
• 17 Internal Quality Audits
How the system operates

Support System Improvement

• 10 Inspection and Testing
• 11 Inspection, Measuring and Test Equipment
• 13 Control of Nonconforming Product
• 16 Quality Records
How the system operates

Process System Improvement

• 8  Product Identification and Traceability
• 9  Process Control
• 15 Handling, Storage, Packaging and Delivery
• 20 Statistical Techniques
How the system operates