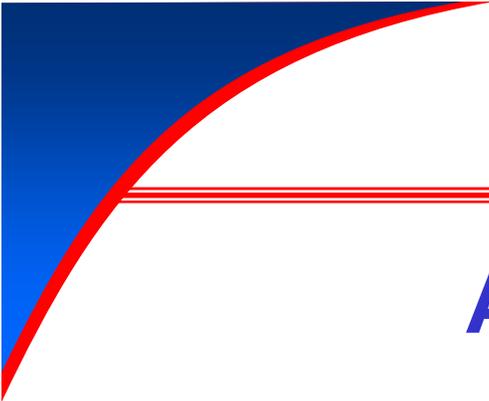


**Joan Ales**  
**Jay Jacobowitz**

**U.S. Army**  
**RDECOM-ARDEC**

**ISO 9001:2000**  
**Quality Standard**  
**3 November 2005**



# **ISO 9000 Series**

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## **A Family of Documents**

**ANSI/ISO/ASQ 9000:2000**

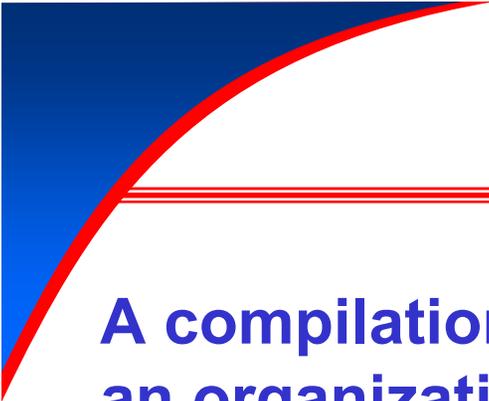
**Fundamentals and vocabulary**

**ANSI/ISO/ASQ 9001:2000**

**Requirements**

**ANSI/ISO/ASQ 9004:2000**

**Guidelines for performance  
improvements**



# WHAT IS ISO 9001:2000?

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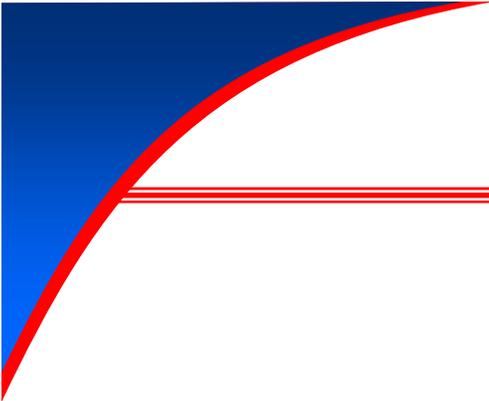
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A compilation of system and process improvements that an organization would have to establish, document, implement and maintain if that organization were to be considered capable of meeting customer requirements and sustaining continuous performance improvement.

Applies to manufacturing and service industries.

Emphasis is placed on

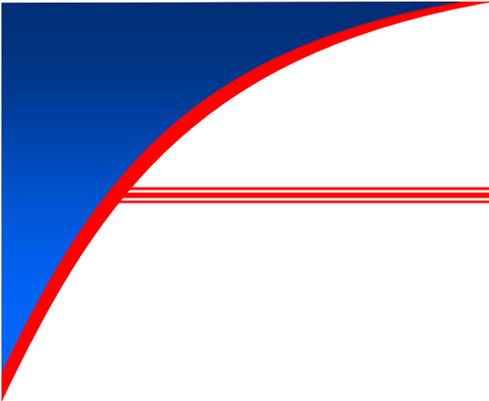
- **Continual improvement**
- **Customer focus (satisfaction)**
- **Management responsibility**
- **Process control**



# ISO 9001:2000

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**Model for a business management system that works other business management systems to achieve high organizational performance – the “way of doing business in the new century.”**

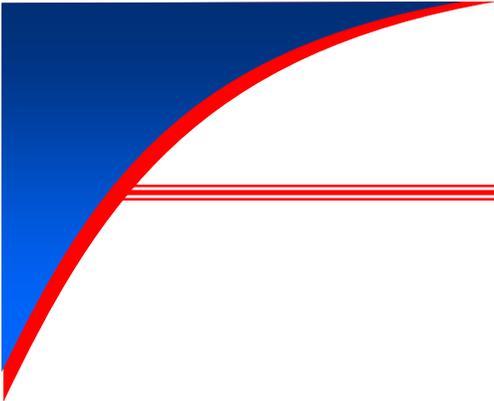


**ISO 9001:2000**

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## **Why do it?**

**To make certain that your Quality (Business) Management System provides products and services that meet your Customers' needs and will continually improve in its ability to do so consistently into the future.**



# THE EIGHT QUALITY MANAGEMENT PRINCIPLES

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**(ISO 9001-2000)**

**Customer Focus**

**Systems Approach  
To Management**

**Leadership**

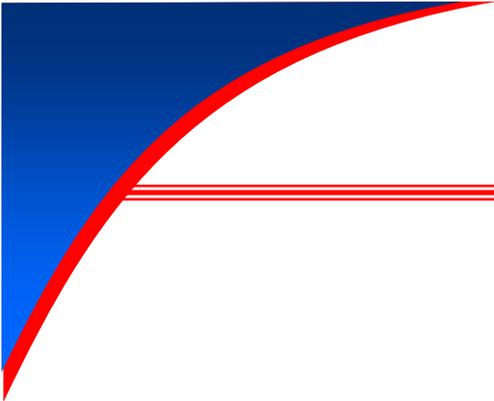
**Continual Improvement**

**Involvement of  
People**

**Factual Approach  
To Decision Making**

**Process Approach**

**Mutually Beneficial  
Supplier Relationship**



# ISO 9001:2000 CONTENTS

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## Sections

**Section 0 - Introduction**

**Section 1 - Scope**

**Section 2 - Normative Reference**

**Section 3 - Terms and Definitions**

**Section 4 - Quality Management**

**Section 5 - Management Responsibility**

**Section 6 - Resource Management**

**Section 7 - Product Realization**

**Section 8 - Measurement, Analysis, and Improvement**

# QUALITY MANAGEMENT SYSTEM DOCUMENTATION

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**Quality  
Manual**

**Documented Procedures**  
(Specific Requirements)

**Work/Job Instructions**  
(Quality Plans/SOPs/Processes)

**Records**  
(Objective Evidence)

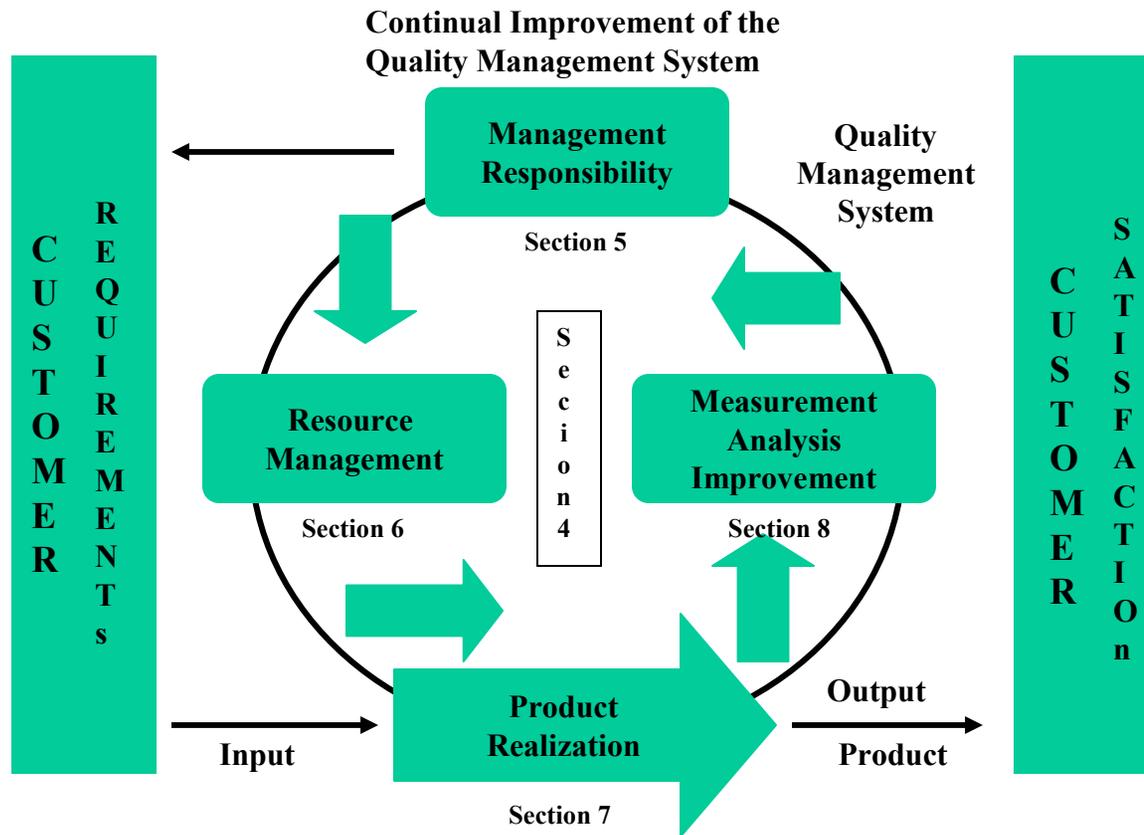


# PROCESS APPROACH

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- **The standard promotes a “process approach” when developing, implementing and improving the effectiveness of a Quality Management System**
- **Interaction of processes and their management can be referred to as a “process approach”**
- **Any activity transforming inputs into outputs can be considered as a process**
- **The organization must identify, document and manage various linked processes**

# PROCESS MODEL





# CERTIFICATION

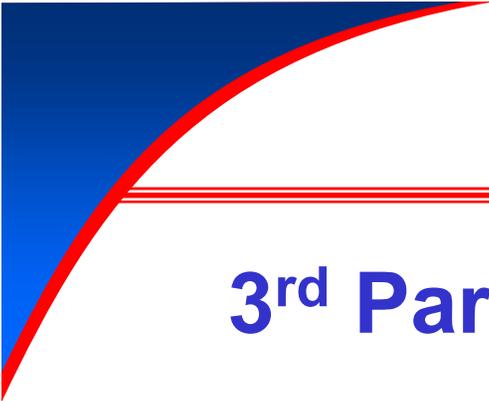
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## ANSI/ASQ Accreditation Board (ANAB)

**Commercial entity performs 3<sup>rd</sup> Party Audits as a ANAB Registrar**

**Fee for Service - \$\$\$\$\$**

**ANAB registration recognized world wide**



# COMPLIANCE

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**3<sup>rd</sup> Party registration is not required**

**Army requires qualification and surveillance audits**

**Compliance usually recognized DOD wide**

**3<sup>rd</sup> Party registration is not a substitute For Government oversight**



# FINAL THOUGHTS

## Quality Management System

*Say what you do*

*Do what you say*

*Prove it*

*&*

*Improve it*