



ISO 9000: an overview

ISO 9000 standard

ISO 9000 is the name given to a 'family' of standards that are internationally accepted to form the basis of a sound quality management system. The standard provides a framework for organisations to coordinate and manage their quality activities and to gain independent recognition for their achievements through an international certification scheme.

Over one million organisations of all types, in more than 160 countries have implemented ISO 9001 quality systems. All countries operate to the same strict guidelines in the assessment and certification of organisations.

Why organisations implement ISO 9000

- To meet customer and market requirements
- To gain a competitive advantage
- To improve their operational efficiency.

The benefits of ISO 9000

An organisation operating a management system conforming to the ISO 9000 standard will gain the benefits that come from:

- Knowing what customers expect and exceeding those expectations
- Operating effective business processes and management practices
- Continually improving efficiencies and cost savings in all parts of the organisation
- Focusing the whole organisation on the corporate goals
- Having informed and motivated staff.

History

The standards were first published in 1987. They were revised in 1994 and 2000, each revision aligning the standards more closely to contemporary management practices and business activities.

The latest revision - ISO 9001:2015 - places a greater emphasis on customer satisfaction monitoring and promotion of continuous improvement, as well as being more user-friendly.

Assessment and certification

Bodies accredited by a national authority undertake assessment and certification to ISO 9001:2015. The national management systems accreditation authority for New Zealand is jas-anz (Joint Accreditation System of Australia and New Zealand). JAS-ANZ accredits third party certification bodies such as telarc to carry out independent assessments of management systems and to issue certificates of compliance.

Telarc: assessor of choice

Telarc is new zealand's leading management systems assessment and certification company. Established by government legislation, it was the first organisation in new zealand to certify compliance to ISO 9001 Quality Management Systems and ISO 14001 Environmental Management Systems.

The company provides assessment and certification services to over 1500 businesses of all types and sizes. These range from service providers, manufacturers, distributors, professional services firms, trades people, government bodies, local authorities, health and education providers.

ISO 9001:2015 the details

In 2015, the ISO 9000 standards were revised. There is a new emphasis on monitoring customer satisfaction, user-friendly documentation, consistency between quality management systems requirements and guidelines, and promoting continual improvement.

Primary standards

The ISO 9000 series of management standards now consists of three primary standards:

- ISO 9000 – quality management systems – fundamentals and vocabulary
- ISO 9001 – quality management systems – requirements
- ISO 9004 – quality management systems – guidance for performance improvement.

The three previous standards, ISO 9001, ISO 9002 and ISO 9003 are now incorporated into the one standard, ISO 9001:2015.

Major advantages

The major advantages of ISO 9001:2015 are:

- Easy to use, simple language and readily translatable
- Significant reduction in required documentation
- Directly linked to organisational processes and goals
- A focus on improved organisational performance
- Emphasis on customer satisfaction
- Compatibility with other management systems, including ISO 14001 environmental management systems.

Quality management principles

Quality Management principles are the basis for ISO 9001:2015. The standard has been restructured on a business process model corresponding with the way organisations actually operate. And it is more closely aligned with the philosophy and objectives of most business excellence programmes, including the baldrige award criteria.



► ISO 9000: an overview (continued)

The principles are:

Customer focus

Understanding existing and potential customer needs, meeting their requirements and striving to exceed their expectations

Leadership

Establishing unity of purpose and direction of the organisation.
Creating and maintaining the working environment in which people are fully involved in achieving the organisation's objectives.

Encouragement of people

Involving people fully at all levels of the organisation and using their abilities for the benefit of the organisation.

Process approach

Managing related resources and activities as a process. Involves the systematic identification and management of the various internal processes to achieve objectives.

System approach to management

Identifying, understanding and managing a system of interrelated processes for given objectives.

Improvement

Continually increasing the effectiveness and/or efficiency of the organisation; responding to customers' growing needs and expectations; ensuring a dynamic evolution of the quality management system.

Evidence based decision making

Basing decisions on the analysis of data and information balanced with experience and intuition.

Relationship management

Establishing suppliers as an integral part of the organisation to create value through flexibility, speed and optimising costs and resources.

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