

ISO 9000

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What is ISO-9000?

- The International Organization for Standardization(ISO)
- Represented by association of 127 countries, give more thrust on quality systems and for stringent quality standards to the manufacturer on quality systems and management.
- ISO has its head quarters in Geneva
- These are not quality standards but, indeed , system standards which ultimately leads to production of desired quality with consistency.
- These standards are globally accepted.

ISO 9000

ISO-9001:- Model for quality assurance in design, development, production, installation and servicing.

ISO-9002:- Model for quality assurance in production , installation and servicing.

ISO-9003:- Used by the supplier as a model for quality assurance in final inspection and testing

ISO-9000:2000 :-Related to Fundamentals and Vocabulary

ISO-9000:2001:- Quality Management system-requirements

ISO-9004:2000:- Guidance for Performance Improvement.

Main characteristics of 2000 version is introduction of the concept of continual improvement and evaluation of process performance.

Principles of ISO-9001:2000

1. Customer focus
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationship

ISO 9001:2000 -Requirements

1. Quality management system
 2. Management Responsibility
 3. Resource Management
 4. Product Realization
 5. Measurement, Analysis and Improvement
- ISO-9000 series of standards, as a set of guidelines for developing and demonstrating a documented quality system, were introduced by ISO to facilitate international trade in goods and services.
 - Then this has been a globally accepted series of uniform quality systems standards.

Quality accreditation is the certification of a company's process. Which will result in attaining certain standards of quality in its output.

It is most effective when awarded by a national controlling authority or international agency.

Third party assessment is widely used for all types of manufacturers and demonstrating the supplier's competence.

The standards are designed to be user friendly.

To Whom it is Applicable

Even a small company having a few employees may opt for ISO-9000 certification. There is no stipulation in this regard as to the size of the company.

1. To all manufacturers who want to export their goods to European common market.
2. To all sub-contractors of an organization that have opted for ISO-9000 series standards.
3. To all regular suppliers to different Government agencies.
4. To all individuals opting for better systems in the company.

Why do we need ISO-9000 Certification

- 1. Competitive Advantage:** 72.3% of corporations with ISO-9000:2000 , report a major competitive advantage.
This means they are winning more business.
- 2. Improves Customer Demand:** 33.4% of corporations with ISO-9000 report improved customer demand.
- 3. Protect Your Business:** 69.3% of surveyed business that do not have ISO-9000 say have lost a customer bid.
- 4. Increased Credibility:** You can generate a significant increase in business , as many corporations will deal only with ISO-9000 registered companies.

Why do we need ISO-9000 Certification

5. Your competitors are doing it : In many industries 35-40% of your competitors are ISO registered. The longer you wait to start, the greater is their competitive advantage.

6. Easy and Cost effective: Getting ISO 9000 is no longer the costly , time consuming proposition that it once was. It is very simple and inexpensive.

7. Qualify for Government Contracts : The departments of Defense, Food and Drug Administration, NASA, Department of Energy and the General Services Administration have all approved the use of ISO-9000 in contracts and bids.

Why do we need ISO-9000 Certification

8. Develop New Customers:

Once you are Registered you will be published in the ISO 9001:2000 registered company Directory. Used as a purchasing resource book by the thousands of U.S and International companies.

9. Don't be left Behind: On average it takes 100to 200 hours to complete all the required ISO9001:2000 documents

What steps do we need to take to achieve Certification?

- 1. Documentation:** Preparing your Policy and Procedures Manual
- 2. Implementation:** ISO 9001:2000 is basically an instructions manual for your business. Implementing ISO means putting it into practice within your company . It typically takes 3-9months.
- 3. Inspection Audit:** When your documents are ready and you have implemented them throughout the organization, it's time to call the Auditing Organization, known as Registrar. They will inspect your documents, do an on-site inspection and make a report to Registrar.
- 4. Registration:** When you pass the audit, your company will be registered as an ISO-Certified organization and published in the Registered Company Directory.

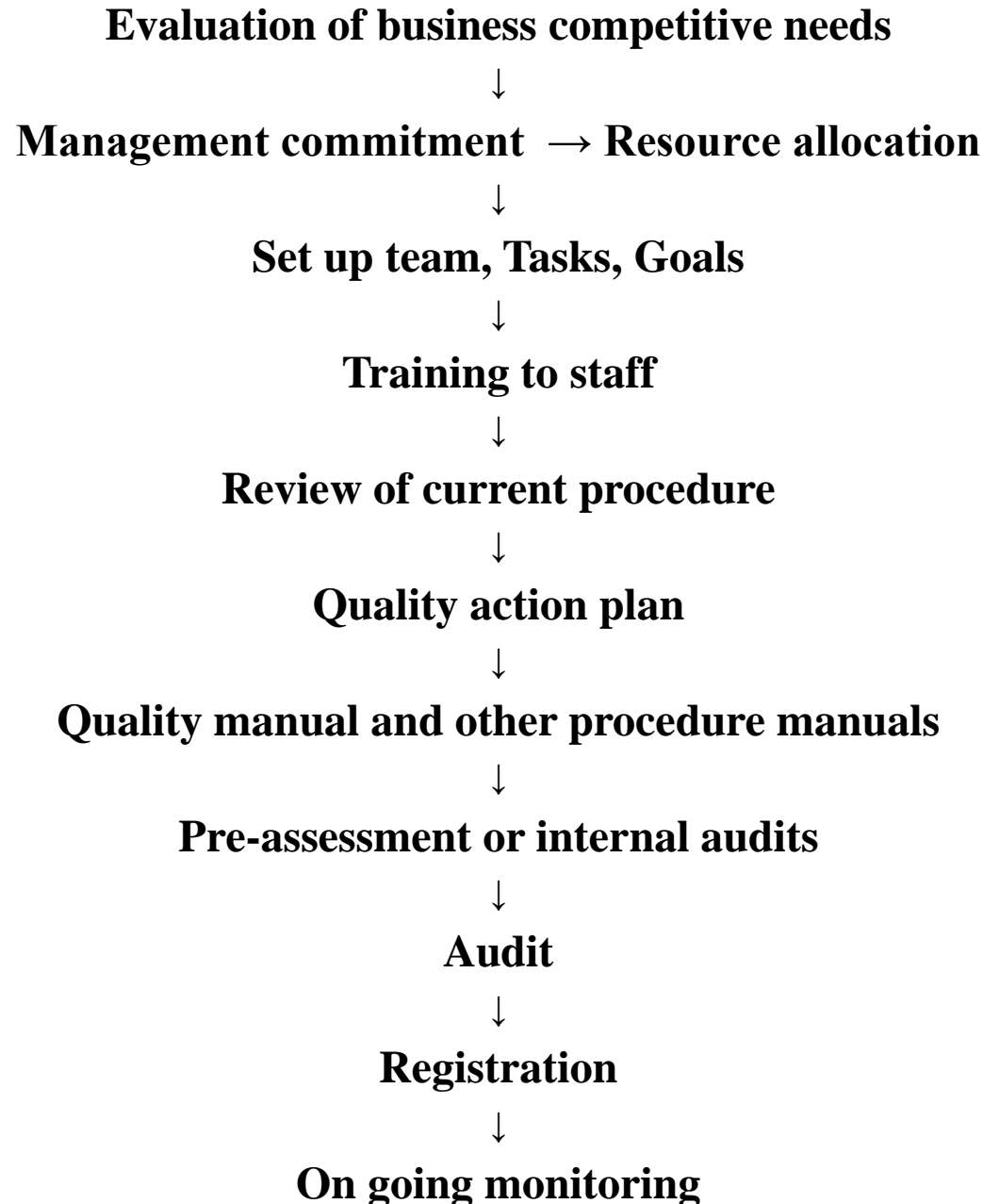
Advantages of ISO Certification

1. Better product design.
2. Improved product quality . It helps the company achieve consistent levels of quality.
3. Market share can go up with improved credibility.
4. The company's management has greater confidence in its own internal systems.
5. Exports can increase – Standards are globally accepted in more than 60 countries.
6. The company's process become cost-effective as the system facilitates reduction in waste and rejections.

Advantages of ISO Certification

7. Efficient utilization of men, machine and materials, resulting in higher productivity.
8. Elimination of bottlenecks in production and tension free work environments, leading to good human relations.
9. Creation of quality awareness and greater job satisfaction among employees, improving the company's quality culture.
10. It improves confidence in existing/potential customers that the company is capable of delivering quality goods and service.
11. Improvement of company's image and credibility in International markets which is essential for success in the export business.

Route to ISO-9000 Registration



THANK

YOU