



## ***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.



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**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