



**ISO9001-2000
Quality Management
System**

Concept Training



The purpose of this training is to explain:

- What the ISO9001:2000 Quality Management System is,
- Why we are committed to using it,
- What it involves, and
- Your role and responsibilities.



What is a quality management system?

- A system for managing more than just quality
- A structured management approach based on standards and procedures



ISO9000: What does it stand for?

- ISO is the International Organization for Standardization,
- Which is a worldwide federation of national standards comprised of one representative body from approximately 148 different countries.
- United States is represented by ANSI, American Standards Institute



ISO9000: How did it originate?

- Emerged out of the need for international standardization following WWII
- Formally founded in 1947, but indirectly dates back to the creation of the international Electrotechnical Commission in 1906
- The current version of the standards were adopted in December, 2000



ISO9000: How is it managed?

- ISO is a non-governmental organization based in Geneva, Switzerland.
- Three primary governance groups:
 - The ISO General Assembly, which meets annually and includes all members
 - The ISO Council, which meets twice annually and includes officers and 18 elected members including ANSI
 - The ISO Technical Management Board, which meets 3 time per year and includes 12 elected members including ANSI