

## **The World Awaits ISO 9001:2000**

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Around the world organizations are anxiously awaiting the publication of the new ISO 9001:2000 management system standard. This much anticipated standard is a revision of the ISO 9000:1994 standard published in 1994. As an ISO 9000 registrar, we recommend that all levels of your organization familiarize themselves with the impending changes that ISO 9001:2000 will bring. Preparation will position your organization for a smooth transition in your efforts to continuously improve your quality and internal processes. At this time, no ISO 9001:2000 registration certificates can be issued until the standard is published in the fourth quarter of 2000.

### **What exactly is ISO 9000?**

ISO 9000 is a generic system that specifies, in very broad terms, the necessary components of a quality management system. Rather than being specific to any one industry, it details the basic requirements of the quality function for all industries. ISO 9000 is the generic term for the ISO 9000:1994 series of standards, which include:

- ISO 9000-1: Guidelines for the selection and use of applicable standards.
- 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: Model for quality assurance in final inspection and testing.
- ISO 9004-1: Guideline for quality management and quality system elements.

ISO 9000 was originally published in 1987 by the International Organization for Standardization, a worldwide federation of national standards bodies, headquartered in Geneva, Switzerland. The organization was founded in 1946 to develop a common set of standards for manufacturing, trade and communications. Today more than 90 countries are members, each with a representative. The representative for the United States is the American National Standards Institute (ANSI).

### **Changes proposed by ISO 9001:2000**

The main catalyst behind the ISO 9001:2000 revision is the intent to provide users of the ISO 9000 standards an opportunity to add value and enhance their performance through continuous improvement of their processes. To solicit enhancement feedback, a global survey was conducted of ISO 9000:1994 users, which revealed the need to introduce improvements in four key areas. These areas include:

- Increased compatibility with the ISO 14000 series of standards (environmental management standard).
- Creating a common structure based upon a process model.
- Creating a method to demonstrate continuous improvement and customer satisfaction.
- To provide the standard in a language and terminology that is easy to understand and simple to use.

Incorporating these proposed changes into the ISO 9001:2000 standard has created the need to restructure the standard's organization which differs from ISO 9000:1994. The new ISO 9001:2000 structure has been reorganized into four categories:

1. Management Responsibility: Policy, objectives, commitment and management review.
2. Resource Management: Human resources, information and facilities.
3. Product Realization: Customer, design, purchasing and production.
4. Measurement, analysis and improvement: Audit, control of nonconformity and data analysis.

In the new structure of ISO 9001:2000, the terminology has been updated to reflect a more accurate depiction of the supply chain:

*ISO 9000:1994*

Subcontractor → Supplier → Customer

*ISO 9001:2000*

Supplier → Organization → Customer

The ISO 9001:2000 revision also includes the reduction of the many standards within the ISO 9000:1994 standard. This includes the merging of ISO 9001, ISO 9002 and ISO 9003 into one single standard ISO 9001. ISO 8402 and part of the content in ISO 9000-1 will be moved into a new ISO 9000 standard. ISO 9004-1 will be transformed into a new ISO 9004:2000 standard.

Bringing together these changes, revisions to ISO 9000:1994 were incorporated into ISO 9001:2000 based upon eight quality management principles (as found in the ISO/DIN 9000:2000 document):

1. Customer focused organization: Organizations depend on their customers and, therefore, should understand current and future customer needs, meet customer requirements and strive to exceed customer expectations.
2. Leadership: Leaders establish unity of purpose, direction and internal environment of the organization. They create the environment in which people can become fully involved in achieving the organization's objective.
3. Involvement of people: People at all levels are the essence of an organization and their full involvement enhances their abilities to be used for the organization's benefit.
4. Process approach: A desired result is achieved more efficiently when related resources and activities are managed as a process.
5. Systems approach to management: Identifying, understanding and managing a system of interrelated processes for a given objective contributes to the effectiveness and efficiency of the organization.
6. Continual improvement: Continual improvement is a permanent objective of the organization.
7. Factual approach to decision making: Forming effective decisions based on logical and intuitive analysis of data and information.
8. Mutually beneficial supplier relationships: Mutually beneficial relationships between the organization and its suppliers enhance the ability of both organizations to create value.

**Transitioning to ISO 9001:2000**

Upon the publication of the ISO 9001:2000 standard, a transition period of three years will commence. During this transition period, new or recertification audits can be conducted optionally with the ISO 9000:1994 or new ISO 9001:2000 standard. If a company selects to be audited to the ISO 9000:1994 standard, the validity of the certificate will expire with the end of the transition period. For certificates issued prior to the publication of the ISO 9001:2000 standard, it is possible to continue surveillance audits utilizing the ISO 9000:1994 standard for the entire 3-year cycle. Upon the expiration of the ISO certificate (every three years) a recertification audit will be conducted utilizing the ISO 9001:2000 standard.

In transitioning to ISO 9001:2000 it is important to understand changes and adapt your quality system accordingly. It is recommended to further review the entire standard and the certification process with you registrar prior to a recertification audit. There are also many educational seminars available that can prove a valuable resource. Overall, implementation of ISO 9001:2000 will not only update your management system but will provide your organization with the tools to continuously improve and increase efficiencies.