

Current Standards & Future Development:

- ISO 9000 Series Standards
- ISO 10000 Series Standards
- Other Supporting Documents

The ISO 9000 family of standards includes:

- 16 published standards
- Internet based guidance documents
(which are free to download)
- ISO Handbook:
ISO 9001 for Small Businesses
- ISO Handbook:
Guide to the Integrated Use of Management System
Standards (published July 2008)

The “core” standards in the family:

ISO 9000:2005

Quality management systems -- Fundamentals and vocabulary

ISO 9001:2008

Quality management systems -- Requirements

ISO 9004:2000

Quality management systems -- Guidelines for performance improvements

ISO 19011:2002

Guidelines for quality and/or environmental management systems auditing

The supporting standards:

ISO 10001:2007

Quality management -- Customer satisfaction -- Guidelines for codes of conduct for organizations

ISO 10002:2004

Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations

ISO 10003:2007

Quality management -- Customer satisfaction -- Guidelines for dispute resolution external to organizations

ISO 10005:2005

Quality management -- Guidelines for quality plans

The supporting standards - continued:

ISO 10006:2003

Quality management systems -- Guidelines for quality management in projects

ISO 10007:2003

Quality management systems -- Guidelines for configuration management

ISO 10012:2003

Measurement management systems -- Requirements for measurement processes and measuring equipment

ISO/TR 10013:2001

Guidelines for quality management system documentation

The supporting standards – continued

ISO/TR 10014:2006

Quality management systems -- Guidelines for realizing financial and economic benefits

ISO 10015:1999

Quality management -- Guidelines for training

ISO/TR 10017:2003

Guidance on statistical techniques for ISO 9001:2000

ISO 10019:2005

Guidelines for the selection of quality management system consultants and use of their services

Internet based guidance

- “Selection and Use of ISO 9000” brochure
- Quality Management Principles
- Interpretations
- ISO 9000 Introduction and Support Package:
 - Guidance on ISO 9001:2000 clause 1.2 'Application'
 - Guidance on the Documentation Requirements of ISO 9001
 - Guide to the Terminology used in ISO 9001 and ISO 9004
 - Guidance on the Concept and Use of the Process Approach for management systems
 - Guidance on Outsourced Processes
- Implementation Guidance for ISO 9001:2008

8 Quality management principles

- Customer-focused organization
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

Interpretations process

A formal process in ISO to respond to questions from national standards bodies on ISO 9001

Important source of input for ISO 9001:2008:

- 37 Official TC176 Interpretations published on ISO website for ISO 9001:2000
 - See www.tc176.org/Interpre.asp for details
- Some of these interpretation requests indicated a need for clarification

Interpretation request for 5.5.2 Management representative on ISO 9001:2008

ISO 9001 Auditing Practices Group

Joint ISO/TC 176, ISO/CASCO and IAF team that produces guidance notes focussed on 3rd party management system auditors, but useful to 1st party auditors.

More than **35 papers** posted on the web, e.g.:

- The need for a 2-stage approach to auditing
- Measuring QMS effectiveness and improvements
- Identification of processes
- Understanding the process approach
- Determination of the “where appropriate” processes

Now also Accreditation Auditing guidance

Web sites

www.iso.org (general guidance)

www.tc176.org (interpretations)

www.iso.org/tc176/sc2
(ISO 9000 Introduction and Support package)

www.iso.org/tc176/ISO9001AuditingPracticesGroup
(auditing guidance)

The Future

The near future

- **The ongoing revision of:**

ISO 19011

- **The ongoing development of new standards:**

Draft ISO/TS 10004 *Quality Management – Customer satisfaction - Guidelines for monitoring and measuring*

ISO/CD 10018 *Quality management -- Guidelines on people involvement and competences*

ISO/NWIP *Quality Management – Customer satisfaction – Guidelines for business-to-consumer electronic commerce transactions*

The near future - continued

- A new revision to ISO 9000:2005 is to be proposed
- The ISO handbook “ISO 9001 for Small Businesses” is to be updated to be brought into alignment with ISO 9001:2008
- A Self-assessment tool is planned to be developed to support the use of ISO 9004 (this may be a CD-Rom based product)
- A “Top Management” guide to quality management is planned to be developed
- A **strategic review** of the TC 176 portfolio and its working methods has just been started