

Current Standards:

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

The ISO 9000 family of standards includes:

- 26 published standards
- Internet based guidance documents
(which are free to download)
- ISO Handbook:
ISO 9001:2015 for Small Enterprises
- ISO Handbook:
Guidance on integrated management system
standards

The standards in the family:

ISO 9000

Quality management systems -Fundamentals and vocabulary

ISO 9001

Quality management systems - Requirements

ISO 9004

Managing for the sustained success of an organization – A quality management approach

ISO 19011

Guidelines for auditing management systems

The supporting standards:

ISO 10001

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

ISO 10002

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

ISO 10003

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

ISO 10004

Quality management – Customer satisfaction – Guidelines for monitoring and measuring

The supporting standards - continued:

ISO 10005

Quality management systems – Guidelines for quality plans

ISO 10006

Quality management systems - Guidelines for quality management in projects

ISO 10007

Quality management systems - Guidelines for configuration management

ISO 10008

Quality management – Customer satisfaction – Guidelines for business-to-consumer electronic commerce transactions

The supporting standards – continued:

ISO 10012

Measurement management systems - Requirements for measurement processes and measuring equipment

ISO/TR 10013

Guidelines for quality management system documentation

ISO 10014

Quality management systems - Guidelines for realizing financial and economic benefits

ISO 10015

Quality management - Guidelines for training

ISO/TR 10017

Guidance on statistical techniques for ISO 9001:2000

The supporting standards - continued:

ISO 10018

Quality management – Guidelines on people involvement and competence

ISO 10019

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

ISO 14001

Environmental management systems – Requirements with guidance for use

ISO 18091

Quality management systems – Guidelines for the application of ISO 9001 in local government

The supporting standards - continued:

ISO 31000

Risk management – Principles and guidelines

ISO 37500

Guidance on outsourcing

ISO/IEC/IEEE 90003

Software engineering – Guidelines for the application of ISO 9001 to computer software

IEC 60300-1

Dependability management – Part 1 : Guidance for management and application

IEC 61160

Design review

Internet based guidance

- ISO 9001:2015 for Small Enterprises - What to do?
- Quality Management Principles
- ISO 9001 - Debunking the Myths
- Support for Implementing ISO 9001:2015
- Moving from ISO 9001:2008 to ISO 9001:2015
- ISO 9001:2015 How to Use It
- ISO 9001- What does it Mean in the Supply Chain?
- Implementation Guidance for ISO 9001:2015

7 Quality management principles

- Customer-focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

Interpretations process

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

Important source of input for ISO 9001:2015:

- Official TC176 Interpretations published on ISO website for ISO 9001.
 - See <https://committee.iso.org/sites/tc176sc2/home/about.html> for ISO 9001:2015 Approved Interpretation details.
- Some of these interpretation requests indicated a need for clarification.

For example, Interpretation request for 8.5.1a) "Availability of documented information".

ISO 9001 Auditing Practices Group

The *ISO 9001 Auditing Practices Group* is an informal group of quality management systems experts, auditors, and practitioners, drawn from the ISO/TC 176 and IAF.

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

- Design and Development Process
- Improvement
- Measurement traceability
- Processes
- Resources

The ISO/CASCO and the IAF have developed documents relating to certification, accreditation and the auditing of quality management systems.

Web sites

<https://www.iso.org/home.html>

(general guidance)

<https://committee.iso.org/home/tc176>

(interpretations)

<https://committee.iso.org/home/tc176sc2>

(ISO 9000 Introduction and Support package)

<https://committee.iso.org/sites/tc176sc2/home/page/iso-9001-auditing-practices-grou.html>

(auditing guidance)