



The International Organization for Standardization(ISO)
Quality management systems
A family of standards for quality management systems

History of ISO 9000

Pre ISO 9000 During WWII, there were quality problems in many British high-tech industries such as munitions, where bombs were going off in factories. The adopted solution was to require factories to document their manufacturing procedures and to prove by record-keeping that the procedures were being followed.

The name of the standard was BS 5750, and it was known as a management standard because it did not specify what to manufacture, but how to manage the manufacturing process. According to Seddon, "In 1987, the British Government persuaded the International Organisation for Standardization to adopt BS 5750 as an international standard. BS 5750 became ISO 9000 1987 version.

ISO 9000:1987

had the same structure as the UK Standard BS 5750, with three 'models' for quality management systems, the selection of which was based on The scope of activities of the organization:

ISO 9001:1987

Model for quality assurance in design, development, production, installation, and servicing was for companies and organizations whose activities included the creation of new products.

ISO 9002:1987

Model for quality assurance in production, installation, and servicing had basically the same material as ISO 9001 but without covering the creation of new products.

ISO 9003:1987

Model for quality assurance in final inspection and test covered only the final inspection of finished product, with no concern for how the product was produced.

ISO 9000:1987

was also influenced by existing U.S. and other Defense Standards ("MIL SPECS"), and so was well-suited to manufacturing. The emphasis tended to be placed on conformance with procedures rather than the overall process of management — which was likely the actual intent

ISO 9000:1994

Emphasized quality assurance via preventative actions, instead of just checking final product, and continued to require evidence of compliance with documented procedures.

As with the first edition, the down-side was that companies tended to implement its requirements by creating shelf-loads of procedure manuals, and becoming burdened with an ISO bureaucracy.

In some companies, adapting and improving processes could actually be impeded by the quality system .

9000:2000 certification

the actual standard to which an organization's quality management can be certified is ISO 9001:2000. Both the accreditation bodies and the certification bodies charge fees for their services. The various accreditation bodies have mutual agreements with each other to ensure that certificates issued by one of the Accredited Certification Bodies.

ISO 9001:2000

Combines the three standards 9001, 9002, and 9003 into one, now called 9001. Design and development procedures are required only if a company does in fact engage in the creation of new products. The 2000 version sought to make a radical change in thinking by actually placing the concept of process management front and centre. was the monitoring and optimizing of a company's tasks and activities, instead of just inspecting the final product.)

The 2000 version also demands involvement by upper executives, in order to integrate quality into the business system and avoid delegation of quality functions to junior administrators. Another goal is to improve effectiveness via process performance metrics — numerical measurement of the effectiveness of tasks and activities. Expectations of continual process improvement and tracking customer satisfaction were made explicit.

Future Version : 2008

TC 176, the ISO 9001 technical committee , has started its review on the next version of ISO 9001, which will in all likelihood be termed the ISO 9001:2008 standard, assuming its planned release date of 2008 is met. Early reports are that the standard will not be substantially changed from its 2000 version.



ISO 9001:2008
Perspectivas de Mudança e como Obter Resultados

Data
18 de abril de 2006

Local
Hotel Davila Porto Alegre
Avenida Estados, n.º 1909 - São João

Investimento
Evento Gratuito

Informações
Tratar com: Marcus Silveira / Leoncio Augustin
Telefone: 51 3029-8898 / 54 3221-1857
E-mail: marcus.silveira@bsi.com.br / leoncio.augustin@bsi.com.br

Programação
* 17h30min. - Recepção
* 17h45min. - Welcome Coffee
* 18h15min. - Abertura
* 18h20min. - Apresentação BSI Management Systems com José Luis Möllmann - Diretor Institucional BSI
* 19h00 - Perspectivas de Mudança e Como Obter Resultados. Com Luciano Barros - Gerente de Contratos BSI

BSI
Management Systems
raising standards worldwide

Vagas Limitadas





ISO 9000 family

ISO 9000 includes the following standards:

ISO 9000:2000, Quality management systems - Fundamentals and vocabulary.

Covers the basics of what quality management systems are and also
Contains the core language of the ISO 9000 series of standards.

ISO 9001:2000

Quality management systems - Requirements is intended for use in any organization which designs, develops, manufactures, installs and/or services any product or provides any form of service. It provides a number of requirements which an organization needs to fulfill if it is to achieve customer satisfaction through consistent products and services which meet customer expectations. This is the only implementation for which third-party auditors may grant certifications.

ISO 9004:2000

Quality management systems - Guidelines for performance improvements.
covers continual improvement.

This gives you advice on what you could do to enhance a mature system.
This standard very specifically states that it is not intended as a guide to implementation.

There are many more standards in the ISO 9001 family many of them not even carrying "ISO 900x" numbers.

For example, some standards in the 10,000 range are considered part of the 9000 family: ISO 10007:1995 discusses Configuration management, which for most organizations is just one element of a complete management system. ISO notes: "The emphasis on certification tends to overshadow the fact that there is an entire family of ISO 9000 standards ... Organizations stand to obtain the greatest value when the standards in the new core series are used in an integrated manner, both with each other and with the other standards making up the ISO 9000 family as a whole".

Note

That the previous members of the ISO 9000 family, 9001, 9002 and 9003, have all been integrated into 9001.

In most cases, an organization claiming to be "ISO 9000 registered" is referring to ISO 9001.

