

# Iso 9000

Science



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The ISO 9000 Standards Evolution of standards The ISO 9000 standard that deals with quality management systems evolved from one phase to another through revisions by a technical committee and advisory group with the help from professionals implementing the standard. The evolution was to make the standard better (Levett 3). The 1987 version had three models for quality assurance of the final product and suited the manufacturing sector. It emphasized on conforming to procedures rather than the management process. The 1994 version applied quality assurance via preventive measures rather than looking at the final product. It also checked compliance with standard documented procedures. The 2000 version was a game-changer as it introduced process management in companies. The 2000 version included the involvement of upper executives in quality delivery and improvement of the effectiveness through performance metrics. The 2008 version introduced clarifications to the requirements of the existing 2000 version. The new changes and clarifications aimed at improving consistency with earlier versions. The next version, 2015 version is under preparation.

### Auditing

The standard undergoes auditing to improve, correct and prevent problems from arising. The auditing can be external (by an external independent body) or internal (by internal staff trained for the purpose). Auditing involves continuous review and assessment to ensure that the system is working. The 1994 auditing focuses on compliance while the 2000 version includes risks, status and importance

### Advantages and Criticisms

Implementing ISO 9000 increases organization effectiveness, profits,

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promotes trade with other countries and makes marketing better. It also helps retain customers and improve satisfaction. In addition to improving employee motivation ISO 9000, reduces waste and increases company productivity.

However, ISO 9000 faces various criticisms. Some criticize it for the large amount of money, paperwork and time needed for registration. Some view the standard as a failure especially if a company seeks certification before quality. Others accuse ISO standards of not gauging whether a company is following the right procedure for quality.

#### Work Cited

Levett, James. Implementing an ISO 9001 Quality Management System in a MultiSpeciality Clinic. Iowa: The Physician Executive, 2005.