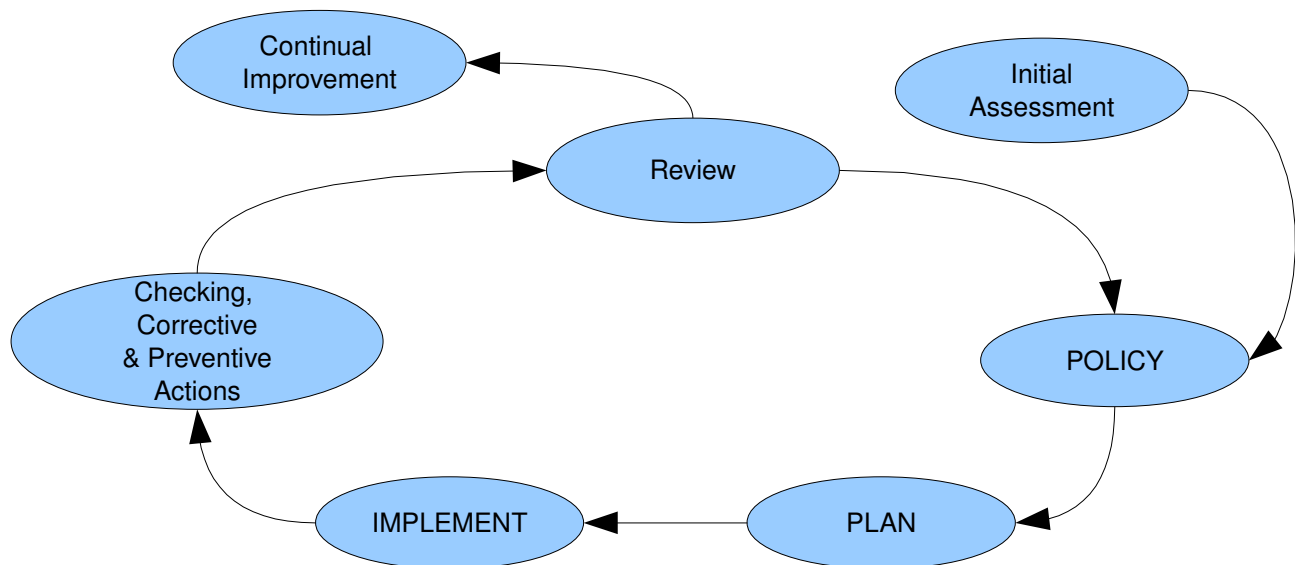


## **BS EN ISO9000 Series – Quality Management**

Businesses had a desire to show their commitment to customer satisfaction and continuing improvement in quality management and to this end quality management systems have been developed and certification systems have developed alongside the management systems.

ISO9001:2008 is the most recent international standard for certification of a management system to maintain and improve quality in an organisation.

The focus of ISO9001 is the attainment of customer satisfaction by measuring the organisation's current performance with regards to the quality of its products and services, setting goals and objectives to improve their performance and measuring their progress towards those goals, taking actions to prevent failures before they happen and correct the causes of failures which have happened and periodically reviewing performance with a view to updating goals and objectives and amending the management system in order to meet them.



Auditable standards such as ISO9001:2008 are prescriptive, that is they prescribe certain standards that must be met in order to comply with the standard and allow certification. These prescribed standards include documenting processes and procedures and maintaining records to demonstrate the correct operation of the system, including audit findings, investigations into failures of the system, corrective and preventive actions, and evidence of competence of employees to carry out their tasks.

Having prescriptive standards allows the system to be audited effectively both internally by people familiar with the system and externally by people who are not familiar with the specifics of the system but experienced in the requirements of the standard.

This model of standard has been adapted and extended to provide auditable management system standards for various other areas of business including environmental management (ISO14001) and health & safety management (OHSAS18001).