


# ISO

## International Organization for Standardization





The International Organization of Standardization (ISO) is a worldwide federation consisting of member bodies from around 163 countries, which promotes the development of international manufacturing, trade and communication standards.

ISO 9000 refers to a generic series of standards published by the ISO that provide quality assurance requirements and quality management guidance.

ISO 9000 is a quality system standard, not a technical product standard.

The ISO 9000 series currently contains four standards - ISO 9001, ISO 9002, ISO 9003 and ISO 9004.

Firms select the standard that is most relevant to their business activities. However, these four standards will be revised in late 2000. More information is provided later in this paper under ISO 9000:2000.

# ISO 9000

- Series of standards, developed and published by the International Organization for Standardization (**ISO**)
- **Define**, as establish, and maintain an effective quality assurance system for manufacturing and service industries.

[https://en.wikipedia.org/wiki/ISO\\_9000](https://en.wikipedia.org/wiki/ISO_9000)

# ISO 9000 series Quality Management Principles

- It based on seven quality management principles
- QMP 1 – Customer focus
- QMP 2 – Leadership
- QMP 3 – Engagement of people
- QMP 4 – Process approach
- QMP 5 – Improvement
- QMP 6 – Evidence-based decision making
- QMP 7 – Relationship management

- **Principle 1 – Customer focus**
- Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements
  
- **Principle 2 – Leadership**
- Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can

- **Principle 3 – Engagement of people** involvement enables their abilities to be used for the organization's benefit.

- **Principle 4 – Process approach**

A desired result is achieved more efficiently when activities and related resources are managed as a process.

- **Principle 5 – Improvement**

- Improvement of the organization's overall performance should be a permanent objective of the organization.

- **Principle 6 – Evidence-based decision making**

Effective decisions are based on the analysis of data and information.

- **Principle 7 – Relationship management**

An organization and its external providers (suppliers, contractors, service providers) are interdependent and a mutually beneficial relationship enhances the ability of both to create value.



- The standards provide guidance.
- Tools to ensure products and services meet customer's requirements.
- Quality is consistently improved.



# ISO 14000

- Environmental management
- Help organizations to work within healthy environment



# ISO 14000

- Help to meet the challenge of climate change
- Develop 570 international standards.



14000 is a series of environmental management standards developed and published by the International Organization for Standardization ( [ISO](#) ) for organizations. The ISO 14000 standards provide a guideline or framework for organizations that need to systematize and improve their environmental management efforts.

The ISO 14000 standards are not designed to aid the enforcement of environmental laws and do not regulate the environmental activities of organizations. Adherence to these standards is voluntary.

An EMS is a systemic approach to handling environmental issues within an organization. The ISO 14001 standard is based on the Plan-Check-Do-Review-Improve cycle.

The Plan cycle deals with the beginning stages of an organization becoming ISO 14001-compliant. The Check cycle deals with checking and correcting errors. The Do cycle is the implementation and operation of the ISO 14001 standard within an organization. The Review cycle is a review of the entire process by the organization's top management. And the Improve cycle is a cycle that never ends as an organization continually finds ways to improve their EMS.

The ISO 14001 standard is the only ISO 14000 standard that allows an organization to be

# Standards under ISO 14000 series

- **ISO 14001**

Set criteria for EMS

- **ISO 14010**

Standards about auditing

- **ISO 14020**

Standards about environmental  
labeling

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## •• ISO 14030

### Standards on environmental

- ▶ performance evaluation
- **ISO 14040**
- ▶ Standards on environmental life cycle assessment
- ▶ [https://en.wikipedia.org/wiki/ISO\\_14000](https://en.wikipedia.org/wiki/ISO_14000)



# Difference between ISO 9000 and 14000

- ❑ ISO 9000 is an international standard for the development of quality management systems that any organization can adopt.
- ❑ ISO 14000 is an international standard for environmental management systems that any organization can also adopt potentially



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- ISO 9000 purpose: to enable companies to demonstrate that they are in a position to provide products or services that meet customer expectations and are focused on total customer satisfaction.
- ISO 14000 serves as a tool for defining and implementing activities that meet environmental business concerns.



# Advantages

- Creates a more efficient, effective operation
- Increases customer satisfaction and retention
- Reduces audits
- Enhances marketing
- Improves employee motivation, awareness, and morale.
- Promotes international trade
- Increases profit
- Reduces waste and increases productivity

- Common tool for standardization
- Enables to meet the requirements of an internationally uniform quality system.
- Motivates the employees and develops pride in them for achieving excellence.



THANK  
YOU