Basic Concept of ISO 9000 & ISO 14000

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What is ISO:

- ISO is a name used for the International Organization for Standardization ISO .
- It is derived from the GREEK Word ‘’isos” that means “equal”.
- ISO is the World’s largest developer of standards.
- It was formed in 1947 in Geneva Switzerland.
- It is a federation of national standard bodies of 143 countries.

OBJECTIVES:

- To Facilitate International Trade Of Goods and Services
- To obtain competitiveness by obtaining required quality in a cost effective way.
- Promoting a Total Quality Control System (TQC)
- Provide confidence to costumers

ISO 9000

- In ISO 9000, there are eight clauses, Management responsibility; Measurement, analysis, and improvement; Product realization; Resource management; Quality management system.
- The eight principles are Continual improvement, Leadership, Mutually beneficial supplies relationships, System approach to management, customer focus, Factual approach to decision making, Process approach, and Involvement of People.

What is ISO 9000?

- ISO 9000 determines the quality policies objectives and is a quality management system. They help the organization to attain proper quality products.
- Proper documentation and implementation of proper procedures are also seen. Proper improvement and consistency are attained with the help of ISO 9000
- ISO 9000 deals with the fundamental quality management system, which includes eight management principles.
- ISO 9000 provides a standardized set of qualities that makes international trading smooth. Minimum quality assurance is given by ISO 9000 but doesn't take whole assurance for the certified organizations. They also have a significant bearing on marketing credibility.

ISO 9000 series

- **ISO 9000**: Explains fundamental quality concepts and provides guidelines for the selection and application of each standard.
- **ISO 9001**: Model for quality assurance in design, development, production, installation and servicing.
- **ISO 9002**: Model for quality assurance in the production and installation of manufacturing systems.
- **ISO 9003**: Quality assurance in final inspection and testing.
- **ISO 9004:** Guidelines for the applications of standards in quality management and quality systems.

PRINCIPLES OF ISO

1. Customer focus
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships

PRINCIPLES OF NEW STANDARD

➢ Principle 1 – Customer focus

Organizations depend on Their Customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations

➢ Principle 2 – Leadership

Leaders establish Unity of purpose and direction of the organization. They should create and maintain the internal environment better.

- **Principle 3 – Engagement of people**

People at all levels are the essence of an organization and their full 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.

ISO STANDARDIZATION PROCESS

- **1) Proposal stage**
- The first step in the development of an International Standard is to confirm that a particular International Standard is needed. A new work item proposal (NP) is submitted for vote by the members of the relevant TC or SC to determine the inclusion of the work item in the programme of work.
- The proposal is accepted if two-thirds majority of the P-members of the TC/SC votes in favour and if at least five P-members declare their commitment to participate actively in the project. At this stage a project leader responsible for the work item is normally appointed.
- **2) Preparatory stage**
- Usually, a working group of experts, the chairman (convener) of which is the project leader, is set by TC/SC for the preparation of a working draft. Successive working drafts may be considered until the working group is satisfied that it has developed the best technical solution to the problem being addressed. At this stage, the draft is forwarded to the working group's parent committee for the consensus-building phase.
- **3) Committee stage**
- As soon as a first committee draft is available, it is registered by the ISO Central Secretariat. It is distributed for comment and, if required, voting, by the P-members of the TC/SC. Successive committee drafts may be considered until consensus is reached on the technical content. Once consensus has been attained, the text is finalized for submission as a draft International Standard (DIS).

ISO STANDARDIZATION PROCESS

- **4) Enquiry stage**
- The draft International Standard (DIS) is circulated to all ISO member bodies by the ISO Central Secretariat for voting and comment within a period of five months. It is approved for submission as a final draft International Standard (FDIS) if a two-thirds majority of the P-members of the TC/SC are in favour and not more than one-quarter of the total number of votes cast are negative. If the approval criteria are not met, the text is returned to the originating TC/SC for further study and a revised document will again be circulated for voting and comment as a draft International Standard.
- **5) Approval stage**
- The final draft International Standard (FDIS) is circulated to all ISO member bodies by the ISO Central Secretariat for a final Yes/No vote within a period of two months. If technical comments are received during this period, they are no longer considered at this stage, but registered for consideration during a future revision of the International Standard. The text is approved as an International Standard if a two-thirds majority of the P-members of the TC/SC is in favour and not more than one-quarter of the total number of votes cast are negative. If these approval criteria are not met, the standard is referred back to the originating TC/SC for reconsideration in light of the technical reasons submitted in support of the negative votes received
- **6) Publication stage**
- Once a final draft International Standard has been approved, only minor editorial changes, if and where necessary, are introduced into the final text. The final text is sent to the ISO Central Secretariat which publishes the International Standard.

ISO 14000

- ISO 14000 has many stages of implementation. Firstly, it can be implemented by improving compliance with the environmental laws within the organization.
- Secondly, by maintaining sustainable development. Thirdly, with the help of activists and environmentalists. Lastly, by more worldwide awareness.
- In the series of ISO 14000, ISO 14001 is the first in the series. ISO 14020 – ISO 14024, ISO 14004, ISO 14010 – ISO 14015, etc., are some of the standards. They all have different areas covered for environmental health improvement.
- The certification process is by Preliminary assessment, Document review, Initial assessment, main assessment, certification, and surveillance.

What is ISO 14000

- ISO 14000 is concerned with Environmental health and management systems. This is the first worldwide published and accepted Environmental management system.
- It was first published in 1992 by the British Standards Institution. International Organization for Standardization in 1996 published it again.
- ISO 14000 is all about managing environmental health while doing business or production. They help organizations to involve incorporating environmentally responsible practices.

ISO 14000

- Environmental management
- Help organizations to work within healthy environment
- Help to meet the challenge of climate change
- Develop 570 international standards
- An integral part of EMAS

Standards under ISO 14000 series

- **ISO 14001**-Set criteria for EMS
- **ISO 14010**-Standards about auditing
- **ISO 14020**-Standards about environmental labeling
- **ISO 14030**- Standards on environmental performance evaluation
- **ISO 14040** - Standards on environmental life cycle assessment

Difference between ISO 9000 & ISO 14000

Parameters of Comparison	ISO 9000	ISO 14000
1. First Published	In 1987, ISO 9000 was published by International Organization for Standardization.	In 1992, it was published by BSI (British Standards Institution), and later in 1996, it was published by ISO.
2. Focus	ISO 9000 focuses on Quality management and service provided.	ISO 14000 focuses on healthy Environmental and environmental health management.
3. Implementation	The implementation of ISO 9000 is done by Commitment, the establishment of an implementation team, Management Representative (MR), observe.	The implementation of ISO 14000 is done by improving compliance with laws (environmental), credibility, protests and works of environmentalists, worldwide. awareness, etc.

Difference between ISO 9000 & ISO 14000

Parameters of Comparison	ISO 9000	ISO 14000
4. Series	Some standards of the ISO 9000 series are ISO 9004, ISO 9003, ISO 9001, etc.	Some standards of ISO 14000 are ISO 1400, ISO 14004, etc.
5. Advantages	Improve quality and maintain it. Market credibility, etc.	Environmental healthy surroundings, Saving resources, sustainable development, etc.