



P-Glossary



ISO9000

ISO9000 is a family of standards for Quality Management Systems (QMS) developed by the International Organization for Standardization (ISO). It provides a standardized model for a quality management system (QMS), created through international consensus. ISO9001 is the specification standard in this series. ISO 9000 is primarily concerned with quality management. In simple English this means anything that affects a product or service required by a customer and what that organization does to ensure that a certain standard of quality is achieved and maintained.

An organization can self-declare its compliance with the requirements or obtain external validation, usually by third-party registration/certification. As with other management system models developed by the ISO, the model is based on Deming's PDCA cycle for continual improvement. Currently, more than half a million sites worldwide have obtained third-party ISO9001 certification. In some cases, customers require their suppliers to achieve this level of validation to remain in the supply chain.

See also: ISO; ISO14000
