Aspects of ISO 9000:2000

[redacted] ISO 9000:2000 Requirements

- 1 Scope
  - 1.1 General
  - 1.2 Permissible exclusions
- 2 Normative references
- 3 Terms and definitions
- 4 Quality management system
  - 4.1 General requirements
  - 4.2 General documentation requirements
- 5 Management responsibility
  - 5.1 Management commitment
  - 5.2 Customer focus
  - 5.3 Quality policy
  - 5.4 Planning
    - 5.4.1 Quality objectives
    - 5.4.2 Quality planning
  - 5.5 Administration
    - 5.5.1 General
    - 5.5.2 Responsibility and authority
    - 5.5.3 Management representative
    - 5.5.4 Internal communication
    - 5.5.5 Quality Manual
    - 5.5.6 Control of documents
    - 5.5.7 Control of quality records
  - 5.6 Management review
    - 5.6.1 Review input
    - 5.6.2 Review output
- 6 Resource management
  - 6.1 Provision of resources
  - 6.2 Human resources
    - 6.2.1 Assignment of personnel
    - 6.2.2 Training, awareness, and competency
  - 6.3 Facilities
  - 6.4 Work environment
- 7 Product realization
  - 7.1 Planning of realization processes
  - 7.2 Customer-related processes
    - 7.2.1 Identification of customer requirements
    - 7.2.2 Review of product requirements
    - 7.2.3 Customer communication
  - 7.3 Design and/or development
    - 7.3.1 Design and/or development planning
    - 7.3.2 Design and/or development inputs
    - 7.3.3 Design and/or development outputs
    - 7.3.4 Design and/or development review
    - 7.3.5 Design and/or development verification
    - 7.3.6 Design and/or development validation
    - 7.3.7 Control of design and/or development changes
  - 7.4 Purchasing
    - 7.4.1 Purchasing control
    - 7.4.2 Purchasing information
    - 7.4.3 Verification of purchased products
  - 7.5 Production and service operations
    - 7.5.1 Operations control
    - 7.5.2 Identification and traceability
    - 7.5.3 Customer property
    - 7.5.4 Preservation of product
    - 7.5.5 Validation of processes
  - 7.6 Control of measuring and monitoring devices
- 8 Measurement, analysis and improvement
  - 8.1 Planning
  - 8.2 Measurement and monitoring
    - 8.2.1 Customer satisfaction
    - 8.2.2 Internal audit
    - 8.2.3 Measurement and monitoring of processes
    - 8.2.4 Measurement and monitoring of product
  - 8.3 Control of nonconformity
  - 8.4 Analysis of data
  - 8.5 Improvement
    - 8.5.1 Planning for continual improvement
    - 8.5.2 Corrective action
    - 8.5.3 Preventive action

ISO 9000 Registration Process

The registration process includes document review by the registrar of the quality system documents or quality manual; pre-assessment, which identifies potential noncompliance in the quality system or in the documentation; assessment by a team of two or three auditors of the quality system and its documentation; and surveillance, or periodic re-audits to verify conformity with the practices and systems registered. During the assessment, auditors might ask such questions as (using *Management responsibility* as an example): Does a documented policy on quality exist? Have management objectives for quality been defined? Have the policy and

objectives been transmitted and explained to all levels of the organization? Have job descriptions for people who manage or perform work affecting quality been documented? Are descriptions of functions that affect quality available? Has management designated a person or group with the authority to prevent nonconformities in products, identify and record quality problems, and recommend solutions? What means are used to verify the solutions?[i]

[i] AT&T Corporate Quality Office, *Using ISO 9000 to Improve Business Processes* (July 1994).