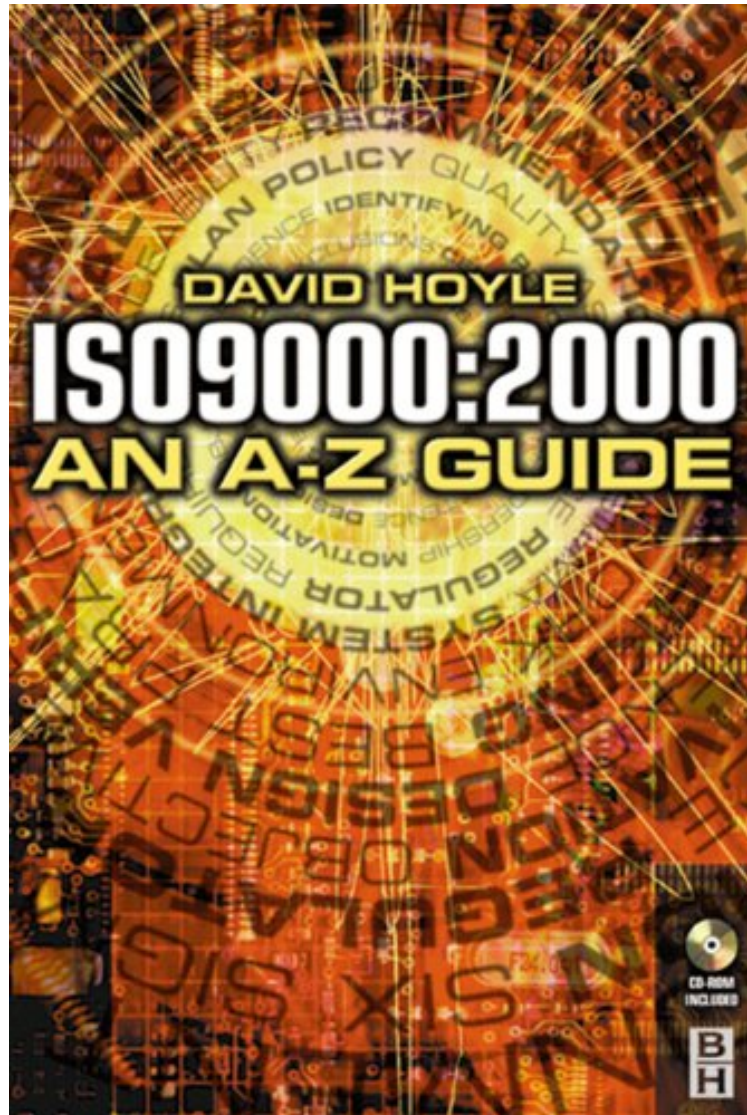


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ISO 9000: 2000: An A-Z Guide

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ISO 9000 has undergone a radical revision, changing the focus from requirements born out of situations that experience had shown led to poor product quality to requirements born out of the need for all organizations to continually achieve their objectives and create satisfied customers. The language has changed from procedure to process and the intent is now more aligned to business needs. The concepts, terminology and techniques that pervade

the ISO 9000 family of standards are explained. Learn how to apply such concepts as continual improvements, process management, corrective action and system audit. Understand six-sigma, the process approach and the principles of control and breakthrough. Learn how to manage the business processes, set objectives, identify processes, and write procedures. Discover what the standard means by customer focus, the systems approach, leadership and much more. Packed with information on over 220 terms, this guide:

- Provides quick access to the salient concepts that underpin best practise.
- Provides ISO definitions and alternative definitions for comparative purposes.
- Identifies all the requirements and associated clauses where a particular term is used.
- Provides guidance on application and interpretation with hints and tips to aid understanding.
- Provides task lists for implementing methods and techniques.

A book to pack in the brief case, a portable adviser that is ready to serve up answers when you're stuck for words, deep in debate, challenged by an auditor or confronted by your boss.

"Fully aligned with the standard, it covers the development, implementation and assessment of quality systems - perfect for the quality professional on the move or as a memory jogger when preparing that all important proposal or audit." *Quality World*, Dec 2002

About the Author David Hoyle is an international management consultant with over 30 years' experience in quality management. He has held senior positions in quality management with British Aerospace and Ferranti International and worked with such companies as General Motors, the UK Civil Aviation Authority and Bell Atlantic on their quality improvement programmes. As well as delivering quality management and auditor training courses throughout the world, he has participated in various industry councils and committees, including the Institute of Quality Assurance.