



**QUALITY MANAGEMENT INTERNATIONAL, INC.**  
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## ***WHY CONCERN MY COMPANY WITH ISO?***

Customers want their requirements to be met at least cost or best value so they focus on the quality chain of systems>processes>products. They improve value by pre-selecting only the well-organized companies that conform to the renowned system standard ISO 9001. They may pre-select based on a certificate of conformity issued by an independent registrar.

Buyers and sellers use standards when forming contracts to specify requirements and obligations. Standards also are useful to consumers when discovering the legal boundaries for the duty of care (between negligence and due care).

Most standards are for products (goods and services). The capability of all goods and services to fulfill the needs of customers depends largely on the effectiveness of management systems responsible for their realization.

ISO comes from the Greek for "equal". The International Organization for Standardization helps make national standards into international standards. Such standards are formed by consensus between committees comprising equal representation of buyers, sellers and independents (consultants and academics) over many years. Every economically developed country has a similar infrastructure for creating standards. The American National Standards Institute (ANSI) represents the USA on ISO. A condition of participation in the ISO process is to withdraw a national standard in favor of the international equivalent.

The world has ISO 9001 as the management system standard. It originated from BS 5750:1979 in the UK (which commercialized military standards from the USA). ISO 9001 specifies how organizations work systematically in meeting the needs of their customers (the needs of other interested parties may be included).

Managers around the world use ISO 9001 as a model to become so well organized they improve productivity and raise earnings for customers, employees, suppliers and shareholders. ISO 14001 is also used to prevent pollution and reduce the costs of meeting environmental obligations.

Most industries use ISO 9001 as their system standard or as a basis for specifying requirements for management systems. The global automotive industry has developed ISO/TS 16949 to expand the application of ISO 9001 in that industry.

### **Conclusions**

1. Because it qualifies suppliers, manages risk and represents proven practices, every business of any size should know how to use ISO 9001.
2. Make sure that your business management system continually improves the rate at which you add value (\$ per millisecond) when converting needs into cash while also conforming to ISO 9001 and ISO 14001.
3. Develop your management system (use [www.aworldofquality.com](http://www.aworldofquality.com) as a guide).

Please email your questions to [info@aworldofquality.com](mailto:info@aworldofquality.com) or  
**call 800 666 9001 or 800 97 14001**