

Contents

Note: A summary table of contents is provided here. Detailed tables of contents precede each chapter.

About the Author

Table of Contents

List of Figures

List of Tables

List of Appendices

Introduction

A. Purpose and Contents of this <i>Guide</i>	Intro-2
B. What is ISO?.....	Intro-3
C. Quality Management Systems	Intro-5
D. Certification to ISO9001.....	Intro-15
E. Why Do I Need a QMS?.....	Intro-21
F ISO 9001:2000 Edition	Intro-24
G. Guidelines and Technical Specifications.....	Intro-26
H. Other Management System Standards: Environment, Health & Safety.....	Intro-27
I. How to Use this Guide.....	Intro-29
J Frequently Asked Questions.....	Intro-32

Appendices

1 ISO 9001

Quality Management System Models—1994 and 2000..... 1-1
Updating Your Quality Management System 1-15
Comparison Between ISO 9001:2000 and 9001:1994 1-16
Frequently Asked Questions 1-20

2 ISO 9001 Requirements

Eight Principles of Quality Management2-1
Terminology2-10
ISO 9001:2000 Element Requirements2-22

3 Implementing a Quality Management System

Pilot’s “Three Step Process—
Identify, Insure, Improve”™—Overview3-1
Pilot’s 3 I’s Process Model.....3-2

4 Step One: Identify

New Additions From ISO 9000:1994 to ISO 9000:20004-1
Transition From ISO 9000:1994 to 20004-2
List of Tasks for Step One: Identify4-4
Quality Management System Requirements4-6
Need for a Quality Management System to ISO 9001:20004-9
Commitment.....4-11
Training on ISO 9001 Standard.....4-18
Gap Analysis - Identify4-21

Requirement(s) Identification4-25

Planning.....4-55

Checklists

Appendices

5 Step Two: Insure

List of Tasks for Step Two: Insure5-2

Document Requirements5-7

Management Responsibility5-33

Resource Management5-36

Communication5-49

Product Realization5-53

Measurement, Analysis, and Improvement5-102

Areas to Monitor5-119

Training5-121

Checklists

Appendices

6 Step Three: Improve

List of Tasks for Step Three: Improve	6-2
Improvement	6-3
Self-Declaration or Registration.....	6-37
Auditing a Process System.....	6-39
ISO 9001:2000 Quality Management Systems Requirements Auditing Questions for Standard Clauses/Elements	6-46a
Registrars' Corner	6-71

Checklists

Appendices

7 ISO 14001 Environmental Management System Overview

Environmental Management System—ISO 14001	7-3
ISO 14001:2004 and ISO 9000:2000 Comparison.....	7-8
Three Step Process™ for Implementing an Environmental Management System	7-10
Registration or Self-Declaration.....	7-17
Occupational Health and Safety Management Systems Specification—OHSAS 18001	7-21
Integrating Management Systems	7-26

Appendices

8 ISO/TS 16949:2002

Introduction	8-1
Past automotive Quality Management System Specifications	8-2
Benefits of ISO/TS 16949:2002	8-3
Pilot's Three Step Process™—Identify, Insure, Improve	8-4
Implementation—Pilot Guide	8-5

Checklists

Appendices

Sample Quality Management System Manual

Supplements

Supplement A: ISO 10006:2003
Quality Management in Projects

Supplement B: ISO 13485:2003
Quality Management in Medical Devices

List of Acronyms

Latest Release