# ISO 9000

## I. INTRODUCTION

ISO 9000 is a series of international standards for quality management and assurance. Thousands of manufacturing and service organizations has adopted it around the world. All standards developed by ISO are voluntary and there is no enforcement of their implementation.

## II. QUALITY POLICY

The manager with executive responsibility will define the standards and document the policy for quality. The quality policy shall be relevant to the supplier's organizational goals and the expectations and needs of its customers.

### Responsibility and authority

The responsibility and authority of personnel who manage and perform work affecting quality shall be defined and documented.

## III. QUALITY SYSTEM

### Quality-system procedures

The supplier will prepare and document procedures consistent with the requirements of the ANS. New procedures may need to be developed and should reflect step-by-step instruction. These procedures should then be documented in a manner that allows all employees responsible for the procedure, access to the procedure.

### Quality planning

The supplier shall define and document how the requirements for quality will be met. Quality planning shall be consistent with all other requirements and shall be documented in a format to suit the supplier's method of operation. The supplier shall give consideration to meeting the specified requirements for products, projects, or contracts.

## IV. DOCUMENT AND DATA CONTROL

### Document and data approval and issue

The documents and data shall be reviewed and approved for adequacy by authorized personnel prior to issue. A master list or equivalent document-control procedure standards identifying the current revision status of documents shall be established and be readily available to preclude the use of invalid and/or obsolete documents.

### Document and data changes

Changes to documents and data shall be reviewed and approved by the same functions/organizations that performed the original review and approval, unless specifically designated otherwise. The designated functions/organizations shall have access to pertinent background information upon which to base their review and approval.

## V. INSPECTION AND TESTING

The supplier shall establish and maintain documented procedures for inspection and testing activities in order to verify that the specified requirements for the product are met. The required inspection and testing, and the records to be established, shall be detailed in the quality plan or documented procedures.

## VI. CONTROL OF QUALITY RECORDS

The supplier shall establish and maintain documented procedures for identification and filing of quality records. Quality records shall be maintained to demonstrate conformance to specified requirements and the effective operation of the quality system. Pertinent quality records from the subcontractor shall be an element of these data.

All quality records shall be legible and shall be stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss. Retention times of quality records shall be established and recorded. Where agreed contractually, the customer or the customer’s representative shall make quality records available for evaluation for an agreed period.

## VII. TRAINING

The supplier shall establish and maintain documented procedures for identifying training needs and provide for the training of all personnel performing activities affecting quality. Personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training, and/or experience, as required.