



# QUALITY REGISTRARS, LLC

## What is ISO 9001?

ISO 9001:2008 is an International quality standard used to assess the ability of a business to meet customer and applicable regulatory requirements and thereby address customer satisfaction. ISO 9000 is a generic name given to a family of standards developed to provide a framework around which a quality management system can effectively be based.

The ISO 9000 family includes:

Standard Number	Standard Title
ISO 9000:2000 (*)	Quality Management Systems fundamentals and vocabulary
ISO 9001:2000 (R)	Quality Management Systems requirements
ISO 9004:2000 (*)	Quality Management Systems guidelines for performance improvement

ISO 9001 the requirement standard, includes the following main sections:

1. Quality Management System
2. Management Responsibility
3. Resource Management
4. Product Realization
5. Measurement Analysis and Improvement

## What does it mean to me?

In order to use ISO 9000 to the fullest in helping you to manage your organization's processes there are a number of steps to take:

- first you need to define what you do and how your organization goes about its business,
- then capture this in a documented system,
- and you have to do what you say you do,
- then make sure you do it effectively,
- and lastly demonstrate this to your stakeholders through registration.