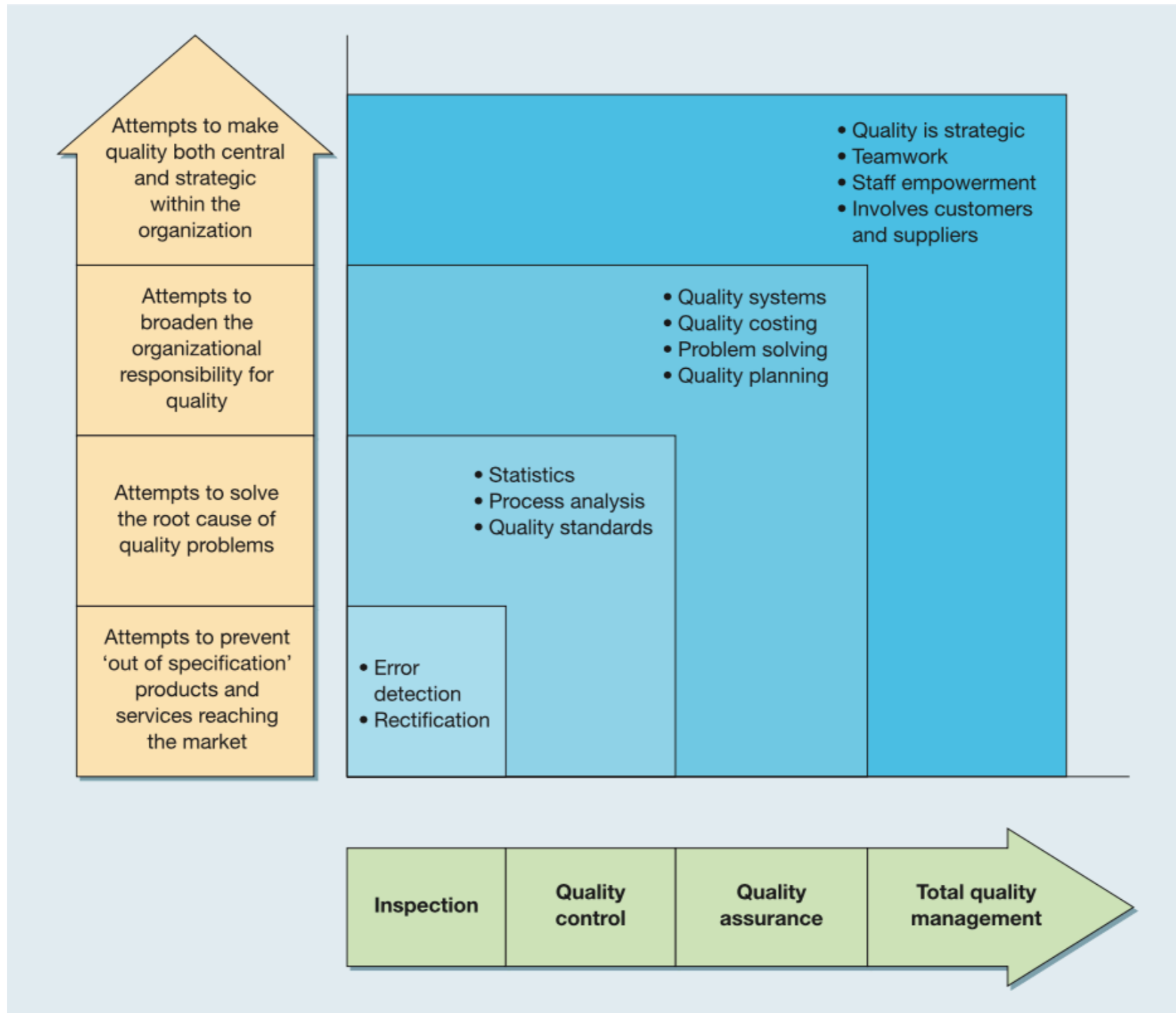


# ISO QUALITY MANAGEMENT



# TQM VS ISO

# TQM AS AN EXTENSION



WHAT IS

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**TOTAL QUALITY MANAGEMENT**

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# TQM

- ▶ meeting the needs and expectations of customers
- ▶ covering all parts of the organization
- ▶ including every person in the organization
- ▶ examining all costs which are related to quality, especially failure costs and getting things 'right first time'
- ▶ developing the systems and procedures which support quality and improvement
- ▶ developing a continuous process of improvement



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# ISO APPROACH

- ▶ ISO 9000 - Quality management and Quality assurance standards
- ▶ ISO 9001 – Quality systems: Quality in design
- ▶ ISO 9002 – Quality systems: Production and Installation
- ▶ ISO 9003 – Quality systems: Final inspection and test
- ▶ ISO 9004 – Quality management and systems

## OBJECTIVES OF ISO 9000 SERIES

- ▶ ISO 9000 - provides guidelines on selection and use of quality management and quality assurance standards
- ▶ ISO 9001 - It has 20 elements covering design, development, production, installation and servicing
- ▶ ISO 9002 - It has 18 elements covering production and installation. It is same as ISO 9001 without the first two tasks, *viz.*, design and development. This is applicable for the units excluding R & D functions

## OBJECTIVES OF ISO 9000 SERIES

- ▶ ISO 9003 - It has 12 elements covering final inspection and testing for laboratories and warehouses etc
- ▶ ISO 9004 - This provides guidelines to interpret the quality management and quality assurance. This also has suggestions which are not mandatory

## 4 PRINCIPLES OF ISO 9000

- ▶ Quality management should be customer-focused
- ▶ Quality performance should be measured
- ▶ Quality management should be improvement-driven
- ▶ Top management must demonstrate their commitment to maintaining and continually improving management systems

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## BENEFITS OF ISO 9000 SERIES

- ▶ Competitive advantage in the global market
- ▶ Consistency in quality
- ▶ Clarity to quality system
- ▶ Quality training for all members of the organization
- ▶ Cost effective purchase procedure

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## BENEFITS OF ISO 9000 SERIES

- ▶ Reduced quality cost and lead-time
- ▶ Increasing productivity
- ▶ Improved morale and involvement of workers
- ▶ Job satisfaction



## STEPS IN REGISTRATION

- ▶ Selection of appropriate standard from ISO 9001, ISO 9002 and ISO 9003 using the guidelines given in ISO 9000
- ▶ Preparation of quality manual to cover all the elements in the selected model
- ▶ Preparation of procedures and shop floor instructions which are used at the time of implementing the system. Also document these items
- ▶ Self-auditing to check compliance of the selected model
- ▶ Selection of a registrar and making application to obtain certificate for the selected model

APPLICATION

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**ISO 14000 SERIES**

# ISO 14000

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- ▶ ISO 14001 - specification of environmental management systems
- ▶ ISO 14004 - Guideline standard
- ▶ ISO 14010 - 14015 - Environmental auditing and related activities
- ▶ ISO 14020 - 14024 - Environmental labelling

- ▶ ISO 14031 - 14032 - Environmental performance evaluation
- ▶ ISO 14040 - 14043 - Life cycle assessment
- ▶ ISO 14050 - terms and definitions



## BENEFITS

- ▶ Less environmental violations
- ▶ Wider market



## BENEFITS

- ▶ Consumer's trust
- ▶ Efficient use of raw materials
- ▶ Safer internal environment for employees



**THE END**