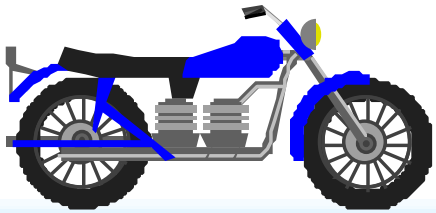
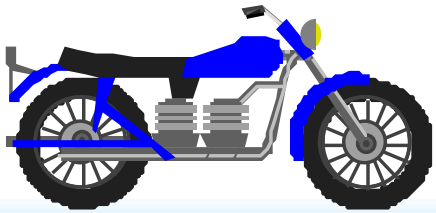
ISO 9000

An Overview



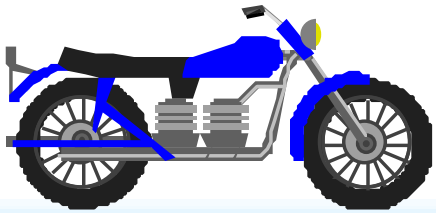
Introduction

- The Purpose of this Presentation is to Provide an Overview of ISO 9000 and What It Means to Everyone at Company X



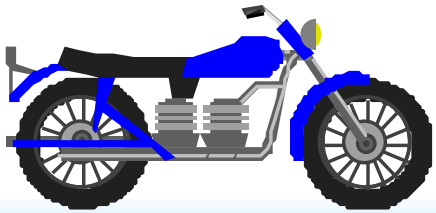
ISO 9000

- The Ultimate Goal of ISO 9000 is to Provide CONSISTENT PROCESSES
- Documented Systems Provide For Consistency
- RESPONSIBILITIES Defined
- Periodic Internal & External Audits Ensure Systems Are Working



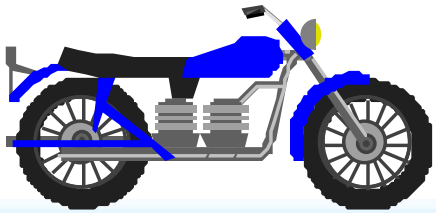
ISO 9000 Origin & Scope Of Application

- International Organization for Standardization
- TC 176 - Meets in Geneva, Switzerland
  - TC = Technical Committee
- Europe Wide
  - Must Be Registered to Sell In Europe
- Japan is Accepting
- US Military Switching From MIL-Q-9858A



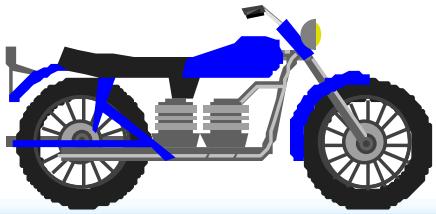
ISO 9000 Documents

- ISO 9000-1
  - Quality Management and Quality Assurance Standards - **Guidelines for Selection and Use**
- ISO 9001
  - Quality Systems - Model for Quality Assurance in **Design, Development,** Production, Installation and Servicing
- ISO 9002
  - Quality Systems - Model for Quality Assurance in **Production, Installation and Servicing**
- ISO 9003
  - Quality Systems - Model for Quality Assurance in **Final Inspection and Test**
- ISO 9004
  - Quality Management and Quality System Elements - **Guidelines**

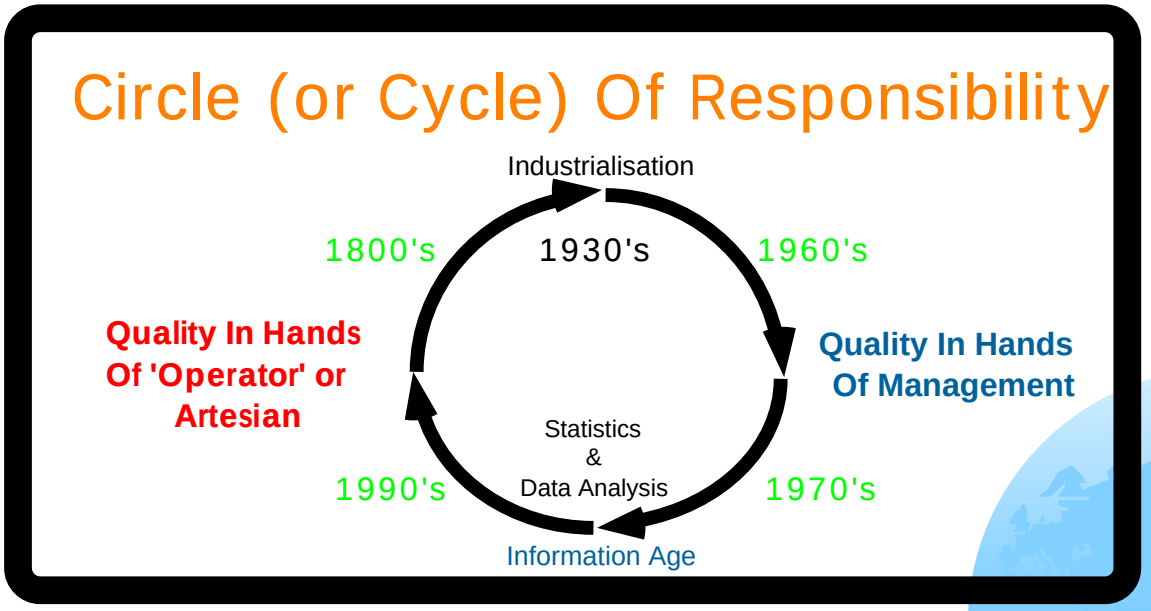


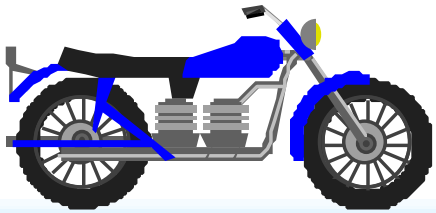
ISO 9001 Sections

- 4.1 Management Responsibility
- 4.2 Quality System
- 4.3 Contract Review
- 4.4 Design Control
- 4.5 Document & Data Control
- 4.6 Purchasing
- 4.7 Control of Customer Supplier Product
- 4.8 Product Identification & Traceability
- 4.9 Process Control
- 4.10 Inspection and Testing
- 4.11 Control of Inspection, Measuring and Test Equipment
- 4.12 Inspection and Test Status
- 4.13 Control of Non-Conforming Product
- 4.14 Corrective and Preventative Action
- 4.15 Handling, Storage, Packaging, Preservation & Delivery
- 4.16 Control of Quality Records
- 4.17 Internal Quality Audits
- 4.18 Training
- 4.19 Servicing
- 4.20 Statistical Techniques



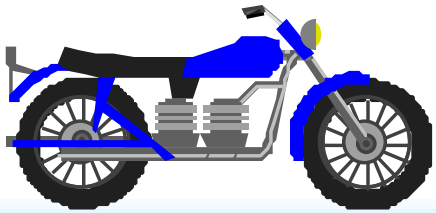
Responsibility





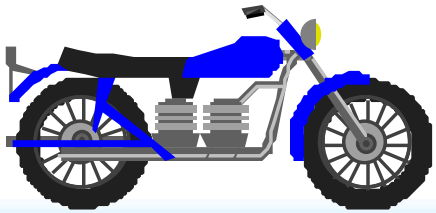
Documentation

- Organisation Charts
- Procedures
  - Flow Charts
  - Process Sheets
  - Process Routers
  - Work Instructions
- Forms
- Tags
- Prints
- Specifications
- GES Specs
- SPC Data
- Inspection & Test Results



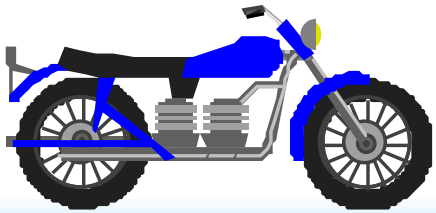
Myths vs. Truths

- This Is NOT An Effort To CHANGE The Way You Do Things Now
- Documentation Is Meant To Be Easily Changed
- The Less Documentation, The Better



Basic Rules

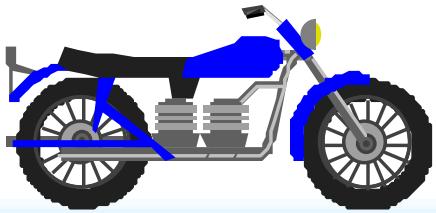
- Your Job & Documentation
  - **SAY** What You **Do**
    - Documentation
  - **DO** What You **Say** You Do
    - Actions
- If It's Not WRITTEN Down, It DIDN'T Happen



Real Life

What ISO 9000 Means To You

- You MUST:
  - Know Your Job Duties
  - Know What Training Your Job Requires
  - Be Able To Tell About How You Were Trained
  - Know What Documentation Involves YOU!
  - Know How To Find Out What The 'Latest' Version Is
  - Know What The Documentation Says
  - Know How The Documentation Applies To YOU!
  - Know What The INTENT of the Documentation

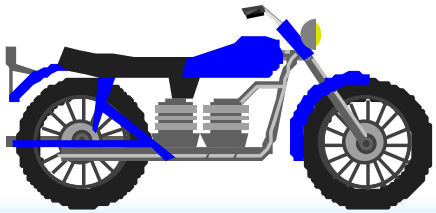


Quality Policy

- You MUST Know **What** The **Company X Quality Policy Is**

And

- You WILL Be Asked **What** The **Quality Policy Means To YOU**!



Things To Be Alert For

- Container Labelling
- Documents - Watch for “Headers”
  - Title
  - Date
  - Signature or Initials
  - Originating Department or Group
- Calibration Labels
  - Measurement and Test Equipment
  - Assembly Equipment (e.g.: Torquing Tools)