



ISO Certification

What does ISO Mean?

ISO is the International Organisation for Standardisation.

ISO 9001:2000 is an international standard for management systems implemented by any organisation, in any sector of activity. They apply to the processes that an organisation employs to realise its products or services – in other words, **the way it accomplishes its work and meets customer requirements.**

The key phrase in the ISO 9001 standard of "management systems" is that ISO 9001 does not deal with product or service quality issues. **ISO 9001 is all about management of processes and procedures.**

So, what does ISO 9001 mean to a business or its customers?

From the customers' point of view, ISO 9001 certification means that a business has looked at the way it wants to perform something and has a set of procedures to do it, and follows that procedure without fail. The business is said to have a quality system of management in its place.

As ISO 9001 certification needs to be audited regularly, usually once a year, by an external body.

A little bit of history

Pre ISO 9000

During WWII, there were quality problems in many British high-tech industries such as munitions, where bombs were exploding in factories during assembly. Factories were required to document their manufacturing procedures and to keep a record that the procedures were being followed. The name of the standard was BS 5750. In 1987, the International Organization for Standardization adopted BS 5750 as an international standard. BS 5750 became ISO 9000.

ISO 9000:1987 had the same structure as the UK Standard BS 5750.

ISO 9000:1987 was also influenced by existing U.S. and other [Defense Standards](#) ("MIL SPECS").

Soon other standards were introduced

ISO 9001:1987 *Model for quality assurance in design, development, production, installation, and servicing*. This was for companies and organizations whose activities included the creation of new products.

ISO 9002:1987 *Model for quality assurance in production, installation, and servicing*. This had basically the same material as ISO 9001 but without covering the creation of new products.

ISO 9003:1987 *Model for quality assurance in final inspection and test* covered only the final inspection of finished product, with no concern for how the product was produced.

ISO 9000:1994 emphasized [quality assurance](#) via preventative actions, instead of just checking final product, and continued to require evidence of compliance with documented procedures.

ISO 9001:2000 combines the three standards 9001, 9002, and 9003 into one.