

BSI Education



Information for Schools and Colleges

So you want to...

**Know more about the
BS EN ISO 9000:2000
family of quality
management system
standards**

BSi
British Standards

A brief history of BS EN ISO 9000:2000

From the 1920's to the 1940's the method of ensuring delivery of quality products to customers was based on what was known as *quality control*. At the end of a factory production line there was usually a team of people carrying out inspection activities to weed out products that would not meet customer requirements.

At the end of the 1940's the Department of Defense in the USA recognised the benefits of a system that had transformed the Japanese manufacturing industry. The standardized system developed by the Department of Defense was called *quality assurance* and involved organizations establishing procedures to manage all the functions that affected the quality of the manufactured products.

The British Standards Institution (BSI) published the first edition of its BS 5750 series of *quality assurance* standards in 1979. These were intended for general use by any manufacturer. They enabled organizations to become certified; allowing them to display a mark of registration issued by the body that carried out the assessment.

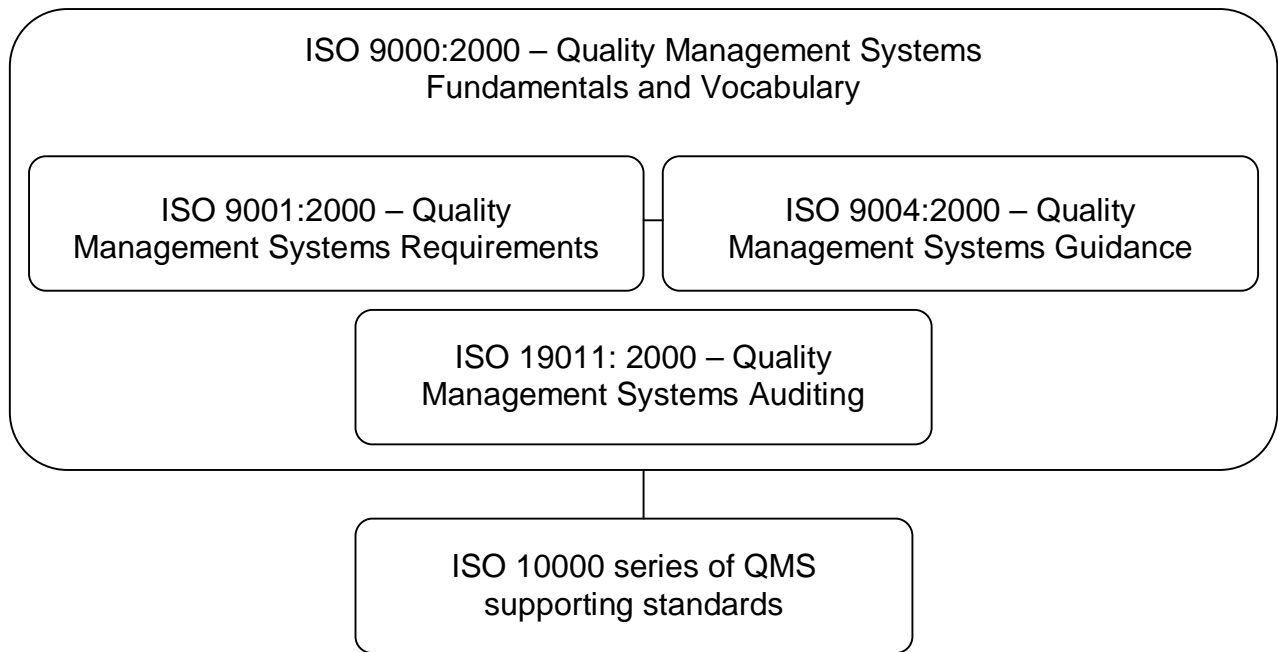
In 1987 the International Organization for Standardization (ISO¹) based their ISO 9000 family of standards on BS 5750. The ISO 9000 standards were adopted by the then European Community (now the European Union.) They were also adopted in the UK and the series of standards is called BS EN ISO 9000.

The standards were identified as being suitable for organizations delivering services as well as for those manufacturing products, however some adaptations were needed. In 1994 they were revised to make them more user friendly for service industries, and by the year 2000 a major revision was completed creating the current standard series.

¹ * "ISO" is not an acronym, as this would need to change to meet the needs of each language (even in English it would be IOS). It is the chosen short name for the International Organization for Standardization consisting of the Greek word meaning "equal"

Introducing the Family of ISO 9000 standards

There are four core standards and a series of supporting standards:



The term 'ISO 9000' is often incorrectly used. Properly used, it is the individual standard, ISO 9000:2000 – Quality Management Systems Fundamentals and Vocabulary.

When an organization is ISO 9001 registered (also known as certified) it means that an auditor has checked and confirmed that it meets the requirements laid out in ISO 9001:2000. This is the only standard in the family for which a third party can issue registration. The logo opposite is the one displayed by the organisations that have gained registration through BSI.



What are the benefits of the BS EN ISO 9000:2000 series?

Customers and users benefit by receiving the products that are:

- Conforming to the requirements
- Dependable and reliable
- Available when needed
- Maintainable

People in the organization benefit by:

- Better working conditions
- Increased job satisfaction
- Improved health and safety
- Improved morale

Owners and investors benefit by:

- Increased return on investment
- Improved operational results
- Increased market share
- Increased profits

Society benefits by:

- Fulfilment of legal and regulatory requirements
- Improved health and safety
- Reduced environmental impact
- Increased security

How much does it cost?

Unfortunately, there is no simple answer. How much it costs depends on several factors, such as how long it takes to develop the quality management system, how many people are involved, whether outside consultants are hired or not, and how much the registrar charges. The cost has to be estimated on a case by case basis.

How many organizations are accredited?

There is no official central database of ISO 9000 certificates. However ISO does undertake a regular survey. The figures detailed below are taken from the ISO Survey of ISO 9000 Certificates at 31st December 2003.

World total	500,125
Number of countries	149

Further information

The following web site has further in-depth information on the ISO 9000 series.
www.iso.org/ - The International Organization for Standardization.

This is a brief summary of the BS EN ISO 9000:2000 series. The full versions of the standards are available to view at most libraries and universities. An on-line list can be found through the education web site detailed below.

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