''बेटी बचाओ, बेटी पढ़ाओ''

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International Organization for Standardization (ISO)

ISO 9001 is defined as the international standard that specifies requirements for a quality management system (QMS). Organizations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements. It is the most popular standard in the ISO 9000 series and the only standard in the series to which organizations can certify.

ISO 9001 was first published in 1987 by the International Organization for Standardization (ISO), an international agency composed of the national standards bodies of more than 160 countries. The current version of ISO 9001 was released in September 2015.

History

ISO 9000 was first published in 1987. It was based on the BS 5750 series of standards from BSI that were proposed to ISO in 1979. However, its history can be traced back some twenty years

before that, to the publication of the United States Department of Defence MIL-Q-9858 standard in 1959. MIL-Q-9858 was revised into the NATO AQAP series of standards in 1969, which in turn were revised into the BS 5179 series of guidance standards published in 1974, and finally revised into the BS 5750 series of requirements standards in 1979 before being submitted to ISO.

ISO 9000: had the same structure as the UK Standard BS 5750, with three 'models' for quality management systems, the selection of which was based on the scope of activities of the organization.

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

ISO 9003: Model for quality assurance in final inspection and test covered only the final inspection of

With no concern for how the product was produced.

ISO 9000:1987 was also influenced by existing U.S. and other Defense Standards ("MIL SPECS"), and so was well-suited to manufacturing. The emphasis tended to be placed on conformance with procedures rather than the overall process of management, which was likely the actual intent

7 key quality management principles—

1. Customer focus,

2. Leadership,

3. Engagement of people,

4. Process approach,

5. Improvement,

6. Evidence-based decision making and

7. Relationship management.

1. Customer Focus

The ultimate focus of quality management is to meet and exceed customer expectations. This means treating every customer interaction as an opportunity to deliver more value, increasing repeat business, revenue and your brand's reputation in the process. Connect organizational objectives to current and future customer expectations Actively manage customer relationships for long-term success Monitor customer satisfaction and proactively address issues Enable direct feedback from customers to reduce the time to respond to issues

2. Leadership

Unify the purpose and direction of your workforce and create productive environments for all employees to pursue quality objectives. When strategies and processes are aligned across all departments, you're able to meet quality objectives more efficiently, maximize collaboration across business functions and coordinate your operations around risk-based thinking. Quality shouldn't be thought of as an "add-on" or separate process; rather, quality should just be the norm for how the organization operates. Communicate your mission, vision, strategy, policies and processes clearly across the organization Build a culture of quality that's rooted in trust and integrity Recognize and reward the contributions that people make toward organizational quality

3. Engagement of People

Effectively and efficiently managing quality at all levels of your organization requires deep trust and respect for all employees and stakeholders. Recognizing, empowering and enhancing the competence of your people will increase their understanding of quality objectives, maximize their attention to the quality culture and improve professional development. Ensure employees understand the importance and value of their contributions Empower people to take initiative and promote the quality culture without fear Conduct regular surveys to assess workforce satisfaction and response appropriately Celebrate identifying and fixing quality issues

4. Process Approach

A modern quality management system (QMS) includes a wide array of inter-related processes to produce consistent and predictable results. When all stakeholders have a deep understanding of how the QMS produces results, you're able to focus more effectively on opportunities for

improvement, optimize cross-functional performance and convey confidence to partners that you'll provide consistent quality. Define objectives clearly and create formal processes to achieve them Understand process interdependencies and analyze the impact of any changes Address risk proactively to optimize the overall outcomes of quality management Involve everyone in defining and understanding your processes – including not just your internal teams, but external parties such as suppliers, as well

5. Improvement

Risk-based thinking and quality management aren't one-off events. Successful organizations focus on continuous improvement to streamline root-cause investigations, enhance the drive for innovation and boost your ability to anticipate and react to both internal and external opportunities. Educate and train all levels of employees to run basic quality management tools and methodologies Connect improvement considerations to the development of new products Deploy specific processes to execute improvement projects across your organization Measure the results – employee training, process improvements, quality levels

6. Evidence-Based Decision Making

All decision making involves some level of uncertainty. But basing your decisions on analysis and evaluation of data is the best way to minimize risk. Evidence-based decision making will help you maximize operational efficiency, assess process performance effectively and gain a deeper understanding of potential unintended consequences. Develop a centralized location for all data to provide a single source of truth Provide easy access to all necessary data to those that need it Modernize approaches to analyzing and evaluating data quality Strike a balance between evidence, experience and intuition when making decisions Strike a balance between evidence, experience and intuition when making decisions

7. Relationship Management

Quality management extends beyond internal operations to include how you manage relationships with external partners like your suppliers. Effectively managing partner relationships will increase your ability to deliver value to customers, support an efficient supply chain and enhance the overall performance of your organization.