

## ISO people



For more than 30 years, I have been serving ISO within the distribution and dispatching unit and I have always thought

of our role as the ultimate link in a model chain. The brand image of our organization's Central Secretariat often depends on the quality and reliability of resources used, and on our prompt delivery to our customers of the publications they need. I have always endeavoured to offer our member bodies the same quality of service I would expect from a leading-edge organization. Long before the advent of the ISO 9000 series of quality management system standards, I constantly self-checked and called into question my work to make sure it always met the expected service quality.

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## Continual improvement

### Management systems

ISO's best known management system standards are thoroughly appreciated by ISO's global base of customers, as indicated by *The ISO Survey*, which revealed that ISO 9001 was implemented in 176 countries at the beginning of 2009 and ISO 14001 in 155.

The management system approach pioneered by ISO 9001 continues to satisfy customers and has been adopted by many other standards for the needs of specific sectors or specific business issues. The following examples of standards in this area published by ISO in 2009 include:

- ISO/TS 16949:2009, *Quality management systems – Particular requirements for the application of ISO 9001:2008 for automotive production and relevant service part organizations*
- ISO/TS 22002-1:2009, *Prerequisite programmes on food safety – Part 1: Food manufacturing*
- ISO 22006:2009, *Quality management systems – Guidelines for the application of ISO 9001:2008 to crop production*
- IWA 4:2009, *Quality management systems – Guidelines for the application of ISO 9001:2008 in local government*
- ISO 9004:2009, *Managing for the sustained success of an organization – A quality management approach.*

To keep up with customer demands, ISO also made available the following publications to support the ISO 9000 family:

- *Selection and use of the ISO 9000 family of standards*
- *The ISO standards collection – ISO 9000 Quality management*
- *The ISO Survey of Certifications – 2008.*

