ISO 9000 Principles

# Customer focus

1. Understand the needs of existing and future customers
2. Align organizational objectives with customer needs and expectations
3. Meet customer requirements
4. Measure customer satisfaction
5. Manage customer relationships
6. Aim to exceed customer expectations

# Leadership

1. Establish a vision and direction for the organization
2. Set challenging goals
3. Model organizational values
4. Establish trust
5. Equip and empower employees
6. Recognize employee contribution

# Engagement of people

1. Ensure that people’s abilities are used and valued
2. Make people accountable
3. Enable participation in continual improvement
4. Evaluate individual performance
5. Enable learning and knowledge sharing
6. Enable open discussion of problems and constraints

# Process approach

1. Manage activities as processes
2. Measure the capability of activities
3. Identify linkages between activities
4. Prioritize improvement opportunities
5. Deploy resources effectively

# Improvement

1. Improve organizational performance and capabilities
2. Align improvement activities
3. Empower people to make improvements
4. Measure improvement consistently
5. Celebrate improvements

# Evidence -based decisions

1. Ensure the accessibility of accurate and reliable data
2. Use appropriate methods to analyze data
3. Make decisions based on analysis
4. Balance data analysis with practical experience

# Relationship management

1. Identify and select suppliers to manage costs, optimize resources, and create value
2. Establish relationships considering both the short and long term
3. Share expertise, resources, information, and plans with partners
4. Collaborate on improvement and development activities
5. Recognize supplier successes