

1. Mention the principle of ISO 9000.

**Answer:**

ISO 9000 is based on eight core principles:

- Organizations must focus on their customers by understanding current and future customer needs.
- Leaders within the organization must create and maintain an environment in which people can become involved and fulfill the organization's objectives.
- People at all levels are important to the organization.
- Activities and resources are best managed as a process.
- Organizations have many interrelated processes, which must be understood and managed as a system.
- The organization should continually improve its performance.
- Decisions should be well informed and based on real data and information.
- An organization and its suppliers are in a mutually beneficial relationship.

## Easy Way to Remember ISO 9000's 8 Core Principles for Exams

Use the mnemonic: "C-L-P-P-S-I-D-S" to recall the principles quickly!

- ◆ **C - Customer Focus** → Understand customer needs.
- ◆ **L - Leadership** → Create a positive environment.
- ◆ **P - People Involvement** → Everyone is important.
- ◆ **P - Process Approach** → Manage activities systematically.
- ◆ **S - System Thinking** → Interrelated processes work as a system.
- ◆ **I - Improvement** → Always strive for better performance.
- ◆ **D - Data-Driven Decisions** → Use real data for making choices.
- ◆ **S - Supplier Relationships** → Work closely with suppliers for mutual benefit.