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Assignment 8.3

ISO 9000 is an international set of quality standards used by thousands companies across the world. The ISO 9000 sets forth a set of standards to define how management operations should be conducted in order to ensure that high quality goods and services are provided. ISO 9000 was originally created by the International Organization for Standards in 1987. It was originally created for use by large businesses but become increasingly adopted by small and midsize companies. ISO 9000 also has a certification associated with it.

A company can be following the ISO 9000 guidelines but the real strengths of the standards are found through the credibility of the certification process. A company that establishes ISO 9000 as the guidelines to define management operations and wishes to achieve certification must go through a lengthy process of documenting the implementing those guidelines and showing their measureable results. Once certification is achieved a company gains many benefits which can have sweeping impact on a small company.

A newly ISO 9000 certified organization would have increased marketability from having third party verified proof that they use quality control and management system that is based on international standards that produce high quality products and services. These standardized best practices also have a lot of beneficial side effects such as reduced operational expenses, better management control, improved client satisfaction, improved customer service, and improved internal communication. ISO 9000 details 20 requirements for a quality management system for certification. Those requirements touch areas including management responsibilities, order entry, design control, process control, purchasing, inspection and testing, training, servicing, and many more.

While these standards provide many benefits to those who buy into the system, the standards are very rigorous and can have a very steep cost to meet. A smaller company may find that they need to completely overhaul many areas of their business to meet the standards which could cost thousands of dollars to make initial changes over. Also, documenting and generating metrics based on those changes once they are complete in order to complete certification as ISO 9000 compliant could be cost prohibitive. Although the cost of certification can be quite steep, that doesn’t keep a business from adopting bits and pieces of the process and implement them overtime without pursuing the certification.

Over all, ISO 9000 is a rigorous international standard for business quality management processes. Companies can be certified as ISO 9000 compliant to have documented proof of following a process proven to produce quality products and services. While a company would recognize the full benefits of ISO 9000 through acquiring certification, its guidelines could be used incrementally by an organization and achieve some results if certification costs are prohibitive.

Sources

ISO 9000. (n.d.). Retrieved December 15, 2015, from http://www.referenceforbusiness.com/small/Inc-Mail/ISO-9000.html