Quality Assurance Programs (continued)

The ISO 9000 Series:

Developed by the ISO's Technical Committee 176, the standard was first published in 1987. There are six documents to the series, three of which are background material:

* ISO 8402 - A vocabulary of terms.

* ISO 9000 - "Quality management and quality assurance standards - guidelines for selection and use" - This document defines terms and explains the general philosophy of the series. It also offers advice for the selection of the standard appropriate for your firm.

* ISO 9004 - "Quality management and quality systems elements - Guidelines" - Identifies key elements of any quality control program and helps manufacturers choose which elements are important to their operation.

The ISO standard has three levels to which a firm may be registered under a contractual situation:

* ISO 9001 - "Model for quality assurance in design/development, production, installation and servicing"

* ISO 9002 - "Model for quality assurance in production and installation"

* ISO 9003 - "Model for quality assurance in final inspection and test"

Which program is right for your firm?

For more information about the selection, implementation and auditing requirements of the Z299 series or the ISO 9000 series please contact:

THE QUALITY MANAGEMENT INSTITUTE (QMI)
4 Robert Speck Parkway - Suite 1420
Mississauga, Ontario
L4Z 1S1
Tel: 416-272-3920 Fax: 416-272-3942

Director of Communications: Catherine Neville