



Quality Management Systems

Chapter 10

Introduction

- ISO- International Organization for Standardization
- Founded in 1946, in Geneva, Switzerland
- Main function is to promote the development of standardization of goods and services, to better accommodate a world wide market.
- ANSI- American National Standards Institute
- ANSI represents U.S. in the ISO

ISO Registration

- Companies can become registered as an ISO company
- This involves the registrar giving an assessment of the operations a company, and then making periodic surveillance audits
- Primary Reason: To give your customer the comfort of knowing that you have a quality plan in place, and it is being monitored by an objective third party