ISO 9000 is a set of standards that attempts to regulate quality management systems on an international scale. In 1999, a new version—ISO 9000:2000—was published. This was a paradigm shift that emphasized a process approach rather than the procedure approach of the old standard. The 20 clauses of ISO 9000 were replaced by a family of standards: ISO 9000; ISO 9004, which are guidance standards providing the organization with guidelines on quality management; and ISO 9001, which is the most comprehensive standard of the series. In this book, David Hoyle explains in simple terms the requirements of the ISO 9000...
ISO 9000 Quality System Handbook ~ 7th Edition. David Hoyle. Seventh Edition July 2017. David Hoyle’s latest work on this ISO 9000 handbook once again cracks the code, encrypted by the ISO TC 176 authors and offers, actionable, pragmatic advice for users and quality practitioners around the world on how to understand and effect the ISO 9000 family of documents. With so many competing publications on the subject, this 7th edition should be the essential, go-to handbook for quality professionals seeking to understand and benefit from an ISO 9001 modelled quality system. John Colebrook, Director, Enhanced Operating Systems Ltd, New Zealand.