



**International Organization
for Standardization**

www.iso.org



The contribution of ISO9001:2000 and other international standards

to

Global Trade and Quality Assurance in the Supply Chain

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(International Organization for Standardization)

“Quality Excellence for Export” Cairo, October 2007

ISO Milestones - 2007

60th Anniversary ...

▶ **ISO Established in 1947 ***

- To facilitate international exchange of goods and services and to develop cooperation in the spheres of intellectual, scientific, technological and economic activity

50th Anniversary ...

▶ **Egyptian Organization for Standardization (ISO member since 1957)**

20th Anniversary ...

▶ **ISO 9001 - *Quality Management System standard***

10th Anniversary

▶ **ISO 14001 - *Environmental Management System standard***

World Standards Day

▶ **October 14, 2007 : “Standards and the citizen - Contributing to society”**

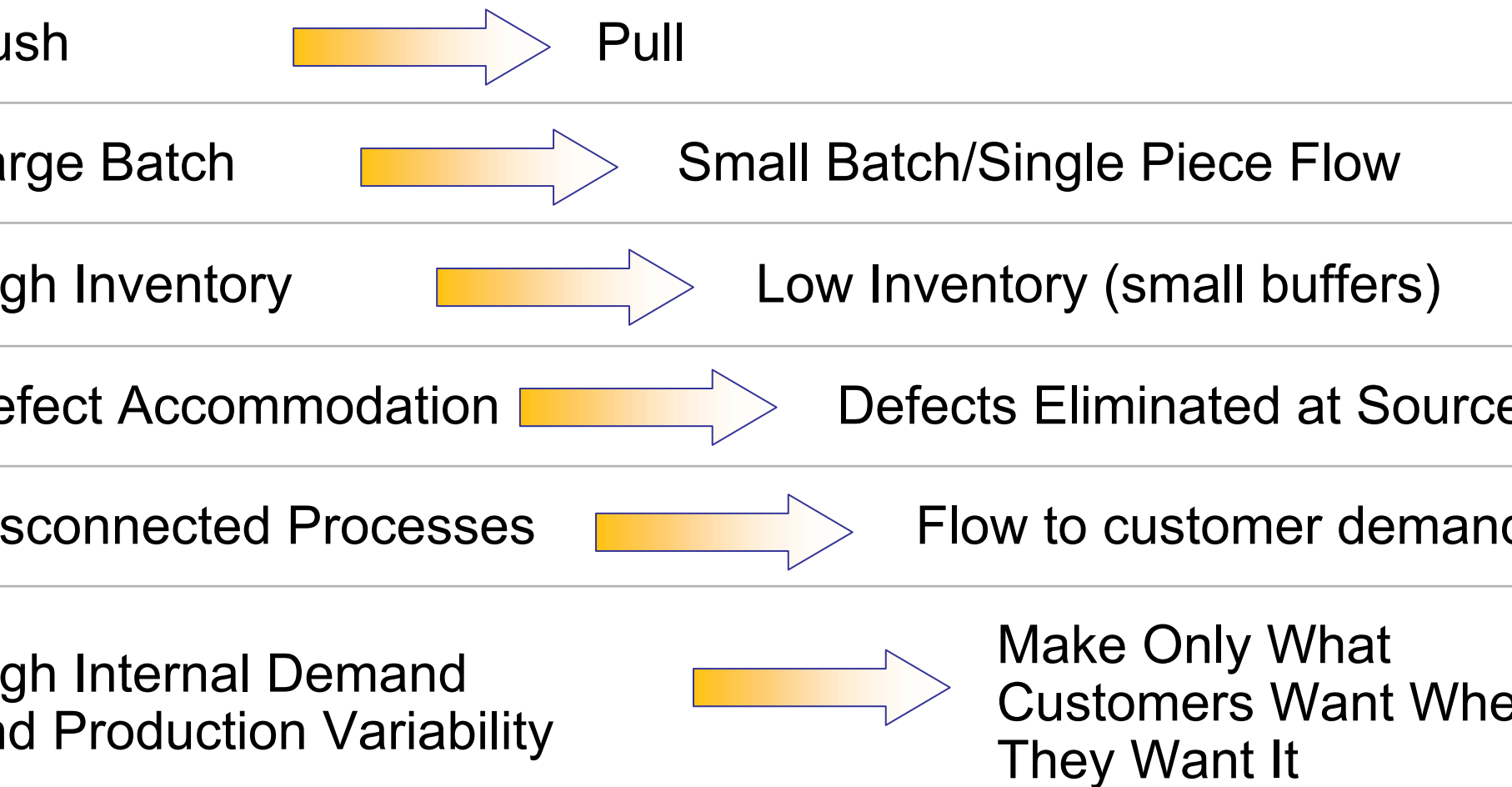
Standards = Do they add Value ?

- Documented agreements, customer technical specifications or other precise criteria
- To be used consistently as rules, guidelines, or definitions of characteristics
- To ensure materials, products, processes or services are fit for their purpose
- Standards promote a standard way of operating

Interdependence and tensions in the global village

- Globalization of trade: the World Trade Organization and more than 200 free trade agreements
- Information Technology flattens the world: outsourcing, offshoring, e-business
- Emergence of new economic giants: China, India, Brazil
- Climate change: the Kyoto protocol and the emergence of trading of emission credits

Organizational Change: Supply Chain Transformation



Can standards help?

- Societal Change
- Business Changes
- Technology changes
- Global Markets
- More diverse and challenging customer needs

ISO 9001 and ISO 14001 in brief

- ISO 9001 and ISO 14001 are among **ISO's most well known standards** ever.
- They are implemented by some **887 770 organizations** in **161 countries**.
- **ISO 9001** helps organizations to implement **quality management**.
- **ISO 14001** helps organizations to implement **environmental management**.

Processes, not products

- Both ISO 9001 and ISO 14001 concern **the way an organization goes about its work.**
- They are not product standards.
- They are not service standards.
- They are **process** standards.
- They can be used by **product manufacturers and service providers.**

Benefits of ISO 9001 and ISO 14001

- International, expert consensus on state-of-the-art practices for quality and environmental management.
- Common language for dealing with customers and suppliers worldwide in B2B.
- Increase efficiency and effectiveness.
- Model for continual improvement.

Benefits of ISO 9001 and ISO 14001 *(cont.)*

- Sustainable business
- Unifying base for industry sectors
- Qualify suppliers for global supply chains
- Regional integration
- Technical support for regulations
- Transfer of good practice to developing countries
- Facilitate rise of services

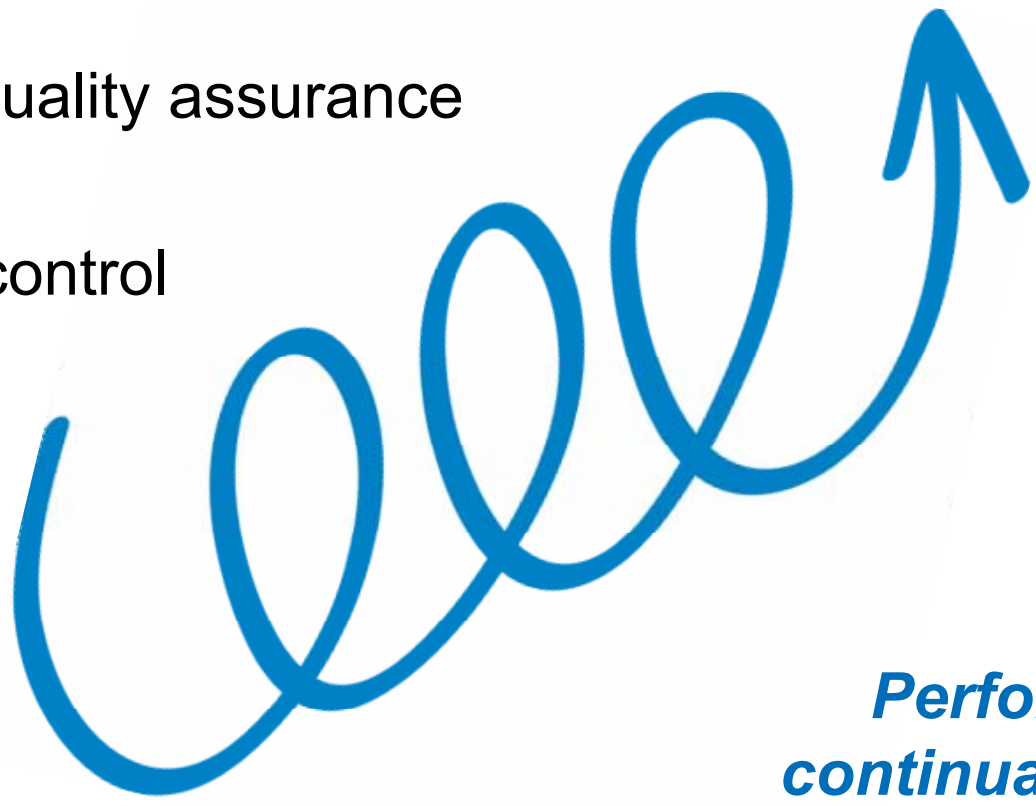
Quality as a driver for competitiveness and sustainability

○ **9001:2000** Quality management

Quality assurance

Quality control

Excellence



***Performance and
continual improvement
ISO 9004:2000***

Generic standards

ISO 9001 and ISO 14001 are **generic** standards.

Generic means that the same standards can be applied:

- to **any organization**, large or small, whatever its product or service,
- in **any sector** of activity, and
- whether it is a business enterprise, a public administration, or a government department.

Management systems

- To be really efficient and effective, the organization can manage its way of doing things by **systemizing** it.
- Nothing important is left out.
- **Everyone is clear about who is responsible** for doing what, when, how, why and where.
- Management system standards provide the organization with an international, state-of-the-art **model** to follow.

Certification and registration

- **Certification** is known in some countries as **registration**.
- It means that an **independent, external body** has audited an organization's management system and verified that it conforms to the requirements specified in the standard (ISO 9001 or ISO 14001).
- **ISO does not carry out certification** and does not issue or approve certificates,

Certification is a business decision

- **Certification is a decision to be taken for business reasons:**
- if it is a contractual, regulatory, or market requirement,
- If it meets customer preferences
- it is part of a risk management programme, or
- if it will motivate staff by setting a clear goal.

But what if things go wrong?

- Supply Chain quality assurance?
- Credibility of ISO Certificates?
- Differences in business practices: Region to Region - Country to Country?
- Is it possible that the ISO “brand” is being “cheapened” ?

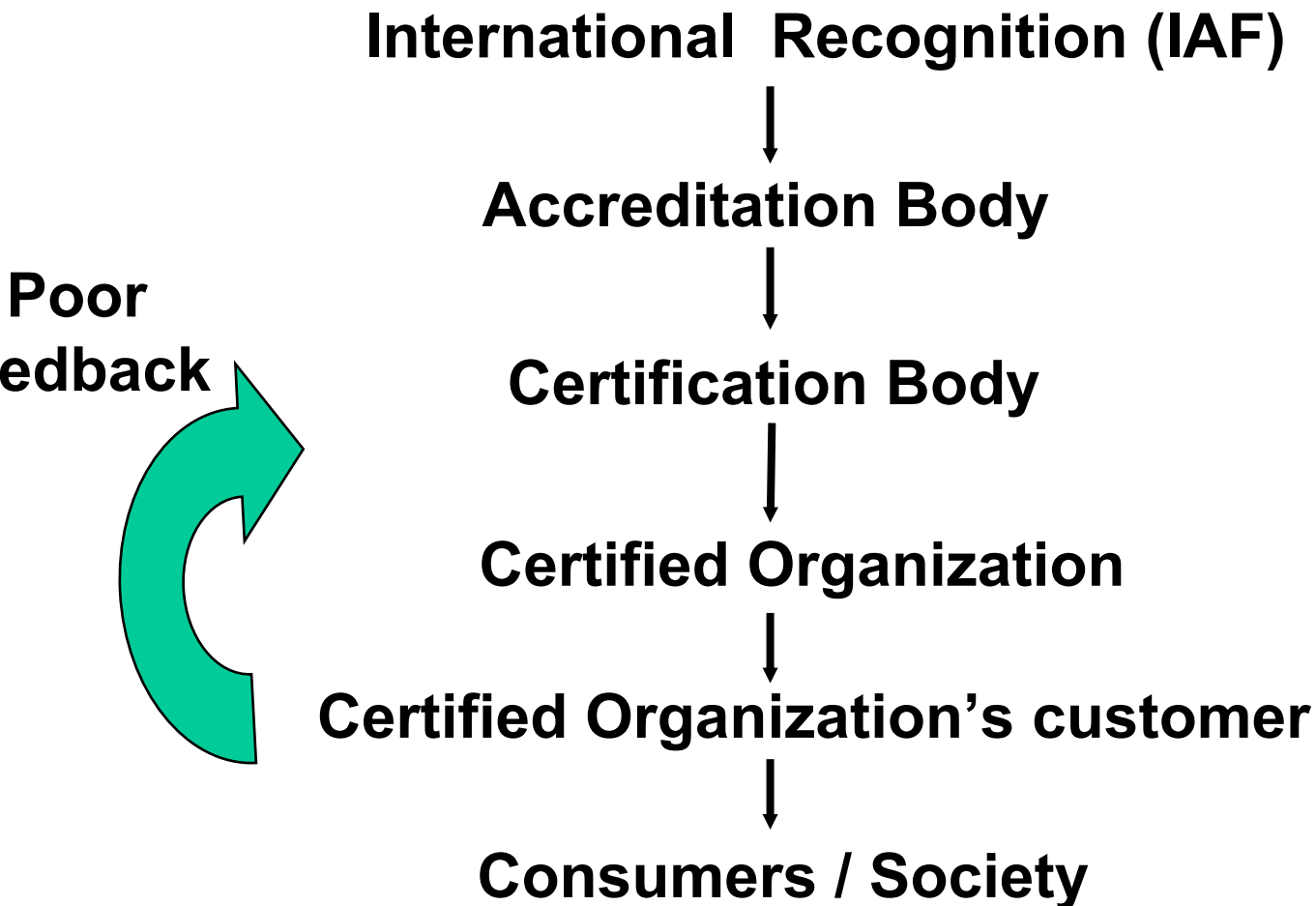
ISO9000 Advisory Group

ISO/TC176, CASCO, IAF

- Established in 2002. Its role...
- “To monitor the credibility of the ISO 9001 standard in its role for certification, and provide feedback for each of the component members of the group, as appropriate.”
- “Provide a forum for discussion of user satisfaction, and to action component members of the group, as necessary, when complaints or indications of concern are identified.”

The Conformity Assessment “Supply Chain”

“Chain” of confidence-promoting activities



Who is the customer of the conformity assessment process?

- Direct customer (short-sighted position)
 - Those who purchase the conformity assessment services
 - Example:
 - Organization seeking certification to ISO 9001
- Direct customer's customer (holistic viewpoint)
 - Those who rely on the integrity of the conformity assessment process to protect their interests
 - Example:
 - Customers of organizations certified to ISO 9001

ISO9001:2000 - What does it mean in the supply chain

(published 2005)

Aimed at purchasing managers / others in the purchasing process

Provides explanation in simple language

- What is ISO 9001:2000?
- What does “conformity to ISO 9001:2000” mean?
- How to have confidence that suppliers meet ISO 9001:2000 requirements? – Different ways
 - Suppliers Declaration
 - 2nd party audit
 - 3rd party certification
 - Accredited 3rd party certification
- What to do if things go wrong?

Focus on Quality Management System (QMS) performance

- Conformity assessment should focus more on the **RESULTS of the QMS.....**
- Do the organizations that are certified to ISO 9001 meet the requirements and objectives of the standard?
- **Are** they providing consistent, conforming products to their customers?
 - **Are** they continually improving the effectiveness of the QMS
- **OUTPUT MATTERS !!**

Future directions for standards?

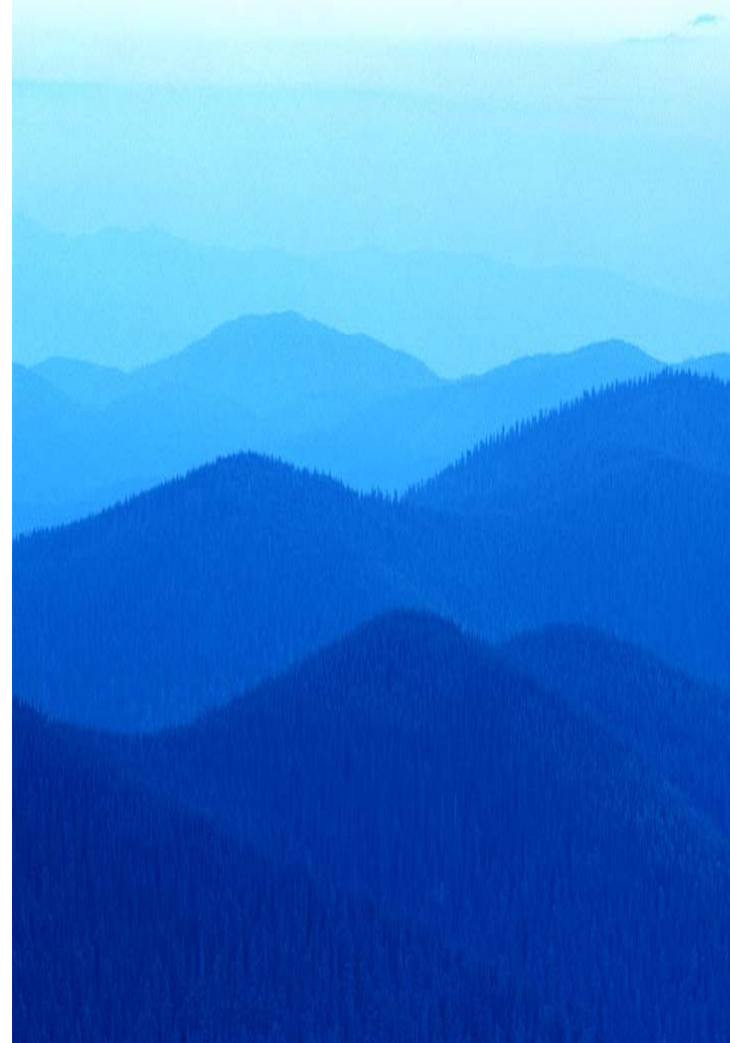
A new imperative:
sustainable development ?

Contribution of International
Standards to:

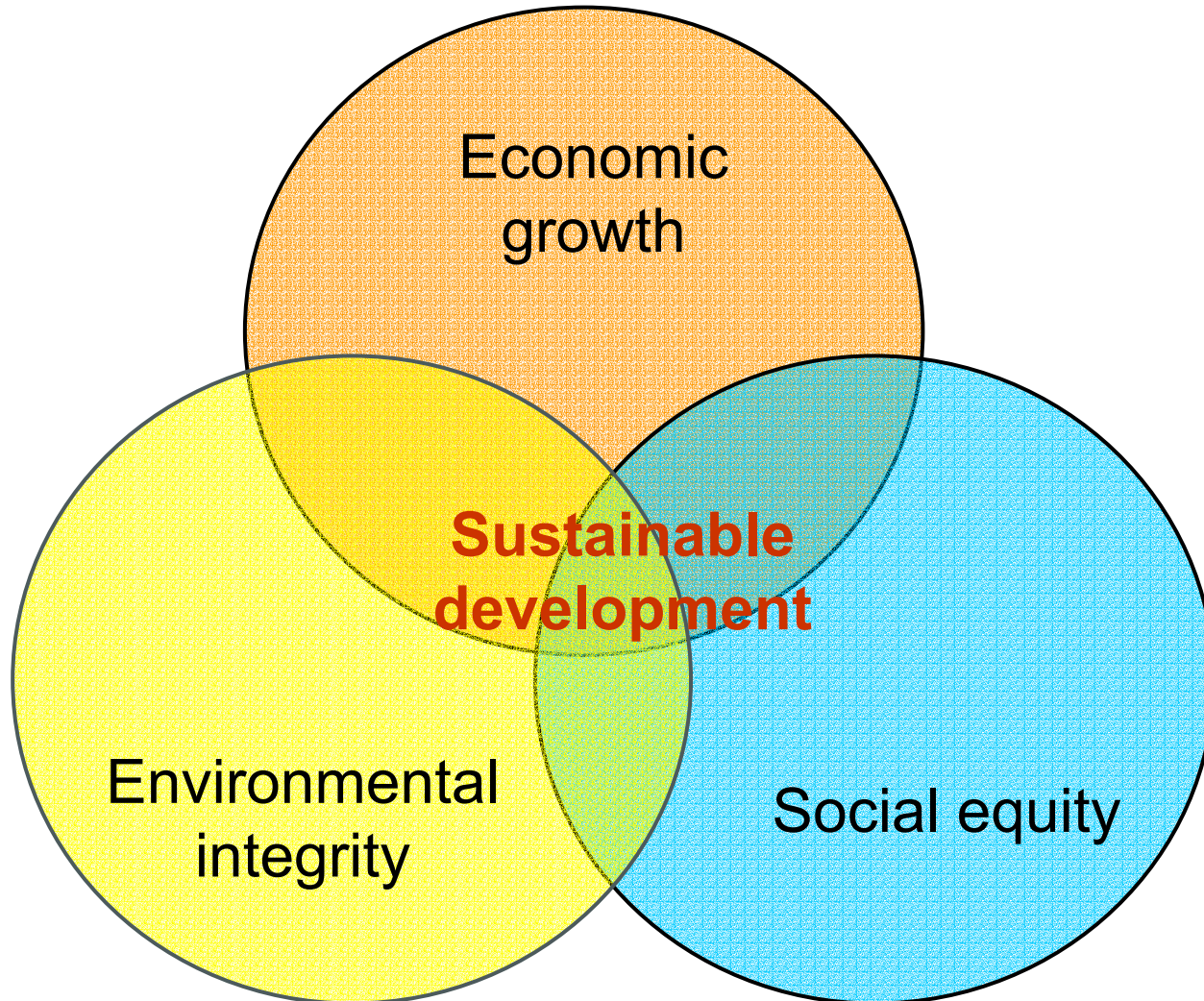
- Economic growth
- Environmental integrity
- Social equity

A holistic approach to
management

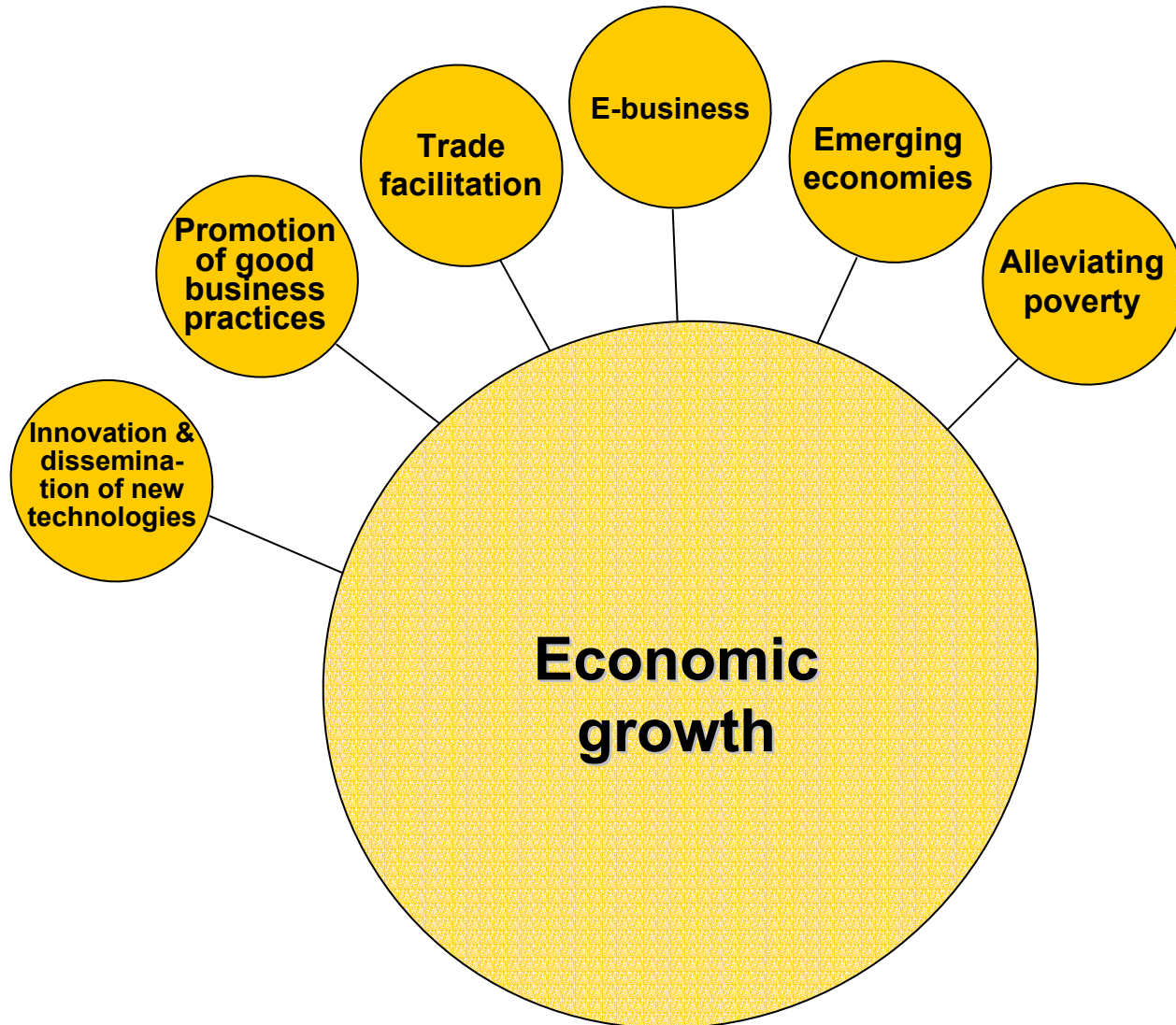
Other standards? (than 9000/14000)



Sustainable Development



Economic growth



Economic growth: *How International Standards help (1)*

Examples

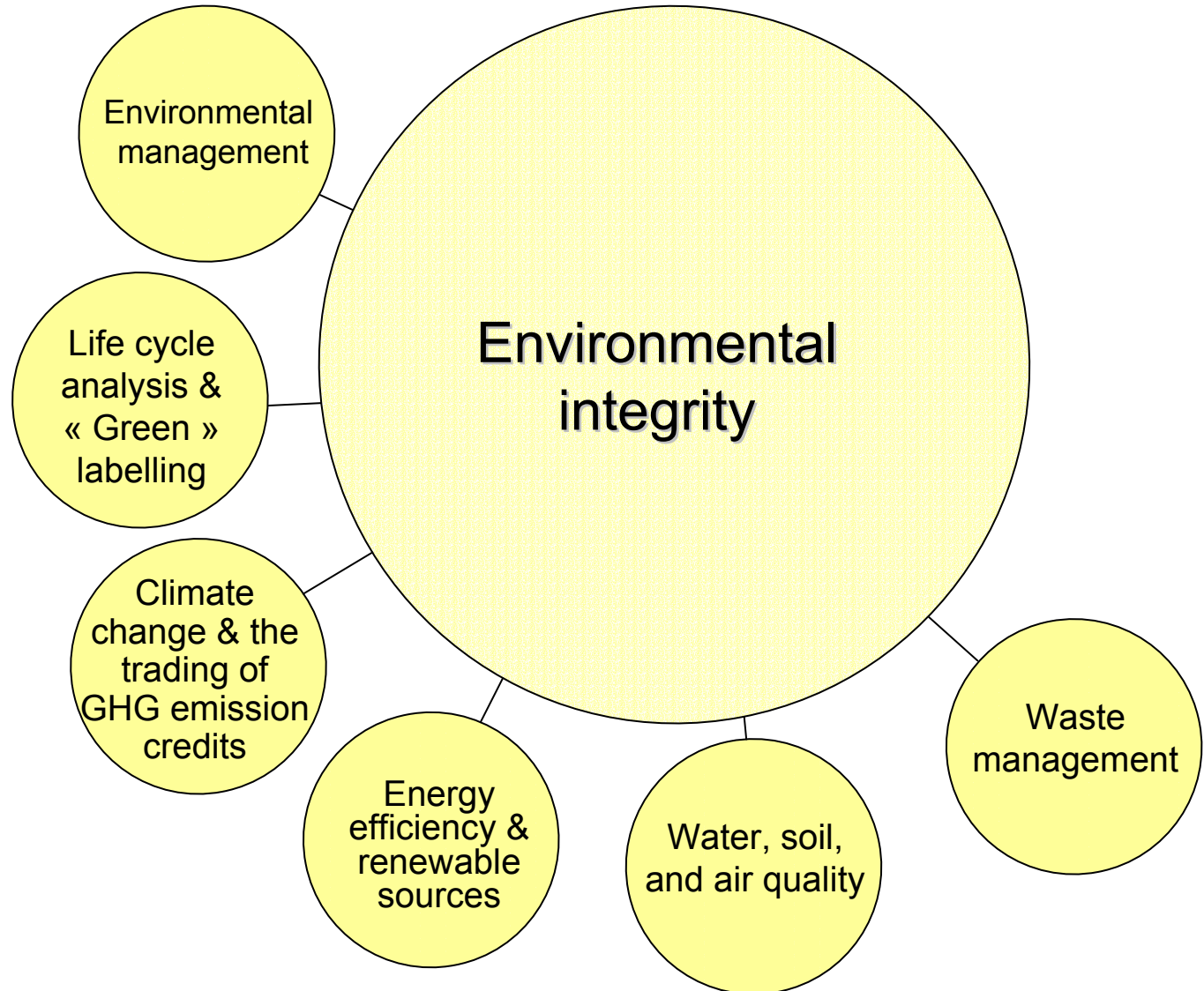
- The ISO 9000 series for quality management
- The ISO/IEC 17000 series for conformity assessment
- Numerous ISO standards for industry: energy, aerospace, automobile, building, industrial equipment, IT...

Economic growth: *How International Standards help (2)*

Examples (cont.)

- IEC/ISO/ITU cooperation (e.g., digital car, digital home)
- ISO/TC 229 on nanotechnologies
- Data processing and exchange: JPEG, MPEG, PDF, XML...
- ISO/IEC 27001 and other standards on security and quality management of IT products and services
- ISO 22222 - Requirements for personal financial planners
- The ISO Action Plan for Developing Countries

Environmental integrity



Environmental integrity : *How International Standards help*

Examples

The ISO 14000 series on environmental management

ISO 14064 and 14065 on GHG accounting and verification

ISO 21930: Sustainability in building construction -
Environmental declaration of building products

ISO/TC 224 on water supply and treatment services

ISO initiatives on energy efficiency and renewable sources (e.g. biofuels, energy management...)

Environmental integrity : *How International Standards help*

Examples (cont.)

ISO/TC 197 on hydrogen technologies

ISO/TC 85 on nuclear energy

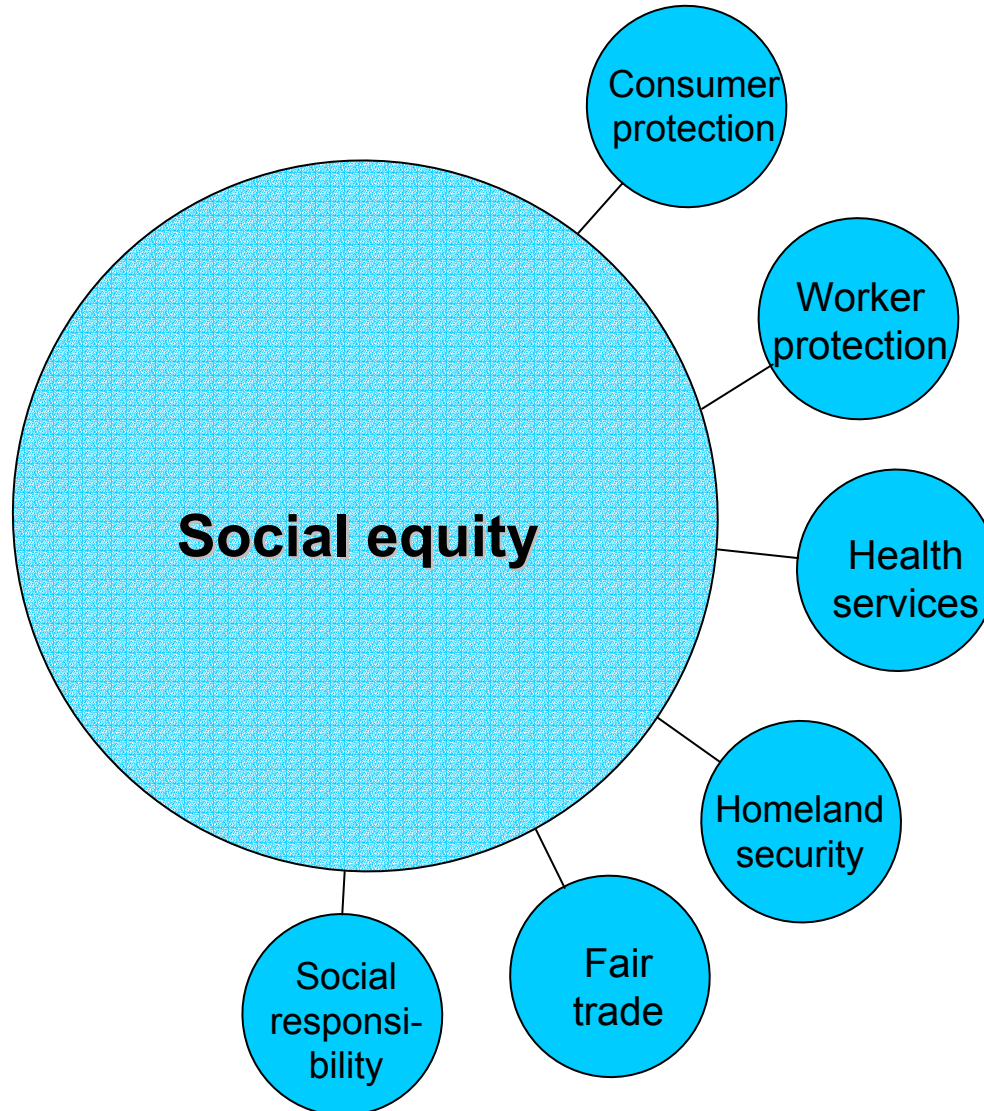
ISO/TC 8 new work on ship recycling

ISO/TC 146 on air quality

ISO/TC 147 on water quality

ISO/TC 86 on refrigeration and air-conditioning

Social equity



Social equity: *How International Standards help (1)*

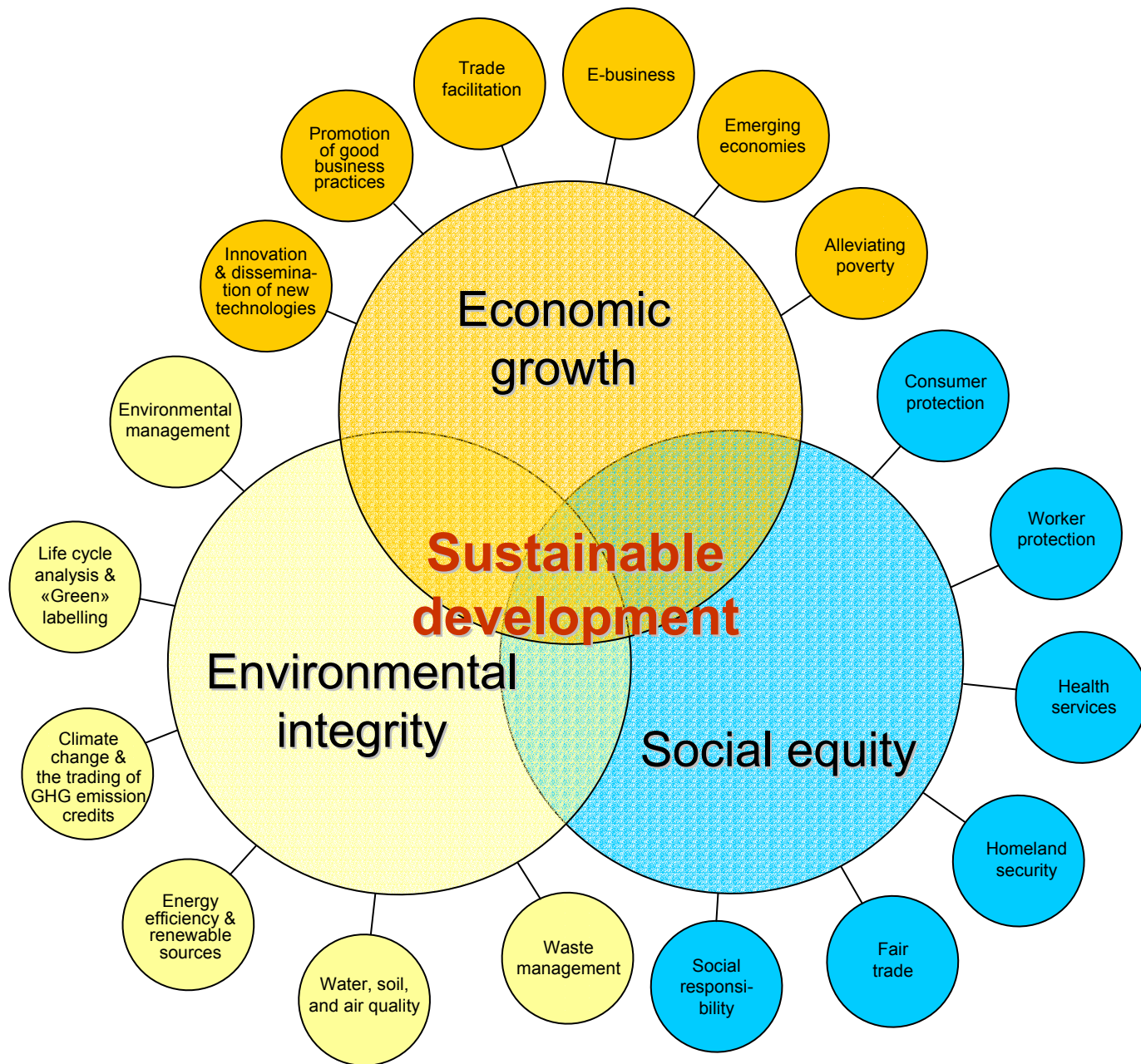
Examples

- ISO/COPOLCO Guidelines for developing standards related to child safety, older persons and persons with disabilities
- ISO/TC 199 on safety of machinery, ISO/TC 94 protective equipment, ISO/TC 159 on ergonomics, possible OHSMS work with ILO
- ISO 13485 - Quality management system for medical devices
- ISO/TC 215 on health informatics

Social equity: *How International Standards help (2)*

Examples (cont.)

- ISO/TC 212 Clinical laboratories
- IWA1 – Improvement in health service organizations
- The ISO/IEC 19794 series on biometric data interchange formats
- The ISO 28000 series on security management in the supply chain
- The ISO 22000 series on food safety management
- The future ISO 26000 on social responsibility
- The 2007 COPOLCO Workshop on fair trade



Corporations and organizations working in a global environment

**The need to reconcile the various facets of
management to ensure the competitiveness and
sustainability of corporations and organizations
and
their contribution to the societal objective of
sustainable development**

ISO

International Standards for a sustainable world



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Thank for your attention!

<http://www.iso.org>