

Introduction

The ISO 9000 family of International Standards used by more than 340,000 organizations world-wide to improve customer satisfaction and their competitive edge has been given a complete overhaul. This guide has two primary objectives:-

1. To provide an analysis of the differences between 2000 and 1994 versions
2. To describe the implication of the differences for organizations.

Changes in the family of standards

There were 20 standards in the 1994 family of standards. This has been significantly reduced to 4 standards as indicated in Table 1.

Changes in titles

The title of the four standards has changed to reflect the changes in scope as indicated in Table 2. ISO 8402 containing the vocabulary has been withdrawn and embodied in ISO 9000. ISO 9001 now addresses QMS requirements, expanding its application beyond product quality assurance. ISO 9004 now addresses performance improvement, expanding its application beyond the initial development of a QMS. ISO 19011 now addresses environmental auditing thereby extending the scope of ISO 10011.

Table 2 Changes in titles

Standard	1994	2000
ISO 9000	Quality systems-Guidelines for selection and use	Quality management systems - Fundamentals and Vocabulary
ISO 9001	Model for quality assurance in design/development, production, installation and servicing	Quality management systems - Requirements
ISO 9004	Quality management and quality system elements - Guidelines	Quality management systems - Guidance for performance improvements
ISO 19011	Guidelines for auditing quality systems	Guidelines for auditing quality and environmental systems

Changes in terminology

In the 1994 version the term 'supplier' was used to identify the organization implementing the requirements. This has now been replaced with the term 'organization' so as to be consistent with ISO 9004 and to overcome the confusion with organizations that provide supplies. It also avoids using the term subcontractor which is often associated with suppliers that provide goods and services to customer specific requirements. These and other changes are indicated in Table 3.

Table 1 Changes in the family

1994	2000
ISO 9000-1 ISO 8402	ISO 9000
ISO 9000-3 ISO 9001 ISO 9002 ISO 9003 ISO 1005 ISO 1007	ISO 9001
ISO 9000-3 ISO 9004 in 4 parts ISO 1005 ISO 1007	ISO 9004
ISO 10011 in 3 parts	ISO 190011
ISO 9000-4	IEC 60300-1

Table 3 Changes in terminology

1994	2000
Supplier	Organization
Procedures	Processes
Executive management	Top management
Specified requirements	Customer requirements