

ISO 9000:2000 Overview Fact Sheet

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	<i>ISO 9000 Family</i>	<i>ISO 9000</i>	<i>ISO 9001</i>	<i>ISO 9004</i>
Purpose	To assist organizations implement and operate effective quality management systems.	To facilitate common understanding of the concepts and language used in the ISO 9000 family of standards.	To provide an equitable basis for assessing the capability of organizations to meet customer and applicable regulatory requirements.	To assist organizations satisfy the needs and expectations of all interested parties.
Intent	To facilitate mutual understanding in national and international trade and help organization achieve sustained success.	It is intended to be used in conjunction with ISO 9001 and ISO 9004	It is intended for contractual and certification purposes	It is intended for organizations whose top management wishes to move beyond the requirements of ISO 9001 in pursuit of continual improvement. It is not intended as a guide to meeting the requirements of ISO 9001
Scope	Quality management	Defines the principles, the fundamental concepts and the terms used in the family of standards.	Defines the requirements for a QMS the purpose of which is to enable organizations to continually satisfy their customer's needs and expectations	Provides guidelines for improving the performance of the organization and the satisfaction of all interested parties. Similar structure to ISO 9001 to assist in their application as a consistent pair
Applicability	Applies to all organizations regardless of type, size and product provided	Applies to all terms used in the ISO 9000 Family of standards	Applies where an organization needs to demonstrate its ability to provide product that meets customer and applicable regulatory requirements and aims to enhance customer satisfaction	Applies to organizations seeking guidance on developing quality management systems and improving their performance.
Statistics	3 Standards	81 Definitions	8 Sections 51 Clauses 250+ Requirements	8 Sections 64 Clauses No requirements

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