

ISO 9000:2000 Key Differences Fact Sheet

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TOPIC	DIFFERENCE
Audits	Audits of QMS design, processes and conformity with ISO 9001 - no longer limited to procedure audits
Communication	Processes for internal communication rather than systems of documentation
Continual improvement	The effectiveness of the QMS to be continually improved
Contract Review	Replaced by a wide-ranging review of all product requirements including customer, organizational & regulatory requirements
Customer satisfaction	Customer perceptions of the organization's performance to be monitored as one of the measures of QMS performance
Design	If the organization designs its own products and services, design and development processes must be included in the QMS
Documentation	Determined by the organization as necessary for effective operation of its processes - not simply as required by the standard
Linkages	Organization purpose, policy, objectives, processes and results to be linked to demonstrate effective process management
Management review	Top management to review the system for its effectiveness in enabling the organization to meet requirements of customers and other interested parties - no longer limited to a review of audit results and customer complaints
Marketing	The processes employed to determine customer needs and expectations must form part of the QMS
Measurement	Required for all processes not only production, servicing and installation processes
Procedures	Only six procedures specified as requirements, others as needed for effective operation and control of the processes
Processes	All processes that serve the achievement of the organization's objectives to comprise the QMS
QMS	To be designed around the organization's processes not the elements and clauses of the standard

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Quality Manual	Needs to describe the interaction between processes - is not to be a response to each clause of the standard
Quality objectives	Separate from the policy but consistent with it and established at relevant levels and functions - the driver of continual improvement in performance
Quality policy	To be appropriate to the purpose of the organization and provides framework for quality objectives - not a motherhood statement
Records	As needed to provide evidence of effective operation - all types of records not simply those referred to as quality records
Requirements	Commitment to meeting requirements of customer and other interested parties - no longer limited to the organization's own requirements
System effectiveness	To be measured, analysed and continually improved and judged by the degree to which customers are satisfied - not judged on conformity with standard
Top management	Must be involved in establishing, developing, reviewing and improving the QMS

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