

ISO 9000

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The first worldwide system of quality assurance standards was developed by the International Standards Organization in Geneva, Switzerland and is now accepted by over 50 countries, including the USA. These quality standards are known as ISO 9000.

ISO 9000 is primarily concerned with “quality management”. Like “beauty”, everyone may have a different idea of what “quality” is. In plain language, the standardized definition of “quality” in ISO 9000 refers to all those features of a product (or service) which are required by the customer. *“Quality management” means what the organization does to ensure that its products conform to the customer’s requirements.*

When you purchase a product or service from a company that is registered to the appropriate ISO 9000 standard, you have important assurances that the quality of what you receive will be as you expect. For this reason, many of the Fortune 500 companies prefer to do business with ISO 9000 certified companies.

ISO 9000 concerns the way a company goes about its work, and not directly the result of this work. In other words, it does not directly concern products. However, the way in which a company manages its processes is obviously going to affect its final product.

ISO 9000 will affect whether or not everything has been done to ensure that the product meets the customer’s requirements.

Some items from the Water Treatment Industry that ISO ensures Total Quality Management over include:

1. Product Formulations
2. Manufacturing Procedures
3. Quality Control of Finished Products
4. Regulatory Compliance with Local, State and Federal Guidelines

An ISO Certification establishes a company’s credentials as a reliable business partner to potential clients, especially when supplier and customer are new to each other.

In many industrial sectors, major companies are requiring their suppliers to have ISO 9000 certification issued by an independent certification body. In addition, many government departments and public authorities are requiring companies bidding for procurement contracts to be ISO 9000 certificate holders.

These companies and government departments realize that the vendors’ ISO 9000 certification ensures that the products and services they receive will conform to their specific requirements.