The new ISO 9000:2000 family of standards consists of the following three standards:

- ISO 9001:2000 Quality Management Systems — Requirements; and

For the purpose of ISO 9000 certification audits, only ISO 9001 specifies mandatory requirements.

Note that the old ISO 9002 and ISO 9003 standards are discontinued. Organizations that do not design or develop products and/or services and thus were certified to ISO 9002 will now have to use ISO 9001, but can exclude design and development requirements from the scope. Specific rules for excluding inapplicable requirements are stipulated in the standard in Clause 1.2, Application.

This book identifies and explains 92 distinct requirements of ISO 9001:2000, Clauses 4 through 8. These clauses provide the specification for the certification audit of quality management systems. The requirements are interpreted and explained from a point of view of a certification audit.

The purpose of this book is to identify all auditable requirements and explain how these requirements should be satisfied on the level of documentation, implementation, and records; and to offer some insight on how auditors will verify compliance with each requirement. The unique aspect of this book is the systematic and disciplined approach to the identification of all auditable requirements, and reinterpretation of these requirements into a definitive action list that must be implemented to achieve full conformance. This first step of precisely identifying the requirements and interpreting them correctly is the most difficult one for most organizations. Once this step is taken, the project of implementing ISO 9000 can be properly planned and carried out with full confidence that the effort will result in successful certification.
This book is intended for managers and teams charged with the responsibility of implementing ISO 9000 quality management system in their organizations and getting the system certified. While the book is written specifically for this group, anyone interested in a detailed and comprehensive interpretation of ISO 9000 should find it useful and interesting. The book can be successfully used for training auditors, and will provide valuable reference for registrars and consultants.

This book is the leading title in the AQA ISO 9000 series. The other two publications are *ISO 9000 Documentation* (software) and *ISO 9000 In Our Company*. The role of this book in the series is to introduce the ISO 9001 requirements and explain what needs to be done to comply. *ISO 9000 Documentation* is a software package with templates for generic quality manual and procedures, and *ISO 9000 In Our Company* is a self-study workbook for employee training. All AQA publications are annotated on the last four pages of this book and on our Internet site at [www.aqapress.com](http://www.aqapress.com).

The author welcomes any comments regarding his interpretation of the new requirements. Please e-mail your comments to jack@aqapress.com or call (626) 796-9000.

GOOD LUCK WITH YOUR ISO 9000 IMPLEMENTATION PROJECT AND CERTIFICATION OF YOUR QUALITY SYSTEM!

Jack Kanholm

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1. SCOPE

1.1 GENERAL

No auditable requirements

1.2 APPLICATION

No auditable requirements

2. NORMATIVE REFERENCE

No auditable requirements

3. TERMS AND DEFINITIONS

No auditable requirements

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