ISO 9000

ISO 9000 is defined as a set of international standards on quality management and quality assurance developed to help companies effectively document the quality system elements needed to maintain an efficient quality system. They are not specific to any one industry and can be applied to organizations of any size.

Quality management principles of ISO 9000

Commitment of the people: the results are positive when the workers are committed to the organization. In this way, the activities are carried out conscientiously, giving the best of oneself to achieve the objectives. Factors such as having quality leaders, camaraderie among groups, and free communication with superior's foster commitment to the organization.

Customer Focus: it is based on detecting and carrying out an analysis of the needs of consumers to adjust the processes in such a way that it is possible to satisfy the requirements of the clients.

Evidence-based decision making: It is imperative that decisions are not made in haste, but rather based on evidence. For this, it is important to control and monitor all processes and to carry out the necessary measurements to detect possible failures. In this way, through the analysis of said information, decision making will be simpler, more effective and more accurate.

Leadership: for the quality management system to be efficient, it is an essential requirement that the leaders have the necessary tools to motivate the teams of the different sectors to achieve the objectives set. Leadership must not only be present in the upper echelons of the organization, but it is also essential that whoever is in charge of workers has this quality, whatever their department. A leader not only guides, motivates and directs, but also gets involved in activities, proposes ideas, suggests solutions and focuses on results.

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Continuous improvement: with a system that provides the necessary tools to measure different factors, it is a possible and also simple task to detect what can be improved to get closer to total customer satisfaction. Generally, to measure processes and detect weak points, management indicators, self-assessments and customer satisfaction surveys are used.

Relationship management: maintaining a cordial relationship with each party involved, whether with suppliers or customers, strengthens ties, but also allows the company and its suppliers to work together to seek improvements and optimize products or services in for mutual benefit.

Processes approach: the quality management system has as one of its principles the understanding and establishment of processes. In this way, knowing the activities in detail, it is possible to maintain control and detect possible ways of optimization.