

Iso 9001: 2000 for Small Business: Implementing Process-Approach Quality Management

Arpad Gaal

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Iso 9001: 2000 for Small Business: Implementing Process-Approach Quality Management Arpad Gaal ISO 9001:2000 for Small Business Management: Implementing Process-Approach Quality Management demonstrates how a process-approach quality management system performs in the real work environment. The book gives you an ISO based quality management tool, featuring the year 2000 requirements for ISO 9001. It includes the quality system manual, the operating procedures, and the forms that small to mid-sized businesses need. All this makes it possible for you to use this system immediately - without having to hire costly outside consultants.

Gaal introduces a system for managing product quality problems through prevention - examining every stage of a product's life cycle - instead of just focusing on manufactured goods at the end of the production line. The author identifies the core departments that impact the planning, implementing, and executing of the customer's purchase order requirements from the beginning to the end of the product's life-cycle. The Quality Systems Manual and the Quality Operating Procedures streamline the process for small business applications where low overhead and multiple job assignments dominate.

The most important part of manufacturing is the shop. This is where the product is made and where the problems are concentrated. Problems come in documents, processes, and methods with different impact on product quality or the way you achieve it. Using an innovative approach, ISO 9001:2000 for Small Business: Implementing Process-Approach Quality Management shows you how to resolve these issues.



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