

Stepping Up to ISO 9004:2000

Russell T. Westcott

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A Practical Guide for Creating a World-Class Organization

Congratulations. Your organization is registered to ISO 9001. Guess what? You've just taken the first step in your continual improvement journey. The next step is to step up to world-class status. More than 500,000 organizations around the world have registered their quality management systems to one of the ISO 9000 series standards. How will yours be different? ISO 9004:2000 is an excellent guide to moving beyond the bare basics outlined in ISO 9001:2000.

Author Russell T. Westcott shares the inside secrets to making the most of your quality management system by implementing an ISO 9004:2000-based system. He provides a map of the steps to follow to achieve world-class status.

Stepping Up to ISO 9004:2000 contains a comprehensive overview of ISO 9004:2000's components, including:

Setting strategic direction and implementing action plans

Focusing on the customer

Focusing on resource management

Assessing and managing risk

Focusing on product realization

Focusing on measurement and analysis

Focusing on continual improvement

Benchmarking

Applying project management techniques to achieve continual improvement

And much more!



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