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The ISO 9000 family of international quality management standards and guidelines has earned a global reputation as the basis for establishing quality management systems. ISO 9001 specifies requirements for a quality management system for any organization that needs to demonstrate its ability to consistently provide products that meet customer and applicable regulatory requirements and aims to enhance customer satisfaction. The standards are used for certification/registration and contractual purposes by organizations seeking recognition of their quality management system.

I've heard all about ISO 9000 but…

Why should my organization get involved?

The requirements are more applicable than ever for service, software, healthcare, and educational organizations. The language is clear and encourages you to develop systems that will improve your business. Not only that, but customer satisfaction is integral to the standard. If you have steered away from ISO in the past, please reconsider.

What are the benefits of the ISO 9000 series standards?

- Applicability to all product categories, in all sectors, and to all sizes of organizations
- Simple to use, clear in language, readily translatable, and easily understandable
- Significant reduction in the amount of required documentation
- Connection of quality management systems to organizational processes
- Greater orientation toward continual improvement and customer satisfaction
- Provision of a consistent basis for addressing the needs and interests of organizations in specific sectors (e.g., medical devices, telecommunications, automotive, etc.)

Do the standards improve customer satisfaction?

The quality management system described in the revised standard is based on quality management principles that include customer focus. The adoption of these principles provides customers with a higher level of confidence that the product meets their needs and increases their satisfaction.

Who is using them?

Manufacturing, service, and other organizations around the globe have built and continue to build their quality systems around these standards. Both large and small companies with international businesses perceive the ISO 9000 series as a route to open markets and improved competitiveness. You don't have to be a multinational corporation or have business overseas to benefit from implementing these standards in your company.

What about the Malcolm Baldrige National Quality Award and Six Sigma? Aren't these programs equivalent or better "standards" than the ISO 9000 series?

The ISO 9000 series provides the foundation on which you can build your quality management and quality assurance systems so you may ultimately achieve a high level of success. Unlike Baldrige and Six Sigma, the ISO 9000 series is the only system accepted internationally.

Where can I learn more about ISO?

VISIT www.asq.org
www.asq.org/standards
www.iso.org
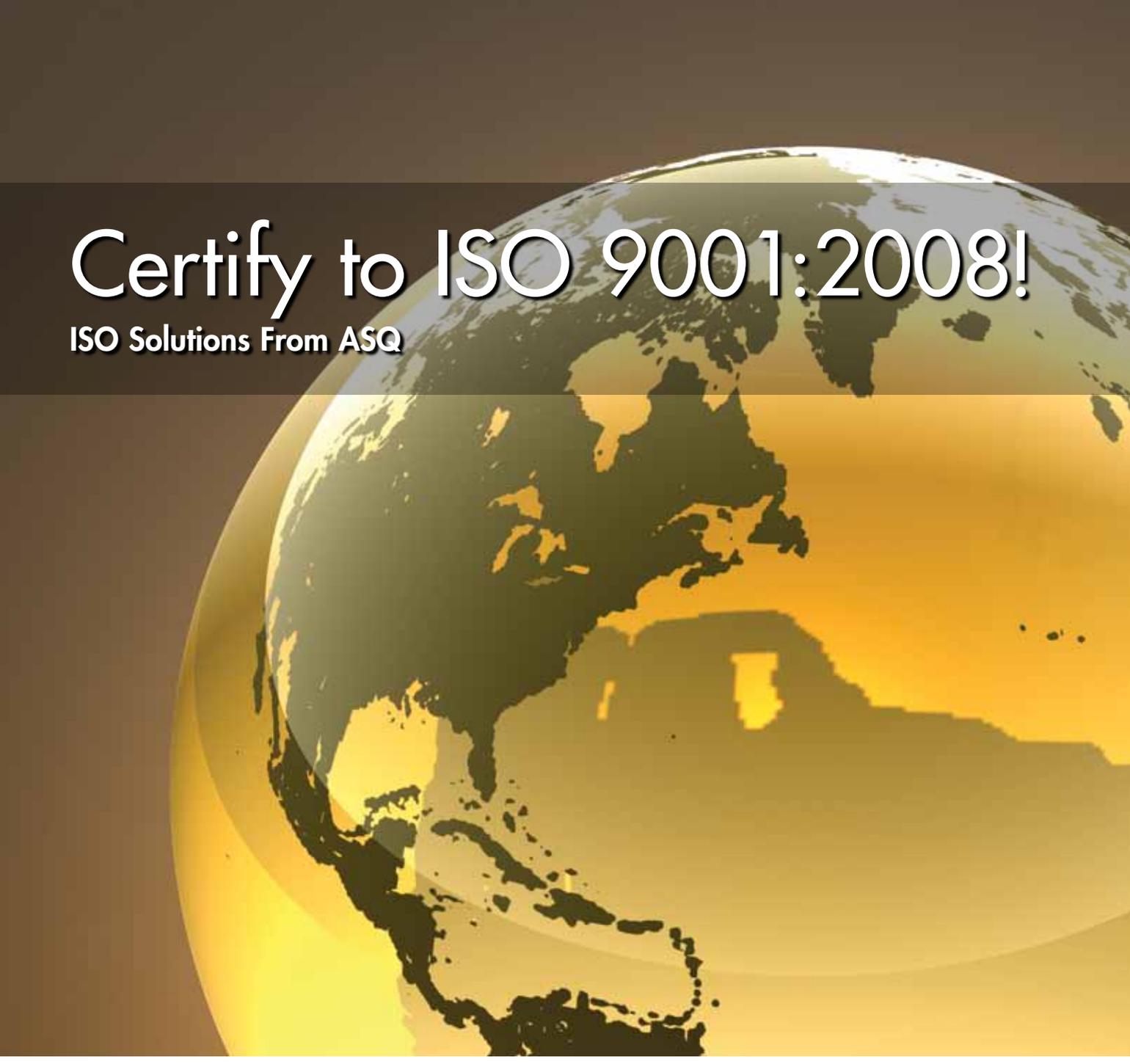
Certify to ISO 9001:2008!

ISO Solutions From ASQ

Have you implemented ISO 9001:2008 at your organization? Purchase the new standard today from ASQ, your official source for the latest version of the ISO 9001 standard. This new standard replaces ANSI/ISO/ASQ 9001:2000 and will help you:

- Manage your processes effectively.
- Enhance customer satisfaction.
- Meet customer and applicable statutory and regulatory requirements.

All organizations currently certified to the ISO 9001:2000 standard must transition to the ISO 9001:2008 standard. So purchase this standard today.

Looking for more ISO solutions? ASQ is your one-stop shop for all your ISO needs—books, certifications, training, and more!

TO PURCHASE THE NEW STANDARD OR FOR MORE INFORMATION, VISIT **www.asq.org/iso9001** OR CALL **800-248-1946.**

ANSI/ISO/ASQ Q9001-2008:
Quality management systems—Requirements

This new standard will replace ANSI/ISO/ASQ 9001:2000. This standard specifies requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Item: T860
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Ahora Disponible en Español!
Item: T861E `PDF`
Member Price: $76.00
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ANSI/ISO/ASQ Q9000-2005
Quality management standards—Fundamentals and vocabulary

This standard explains the fundamental quality concepts and the vocabulary used in the Q9001:2000 and Q9004:2000 quality standards.

Item: T812
Item: T812E `PDF`
Member Price: $82.00
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ANSI/ISO/ASQ Q9004-2000
Quality management standards—Guidelines for performance improvements

This standard provides guidance for the development and implementation of a quality system in your organization.

Item: T2104
Item: T2104E `PDF`
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Ahora Disponible en Español!

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ANSI/ISO/ASQ QE19011S-2008
Guidelines for management systems auditing—U.S. version with supplemental guidance added
Guidelines for quality and/or environmental management systems auditing: U.S. version with supplemental guidance added

The supplemental text contained in this document provides additional guidance to users to augment the international standard. In particular, additional guidance is provided for small organizations that may wish to consider its application to the full range of audit activities (i.e., first, second, and third-party audits) and for any users who wish to apply the standard to internal (first-party) audits and external supplier (second-party) audits.

Item: T853
Item: T853E `PDF`
Member Price: $117.00
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ISO 9000 Introduction and Support Package

In conjunction with the publication of the International Standards ISO 9001 and ISO 9004, ISO/TC 176/SC 2 has published a number of guidance modules—available for FREE at www.asq.org/quality-press/iso-9000.

`PDF` *Guidance on ISO 9001 clause 1.2 'application'*
Provides users with information regarding the intent of ISO 9001 clause 1.2 application, including some typical examples of its use in practical situations.

`PDF` *Guidance on the documentation requirements of ISO 9001 and ISO 9004*
The purpose of this guidance is to explain the intent of the new standard with specific regard to documentation.

`PDF` *Guidance on the concept and use of the process approach to quality management systems*
This guidance document is intended to help users of the ISO 9000 series of standards to understand the concepts and intent of the "process approach" to quality management systems.

`PDF` *Guidance on the terminology*
This document provides guidance on the terminology used in ISO 9001 and ISO 9004.

`PDF` *Guidance to outsourced processes*
This document provides guidance on the intent of ISO 9001 clause 4.1, regarding the control of outsourced processes.

Together these are being made available as the *ISO/TC 176/SC 2 ISO 9000 Introduction and Support Package.* Feedback from users of the standards will be used to determine whether additional modules should be developed, or if these published modules should be revised.

`PDF` Available for download at **www.asq.org/quality-press. (Member prices available on some e-standards.)**
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ISO/TS 16949:2002

Quality management systems—Particular requirements for the application of ISO 9001:2000 for automotive production and relevant service part organizations

This technical specification details, in conjunction with ISO 9001:2000, the quality system requirements for the design and development, production, and, when relevant, installation and service of automotive-related products. It is applicable to sites of the organization where customer-specified parts, for production and/or service, are manufactured.

Item: T1450
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IWA-1:2005

Quality management systems—Guidelines for process improvements in health service organizations

These guidelines have been developed for health service organizations and are based on ISO 9004:2000. IWA-1 contains much of the text of ISO 9004:2000, supplemented by specific guidance for its implementation in the healthcare sector. The guidelines provide a framework for the design and improvement of process-based quality management systems by healthcare organizations. The guidelines are voluntary and they are not intended for certification or accreditation.

Item: T828E `PDF`
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ASQ Z1.11-2002

Quality assurance standards—Guidelines for the application of ANSI/ISO/ASQ Q9001-2000 to education and training institutions

This standard focuses on the generic quality system requirements of ANSI/ISO/ASQ Q9001-2000 (the U.S. equivalent of ISO 9001:2000) and on its application to education and training institutions. While it is appropriate for ASQ Z1.11-2002 to suggest specific guidelines to education and training institutions, this does not mean that ANSI/ISO/ASQ Q9004-2000 or ASQ Z1.11-2002 are the only ways to meet the requirements of ANSI/ISO/ASQ Q9001-2000.

Item: T11
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SAE AS9100:2001—Rev B

The International Aerospace Quality System Standard

This is the updated standard available for use across the global aerospace community. It provides the additional requirements necessary to address both civil and military aviation and aerospace needs.

Item: T9100B
Price: $59.00

ISO 22000:2005

Food safety management systems—Requirements for any organization in the food chain

This international standard specifies the requirements for a food safety management system that combines the following generally recognized key elements to ensure food safety along the food chain, up to the point of final consumption: interactive communication; system management; prerequisite programs; and HACCP principles. The aim of this standard is to harmonize the requirements for food safety management for businesses within the food chain. It is particularly intended for application by organizations that seek a more focused, coherent, and integrated food safety management system than is normally required by law. It requires an organization to meet any applicable food safety related statutory and regulatory requirements through its food safety management system.

Item: T811E `PDF`
Price: $149.00

ISO 10001:2007(E)

Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations

This international standard provides guidance for planning, designing, developing, implementing, maintaining, and improving customer satisfaction codes of conduct. It is applicable to product related codes containing promises made to customers by an organization concerning its behavior. Such promises and related provisions are aimed at enhanced customer satisfaction.

Item: T857E `PDF`
Member Price: $102.00

ANSI/ISO/ASQ Q10002-2004

Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

This international standard provides guidance for the design and implementation of an effective and efficient complaints-handling process for all types of commercial or non-commercial activities, including those related to electronic commerce.

Item: T813
Item: T813E `PDF`
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ISO 10003:2007

Quality management—Customer satisfaction—Guidelines for dispute resolution external to organizations (e-standard)

This international standard provides guidance for an organization to plan, design, develop, operate, maintain, and improve an effective and efficient dispute-resolution process for complaints that have not been resolved by the organization.

Item: T858E PDF
Price: $117.00

ANSI/ISO/ASQ Q10005-2005

Quality management systems—Guidelines for quality plans

This international standard was prepared to address the need for guidance on quality plans, either in the context of an established quality management system or as an independent management activity.

Item: T815
Item: T815E PDF
Member Price: $82.00
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ANSI/ISO/ASQ Q10006-2003

Quality management systems—Guidelines for quality management in projects

This international standard gives guidance on the application of quality management in projects.

Item: T816
Item: T816E PDF
Member Price: $82.00
List/Forum/Division Price: $102.00

ANSI/ISO/ASQ Q10007-2003

Quality management systems—Guidelines for configuration management

This international standard gives guidance on the use of configuration management within an organization. It is applicable to the support of products from concept to disposal.

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Item: T814E PDF
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ISO/TR 10013:2001

Guidelines for quality management system documentation

This technical report provides guidelines for the development and maintenance of the documentation necessary to ensure an effective quality management system, tailored to the specific needs of the organization. The use of these guidelines will aid in establishing a documented system as required by the applicable quality management system standard. This technical report may be used to document management systems other than that of the ISO 9000 family, for example environmental management systems and safety management systems. This first edition of ISO/TR 10013 cancels and replaces ISO 10013:1995, Guidelines for developing quality manuals.

Item: T809E PDF
Price: $96.00

ANSI/ISO/ASQ Q10014-2006

Quality management—Guidelines for realizing financial and economic benefits

This international standard provides guidance on how to achieve economic benefits from the application of quality management.

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Item: T824E PDF
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ANSI/ISO/ASQ Q10015-2001

Quality management—Guidelines for training

This standard provides guidelines to assist organizations and their personnel when addressing issues related to training. It may be applied whenever guidance is required to interpret references to "education" and "training" within the ANSI/ISO/ASQ Q9000-2000 family of quality assurance and quality management standards. The standard also provides guidance that can help an organization to identify and analyze training needs, design and plan the training, provide for the training, evaluate training outcomes, and monitor and improve the training process in order to achieve its objectives. Emphasizing the contribution of training to continual improvement, it is intended to help organizations make their training a more effective and efficient investment.

Item: T10015
Item: T10015E PDF
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ISO 10019:2005

Guidelines for the selection of quality management system consultants and use of their services

In the realization of a quality management system, some organizations choose to rely on their own personnel but some use the services of external consultants. The selection of a consultant by an organization is important for ensuring that the resulting quality management system is capable of meeting the organization's planned objectives in the most efficient and effective manner. Even when using the services of a quality management system consultant, the involvement and commitment of the organization's top management are key factors for a quality management system realization. This international standard aims to provide guidance on the factors to be taken into consideration when selecting a quality management system consultant.

Item: T806E **PDF**
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ANSI/ASQ E4-2004

Quality systems for environmental data and technology programs—Requirements with guidance for use

This American national standard is intended to provide a minimum set of requirements to enable organizations to plan, implement, and assess the suitability and effectiveness of a quality system to support environmental programs involving environmental data and technology. It provides definitions of relevant terms and general principles necessary for any quality management system.

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CSMS:2004

Customer service management standard

This standard was developed to support the service industry by facilitating a logical framework for establishing, implementing, and continuous enhancement of essential policies, procedures, and process controls. The requirements described in this standard are provided to assist personnel involved in the design, development, implementation, and maintenance of the customer service management system to deliver better services to customers.

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eCMS:2004

eCommerce management standard

This standard was developed to support the eCommerce industry sector in order to facilitate a logical framework for the establishment, implementation, and continual enhancement of essential policies, procedures, and process controls associated with developing and sustaining customer trust in the delivery of traditional and new economy products and customer services.

The requirements described in this standard are provided to assist personnel involved in the design, development, implementation, and maintenance of the electronic commerce management system that provides security, protects privacy, and delivers better products and services to customers.

Item: TAUS2 **PDF**
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CCSS:2004

Call center service standard

This standard was developed to support the service industry by facilitating a logical framework for establishing, implementing, and continuous enhancement of essential policies, procedures, and process controls of call centers.

The requirements described in this standard are provided to assist personnel involved in the design, development, implementation, and maintenance of the call center service management system to enable the delivery of better services to clients and their customers.

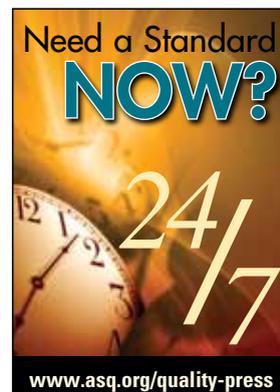**Item:** TAUS3 **PDF**
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Medical devices—Quality management systems— Requirements for regulatory purposes

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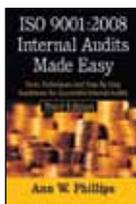
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Anne W. Phillips
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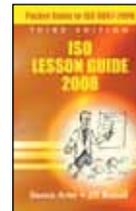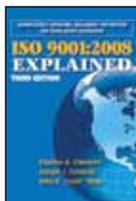ISBN 978-0-87389-751-8.
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Food Quality Assurance: Principles and Practices

Inteaz Alli
2004. 151 pages.
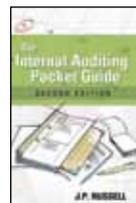ISBN 978-1-56676-930-3.
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ISO Lesson Guide 2008: Pocket Guide to ISO 9001-2008, Third Edition

Dennis R. Arter and J.P. Russell
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Joe Kausek
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Integrating ISO 9001:2000 ISO/TS 16949 and AS9100

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ISO 9001:2000 A Practical Quality Manual Explained

Kevin R. Grimes
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ISBN 978-0-87389-555-2.
7 x 10 softcover.

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List/Forum/Division Price: $58.00

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The Internal Auditing Pocket Guide: Preparing, Performing, Reporting and Follow-up, Second Edition

J.P. Russell
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8

What is ISO 14000?

ISO 14000 is a series of international, voluntary environmental management standards. The ISO 14000 series of standards effectively addresses the needs of organizations worldwide by providing a common framework for managing environmental issues.

What are the principles behind the ISO 14000 standards?

The ISO 14000 standards were developed with the following key principles in mind:

- They must result in better environmental management
- They must be applicable in all countries
- They should promote the broad interests of the public and the users of the standards
- They should be cost effective, non-prescriptive, and flexible, to allow them to meet the differing needs of organizations of any size worldwide
- As part of their flexibility, they should be suitable for internal or external verification
- They should be scientifically based
- And above all, they should be practical, useful, and useable

What is an environmental management system?

An environmental management system (EMS) is a systematic approach to dealing with the environmental aspects of an organization. It is a 'tool' that enables an organization of any size or type to control the impact of its activities, products, or services on the natural environment.

What are the benefits of an EMS?

- Assuring customers of commitment to demonstrable environmental management
- Maintaining good public relations
- Satisfying investor criteria and improving access to capital
- Obtaining insurance at reasonable cost
- Enhancing image and market share
- Meeting supplier certification criteria
- Improving cost control
- Reducing incidents that result in liability
- Demonstrating reasonable care
- Conserving input materials and energy
- Facilitating the attainment of permits and authorizations
- Fostering development and sharing environmental solutions
- Improving industry-government relations

What are the key elements of an ISO 14001 EMS?

The key elements of an ISO 14001 EMS are:

- Environmental policy
- Planning
- Implementation and operation
- Checking and corrective action
- Management review
- Continual improvement

Are the ISO 14000 standards 'organization' or 'product' oriented?

The standards in the ISO 14000 series fall into two major groups: organization-oriented standards and product-oriented standards. The organization-oriented standards provide comprehensive guidance for establishing, maintaining, and evaluating an environmental management system (EMS). They are also concerned with other organization-wide environmental systems and functions.

The product-oriented standards are concerned with determining the environmental impacts of products and services over their life cycles, and with environmental labels and declarations.

ANSI/ISO/ASQ E14001-2004

Environmental management systems—Requirements with guidance for use

This standard specifies requirements for an environmental management system to enable an organization to develop and implement a policy and objectives that take into account legal requirements and other requirements to which the organization subscribes, and information about significant environmental aspects. It applies to those environmental aspects that the organization identifies as those that it can control and those that it can influence. It does not itself state specific environmental performance criteria.

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ANSI/ISO/ASQ E14004-2004

Environmental management systems—General guidelines on principles, systems, and support techniques

This standard provides guidance on the establishment, implementation, maintenance, and improvement of an environmental management system and its coordination with other management systems. The guidelines in this standard are applicable to any organization, regardless of its size, type, location, or level of maturity. While the guidelines in this standard are consistent with the ISO 14001 environmental management system model, they are not intended to provide interpretations of the requirements of ISO 14001.

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ANSI/ISO/ASQ QE19011S-2008

Guidelines for management systems auditing—U.S. version with supplemental guidance added

The supplemental text contained in this document provides additional guidance to users to augment the international standard. In particular, additional guidance is provided for small organizations that may wish to consider its application to the full range of audit activities (i.e., first, second, and third-party audits) and for any users who wish to apply the standard to internal (first-party) audits and external supplier (second-party) audits.

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> For more information. . . on our Environmental Standards (including FAQs), visit **http://standardsgroup.asq.org/ environmental-management.**

ISO 14015:2001

Environmental management—Environmental assessment of sites and organizations (EASO)

Item: T14015E `PDF`
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ANSI/ISO 14020-2001

Environmental labels and declarations— General principles

This standard establishes guiding principles for the development and use of environmental labels and declarations.

Item: T14020
Item: T14020E `PDF`
Member Price: $48.00
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ANSI/ISO 14021-2001

Environmental labels and declarations—Self-declared environmental claims (Type II environmental labeling)

This standard specifies requirements for self-declared environmental claims, including statements, symbols, and graphics, regarding products. It also describes a general evaluation and verification methodology for self-declared and verification methods for the selected claims in this standard.

Item: T14021
Item: T14021E `PDF`
Member Price: $52.00
List/Forum/Division Price: $65.00

ANSI/ISO 14024-2001

Environmental labels and declarations—Type I environmental labeling—Principles and procedures

This standard establishes the principles and procedures for developing Type 1 environmental labeling programs, including the selection of product categories, product environmental criteria, and product function characteristics; and for assessing and demonstrating compliance. It also establishes the certification procedures for awarding the label.

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Quality systems for environmental data and technology programs — Requirements with guidance for use

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ASQC S2-1995
Introduction to attribute sampling

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ANSI/ASQC B2-1996—Control Chart Method of Analyzing Data
This guide gives particular reference to quality data resulting from inspections and tests of materials and manufactured products.

ANSI/ASQC B3-1996—Control Chart Method of Controlling Quality During Production
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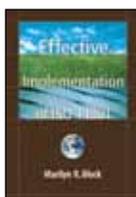
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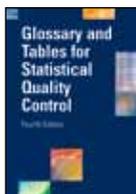
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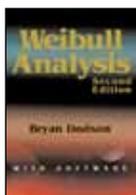
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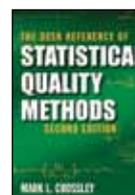
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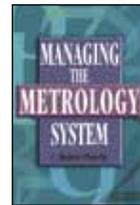
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William D. Mawby
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ANSI/ASQ Z1.13-1999
Quality systems guidelines for research

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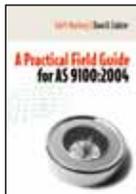
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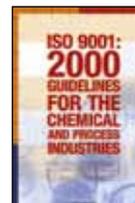
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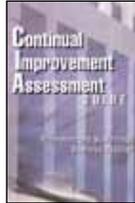
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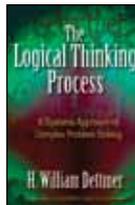
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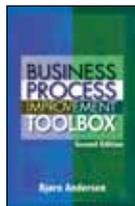
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Connie M. Borror, editor
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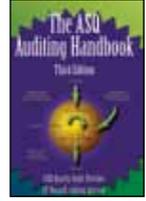
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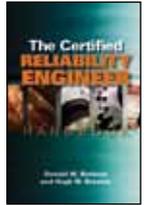
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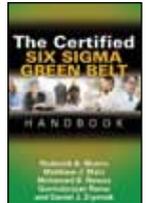
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H. Fred Walker, Ahmad K. Elshennawy, Bhisham C. Gupta, and Mary McShane Vaughn
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Area Code/Business Telephone _____ Area Code/Home Telephone

Preferred E-mail Address _____ Fax

Which one of the following best describes your title?

○ Accountant
○ Advisor
○ Administrator
○ Analyst
○ Associate
○ Auditor
○ CEO
○ Chemist
○ Clinician
○ Coordinator

○ Consultant
○ Contractor
○ Controller/ Comptroller
○ Director
○ Engineer
○ Facilitator
○ Foreman
○ General Manager

○ Inspector
○ Instructor
○ Librarian
○ Machinist
○ Manager
○ Mechanic
○ Nurse
○ Owner
○ President
○ Principal

○ Professor
○ Programmer
○ Retired
○ Scientist
○ Six Sigma Black Belt
○ Six Sigma Green Belt
○ Specialist
○ Staff

○ Statistician
○ Student
○ Superintendent
○ Teacher
○ Technician
○ Unemployed

ASQ does not sell e-mail addresses to third parties.

Mailing Lists
○ Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you **do not** wish to receive these mailings.

Member Referred By:

_____   _____
Member Name   Member Number

Payment Information

○ **Check or money order (U.S. dollars drawn on a U.S. bank)** *Make check payable to ASQ.*

○ **MasterCard** ○ **Visa** ○ **American Express** *(Check one)*

Cardholder's Name (please print)

Card Number _____ Exp. Date

Cardholder's Signature

Cardholder's Address

Customize Your Membership Experience

1 Member Type:
○ Full (formerly Regular) $129 ○ Associate $74 ○ Forum- or Division-only $31
$_____

2 The one geographical Section included with Full membership will be determined by your primary address.*

Sections (geographic or the e-Section) may be added to any member type for an additional $20.00 each. Visit www.asq.org for a listing of available Sections.

Sections [ ][ ][ ][ ] , [ ][ ][ ][ ] , [ ][ ][ ][ ] $_____

* Contact ASQ to change your assigned Section.

3 Forum or Division Selection
As part of your Full membership you receive membership in one topic- or industry-specific Forum or Division. Use the list below to indicate the Forum or Division number and name.

____ _____ $____ included
(#)   Name

Additional Forums and Divisions may be added to all levels of membership. Please indicate in the list below the additional Forums or Divisions you would like and total the number you have selected.

○ Audit (19)
○ Automotive (3)
○ Aviation, Space and Defense (2)
○ Biomedical (10)
○ Chemical and Process Industries (4)
○ Customer-Supplier (15)
○ Design and Construction (20)
○ Education (21)
○ Electronics and Communications (5)
○ Energy and Environmental (11)
○ Food, Drug, and Cosmetic (7)
○ Government (22)
○ Healthcare (18)

○ Human Development and Leadership (13)
○ Inspection (9)
○ Lean Enterprise (23)
○ Measurement Quality (17)
○ Product Safety and Liability Prevention (25)
○ Quality Management (1)
○ Reliability (8)
○ Service Quality (16)
○ Six Sigma (26)
○ Software (14)
○ Statistics (12)
○ Team & Workplace Excellence (27)

Additional Forum and Division selections:
Full or Associate member _____ x $10 = $_____
                          total
Forum- or Division-only member _____ x $31 = $_____
                               total

4 Publications

Quality Progress	Domestic	Canadian	International	Price/Cost
Full Member	included	included**	included**	
Associate Member	$55.00	$90.00	$90.00	○ $_____
Forum- or Division-only Member	$75.00	$110.00	$110.00	○ $_____
Electronic Only	$55.00	$55.00	$55.00	○ $_____
Air Service Fee	n/a	$30.00	$35.00	○ $_____
Six Sigma Forum Magazine	$45.00	$65.00#	$70.00	○ $_____
Journal of Quality Technology	$30.00	$51.00#	$49.00	○ $_____
Software Quality Professional	$45.00	$65.00#	$70.00	○ $_____
Quality Management Journal	$50.00	$80.00#	$74.00	○ $_____
Quality Engineering	$34.75	$51.25#	$51.25	○ $_____
Technometrics	$30.00	$30.00#	$30.00	○ $_____
The Journal for Quality and Participation	$45.00	$65.00#	$70.00	○ $_____

**If you do not choose the airmail option, delivery can take approximately 8-12 weeks.
#GST included

Total of all magazines and journals $_____

Total of all items (1-4): $ _____

Please submit your application with remittance to:

ASQ
P.O. Box 3066
Milwaukee, WI 53201-3066
or fax to **414-272-1734**.

You may also join online at **www.asq.org** or by calling ASQ Customer Care at **800-248-1946** or **414-272-8575**.