

ISO 9000 - FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is ISO?

ISO (International Organization for Standardization) is a worldwide federation of national standards bodies from each country. The object of ISO is to promote the development of standardization and related activities in the world with a view to facilitating international exchange of goods and services, and to developing cooperation in the spheres of intellectual, scientific, technological and economic activity. The results of ISO technical work are published as International Standards.

2. What is ISO 9000?

The ISO 9000 family of standards represent an international consensus on good management practices with the aim of ensuring that the organization can time and again deliver the product or services that meet the client's quality requirements. The family of ISO 9000 standards is made up of four core standards:

- a) **ISO 9000** – Fundamentals and Vocabulary
- b) **ISO 9001** – Quality Management Systems – Requirements
- c) **ISO 9004** – Quality Management Systems – Guidelines for performance improvements

3. What is the role of BIS in ISO 9000?

BIS is the National Standards Body of India and is a founder member of ISO. BIS represents India, in ISO. The Technical Committee (TC) number 176 (ISO/TC 176), and its Sub-committees of ISO are responsible for the development of ISO 9000 standards. Quality and industry experts from India including BIS officers nominated by BIS participate in the meetings of the Technical Committee ISO/TC 176 and its Sub-committees.

4. What is IS/ISO 9001?

ISO 9001 'Quality Management Systems – Specifications with Guidance for use' is a standard and adopted by BIS as IS/ISO 9001. IS/ISO 9001 is the exact replica of ISO 9001. It is a *requirements* standard. It contains a set of requirements to define the operation of the Quality Management System. Since the requirements are expressed in a general form, it has the flexibility to be applied to any organization.

IS/ISO 9001 is the only certification standard in the IS/ISO 9000 family.

5. What is the difference between ISO 9000 standards and IS/ISO 9000 standards?

There is no difference. They are exactly the same. BIS has adopted the above mentioned ISO 9000 standard and these are numbered as **IS/ISO 9000, IS/ISO 9001, IS/ISO 9004**. These standards published by BIS are exact replica of ISO 9000 standards. BIS also provides certification against IS/ISO 9001 under its Management Systems Certification activity.

6. Which IS/ISO 9000 standard is meant for certification?

Any organization can apply for certification against IS/ISO 9001. The other standards i.e. IS/ISO 9000 and IS/ISO 9004 are guidance standards and are not meant for certification.

7. Tell me more about IS/ISO 9004.

The requirements of IS/ISO 9004 should be implemented by the organizations who intend to further improve beyond the requirements of IS/ISO 9001. The standard IS/ISO 9004 has an important element of 'self-evaluation' and this standard is not amenable to certification.

8. Where can copies of the IS/ISO 9000 standards be obtained?

Copies of the [IS/ISO 9000 standards may be purchased from BIS Regional/Branch offices and Headquarters at the addresses given in this website.](#)

9. I want to be an ISO 9001 auditor: where can I get training?

Contact [National Institute of Training for Standardization \(NITS\)](#) of Bureau of Indian Standards at the address: Deputy Director General (Training), National Institute of Training for Standardization, A-20&21, Institutional Area, Sector-62, Noida – 201 307 (Tel: 0120-2402204-07; Fax: 0120-2402203; Email: nits@bis.org.in; Website: www.bis.org.in). Also refer IS/ISO 19011:2002 standard, for auditor's qualification, training, experience, etc.

10. My organization provides services. How are the IS/ISO 9001 standard applicable to us?

The IS/ISO 9001 standards are applicable to all types of organizations. The definition of the term 'product' in IS/ISO 9000 also include services and their combination. Therefore, the requirements of IS/ISO 9001 are equally applicable to service sector as it is applicable to product manufacturing company.

11. Is there any guidance standard for implementation of IS/ISO 9001?

ISO 9004 has been adopted by BIS as IS/ISO 9004 which is exact replica of ISO 9004 and is the companion standard to IS/ISO 9001. For those organizations willing to implement the Quality Management System specified in IS/ISO 9001, IS/ISO 9004 provides guidance and illustrations. As this is a guidance standard, it is not meant for certification.

12. What are the standards in ISO 9000 family of standards?

The other standards of ISO 9000 family have also been adopted by BIS. The new IS/ISO 9000 family involves 3 main standards:

IS/ISO 9000 Fundamentals and vocabulary

IS/ISO 9001 Quality management system requirements

IS/ISO 9004 Managing for sustained success of organizations

13. How to implement the requirements of IS/ISO 9001 in my organization?

As a minimum you should familiarize yourself not only with the requirements of IS/ISO 9001. Vocabularies given in IS/ISO 9000 and guidance standard IS/ISO 9004 will help you to clearly understand your organization's activities and processes and appropriately interpret the requirements of the standards. Implement the requirements in the various activities and processes adding value to these processes and activities. For training programmes on general awareness on the requirements our National Institute of Training for Standardization (NITS) may be contacted.

14. What is the difference between 'certification' and 'accreditation'?

In simple terms, accreditation is like certification of the certification body. 'Accreditation' should not be used as an interchangeable alternative for certification or registration.

15. For more details

Contact nearby branch office of BIS or any of the Regional Offices of BIS located at Mumbai, Kolkata, Chandigarh, Delhi and Chennai or Head (Management Systems Certification), Bureau of Indian Standards, Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi - 110002.