An Introduction OF ISO 9000-9001 Certification

Dr. Nishant Rastogi and Monika Bharti
Assistant Professor, Management, IIMT, Aligarh
Research Scholar, Commerce, S.V.PG College, Aligarh

Introduction
The word "Quality" has many different definitions from "conventional" to "strategic". A conscious definition of quality generally describes the quality points as follows: One fits well, is best served or the decision is free for a longer period of time. Meeting "Customer needs", which strategically determine quality, is often associated with identifying and meeting customer needs in a mode that is better than that of competitors. According to Oxford Dictionary, quality is a measure of a similar type of problem, something that is measured at an excellent level. Quality is also determined by the unique characteristics or characteristics of someone or something.

ISO 9000 certification
The International Organization for Standardization (ISO) is the world's largest developer and publisher of global standards. The term ISO derived from the Greek "isos" means "equal". ISO is headquartered in Geneva, Switzerland and a network of national standardization bodies consisting of 162 countries. ISO is a non-governmental organization that acts as a bridge between the private and the public sector. In contrast, Member States are components of the social organization of their own government or are governed by the government. On the other hand, other Member States are undoubtedly rooted in the private sector and accepted by the national contract of industrial partners. Partnerships between private and state members can help you meet business requirements and set standards that meet the needs of society as a whole. As the world's largest standard developer, ISO developed and published more than 16,500 international standards between 1947 and 2008. International standards adopted by the ISO include agriculture and structures, applied sciences and medical devices. The most up-to-date is the standard for the development of information technology.

From time to time, products, fabrics, machines and equipment work reasonably safely and safely, because they meet the standards. Standards make a huge positive contribution to most aspects of human life. Standards ensure the right characteristics of products and services, such as quality, environmental friendliness, safety, reliability and efficiency in economic mode. The standardization of screwdrivers keeps the truck table, ceiling fan and wheels together and repairs repair and maintenance problems. Coordination takes over the concept of interchangeability to help lower purchase prices and production costs. Standards show an international consensus on terminology that makes technology transfer easier and safer. The standardized
dimensions of freight containers reach international trade faster and cheaper. Standardization of ATM cards makes it possible to house all ATMs, regardless of the owner of the machine. Normalization represents a hazard signal and warnings will prevent misunderstandings. With standard computer protocols, suppliers can teach on the same platform. Standards are the result of certain standardization efforts that have been approved as unique rights. Industry standards fall into three categories.

- International standards,
- National or industrial standards and
- Business standards.

There is a growing demand for international standards for international trade. There are many voluntary standardization institutions to develop international standards. The ISO 9000 series of quality and metric standards are examples of international standards. National standards are national trade associations, technical companies and national testing bodies that contribute to the development of standards and test methods. Organizational standards arise from the company itself. Some examples include drawing blocks, paper format and color for communication, transport speeds, dress code, and so on. Standards help users by buying the right amount of products and provide a convenient, objective basis for using the products in the proposed product. The quality of transactions that are produced in production activities is quite important for the materials used in the procedure. If the goal a uniform high usability of manufactured products, the standard basis of each lever must be on the for the manufacture of these products. It can lead to economic price by reducing the number of items calculated by performing a standard raise the character of the individual items.

ISO was born in the federal government of two organizations. The workshop ISA (National Standardization Association) in New York in 1926, and in 1944 (standards of the United Nations Coordinating Committee) UNSCC demonstrated. October 1946 March of the delegations from 25 countries gathered at the Civil Society in London, he concluded a new established goal of the organization was to promote the development of international standards. The ISO was officially introduced on February 23, 1947. In April 1947 67% of the recommended list of the ISO technical committee (TC), based on the old ISA council, was acquired at the meeting in Paris. In the early 1950s, the technical committee began producing what was then called "recommendations." After several inspection system documents were published in the 1950s, US forces consolidated them into a series of essential documents and in December 1963 issued the names of inspection system requirements and quality programs. Subsequent publications were in standard articles about "mandatory system requirements" for mandated checks for purchasing, contracting, final assessment and testing. Similarly, a series of Canadian standards arose in four stages in the 1970s, and in 1979 the British standard was published in 1979 as a quality management system. Meanwhile, in December 1979, the United States issued general guidelines for quality systems. This was a menu with quality control elements, and each organization could sew virtually unlimited sewing preferences for what they found useful.
Because standards from different countries have caused problems with international business transactions, we felt the need to develop internationally recognized quality control standards. That is why the ISO Executive Committee (TC) 176, Quality Management and Quality Assurance, was adopted in 1979. The first standard resulting from ISO 176 is ISO 8402 (1986), which standardizes the quality awareness terminology. Continuing to ISO 9001, ISO 9002 and ISO 9003 in 1987, it provides the requirements for the quality management system managed by the company, from the job site, including R & D events to service and maintenance. This standard is supplemented with ISO 9004 and provides guidelines for quality control facilities. These standards were later renovated in 1994 and thoroughly revised in 2000.

The most recent version of the ISO standard is called the ISO 9000: 2000 family. The ISO 9000: 2000 standard set contains three quality standards.

- ISO 9000: 2000,
- ISO 9001: 2000,

These standards form the requirements of ISO 9001: 2000 and ISO 9000: 2000 and ISO 9004: 2000 provide guidance. All these norms are cognitive norms (no product norms). Documents assigned to the facility in connection with compliance with this standard are ISO 9001: 2000 certified.

In the next section we will try to apply the actual definitions and standard principles of ISO certification for better understanding and examples. The main source of the report is the various documents in which these principles are expressed in their original form.

ISO 9000: 2000 refers to the basic principles and vocabulary of basic concepts related to Quality Management System (QMS) - QMS and allows the terms used in the other two standards.

1. ISO 9001: 2000 is a quality management system (QMS), a standard that is used for remediation by showing QMS as merchandise to customers, supervisors and organizations.
2. ISO 9004: 2000 Quality Management System (QMS) - Guidelines that an organization can use to set up a quality management system that focuses on performance improvement.

The ISO 9000: 2000 standard structure consists of four main sections.

- Administrative responsibilities.
- Resource management,
- Product realization, measurement analysis,

Improved and supported by the following 8 principles.

1. Principles - I: customer-oriented organizations - Organizations depend on customers, so you must understand the current and future needs of customers meet customer requirements and strive to exceed customer expectations.
2. Principles - II: Leadership - Leaders establish unity of purpose and direction of organization. People must create and maintain an internal environment that is fully involved in achieving the goals of the organization.

3. Principle III: Involvement of people - People at all levels are the essence of an organization and their full involvement allows them to use their skills for the benefit of the organization.

4. Principle-IV: Process approach - When the relevant resources and activities are managed in a process, the desired results are achieved more effectively.

5. Principles - V: Management System Approach - Improve the effectiveness and efficiency of the organization by identifying, understanding and managing systems that are related to each other for a particular purpose.

6. Principles - VI: Continuous improvement - Continuous improvement must be the permanent goal of an organization.

7. Principles - VII: Realistic approach to decision making - Effective decision making is based on data and information analysis.

8. Principles - VIII: mutually beneficial supplier relationships - Organizations and suppliers have an interdependent and mutually beneficial relationship, which makes them better able to create these two values.

ISO 9000 registration offers many benefits for the facility, including higher quality of understanding, improved customer experience, competitive advantage and the quality control of informal customers. Internally, ISO 9000 registration ensures better personal awareness, positive racial changes and documentation on efficiency and productivity improvements. ISO 9000 certification also ensures continuous improvement. You can complete your certification through fast and effective delivery of your production and services.

The community is used as a trademark to verify the quality of the services and products offered by the organization. It is less expensive to meet quality standards issued for doing business in different companies or countries.

**Total quality control and ISO 9000 certification**

Consumers evaluate the quality of a product or service by purchasing and using it directly. The satisfaction of the product determines the repeat purchase and recommendation of the product for the other product. However, there is no possibility to purchase and test all products currently on the market. The customer determines the quality of the product by determining whether it has been proven by a trusted agency. The most reliable, generally accepted and applied process certificate in the world is the ISO standard.

It is imperative that the ISO 9000 professional organization implements the TQM principles to provide customers with better quality products. ISO 9000 certification is the responsibility of the organization to offer customers better quality products, because it expects quality work in a proven organization of ISO 9000. By implementing the TQM principles, a proven organization of ISO 9000 can work internally to achieve common goals. Achieve: satisfy customers and enjoy their customers.
Advantages of the ISO 9000 registration include:

- Sales advantage,
- Improved time and material use,
- Improved efficiency and profit,
- Improving customer satisfaction,
- Consistent quality and timely delivery,
- Reduced sample recombination,
- Improved functionality,
- Low failure rates, post processing and
- Warranty costs.

These benefits can be achieved through the implementation of TQM principles with ISO certification.

Conclusion

ISO 9000 and TQM cannot be measured in an autonomous and separate concept. These two concepts are intertwined and complement each other. Organizations should not consider their ISO 9000 certification as definitive. It is the responsibility of the ISO 9000 certification authority to ensure the implementation of the TQM principles after ISO certification. ISO changed from 1994 to 2003. Total attachments have increased by almost 50% to make ISO a truly global organization (http / www.iso.org). In the same period, the reach of the various stakeholder classes of ISO has increased considerably, both in the network of national standardization organizations and in the extensive companies with various international organizations that recognize governmental and non-governmental organizations. In this situation Analysis is valuable and the scale of ISO 9000 is in one way or another.

Reference