



A REVIEW : QUALITY MANAGEMENT SYSTEM AND ISO 9000 QUALITY STANDARDS

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ABSTRACT:

Quality Management system (QMS) operates as a framework that establishes standards, processes, and resources designed to provide products and services that meet or exceed customer and proprietary standards. ISO 9000 is an international standard developed and published by the International Organization for Standardization (ISO) and forms the basis of the world quality management system. The ISO 9000 standard provides guidance and standards for organizations to design, document, implement, maintain and continuously improve their quality management systems

KEY WORDS: Quality management system, ISO 9000, ISO 9001, Quality Management principles.

INTRODUCTION:

Quality Management system (QMS) is a set of business processes aimed at meeting customer needs and increasing customer satisfaction. It is based on the mission and strategic direction of the organization. It outlines the organization's goals and expectations, policies, procedures, records, and resources that should be used for implementation and maintenance. Early quality control methods emphasized the use of simple static data and random sampling to arrive at product results.[1]

The International Organization for Standardization (ISO) is an independent, non-governmental, international standards body composed of representatives of member national standards bodies. The organization develops and publishes international standards to facilitate their use by end users or the wider market, both commercial and non-commercial, covering everything from production and technology for the safe transport of food, IT, agriculture and healthcare.[2]

ISO 9000 FAMILY:

The ISO 9000 family is a set of five quality management systems (QMS) standards by the iso that help organizations ensure they meet customer and other stakeholder needs within statutory and regulatory requirements related to a product or services. ISO 9000 deals with the fundamental of QMS including the seven quality management principles that underlie the family of standards. ISO 9001 deals with the requirement that organization wishing to meet the standards must fulfil. ISO 9002 is model for quality assurance in production and installation. ISO 9003 for quality assurance in final inspection and test. ISO 9004 provides guidance for continuous operations.[3]

WHAT IS ISO 9001

ISO 9001, is an internationally accepted management standard. It helps organizations in different industries improve their performance, meet customer needs and demonstrate their commitment to quality. Its rules define how to create, implement, maintain and continuously improve the quality management system "QMS".

Importance of ISO 9001

More than 1 million certificates have been issued to organizations in 189 countries. ISO 9001 is the best quality management system in the world. ISO 9001 is the only standard that can be recognized in terms of business results, including:

Customer trust: This standard ensures that the organization has a process that must be well managed so that customers are confident and satisfied.

Complaint resolution: ISO 9001 provides guidelines for resolving customer complaints, helping to resolve problems in a timely and satisfactory manner.

Process Improvement: This model helps identify and eliminate inefficiencies, reduce waste, improve efficiency and improve decision-making, thus reducing savings and achieving better results. Regular audits and reviews supported by ISO 9001 help organizations improve this. quality control. Stay competitive and achieve long-term success.[4]

QUALITY MANAGEMENT PRINCIPLES:

Quality management principles are a set of fundamental belief, norms, rules and values that are accepted as true and can be used as a basis for quality management. The QMP's can be used as a foundation to guide an organization's performance improvement.

The quality management principles are:

QMP1- customer focus

QMP2- leadership

QMP3- engagement of people

QMP4- process approach

QMP5- improvement

QMP6- evidence-based decision making

QMP7- relationship management

QMP1- CUSTOMER FOCUS

Statement - The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations.

Rationale - Sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties. Understanding current and future needs of customers and other interested parties contributes to sustained success of the organization.

QMP2 - Leadership

statement - Leaders at all levels establish a common vision and direction and create conditions for people to participate in achieving the organization's brand Good plan.

Rationale - Unity of purpose and practice and cooperation of people enable the organization to establish the ideas, policies, procedures and resources that will enable it to achieve its goals.

QMP3 - engagement of people

Statement - competent and caring people at all levels of the organization are essential to enhancing the organization's ability to create and deliver value.

Rationale - To manage an organization effectively and efficiently it is important to include all people at all levels and respect them as individuals. Recognition, empowerment and empowerment help people participate in achieving the organization's strategic goals.

QMP4 – Process approach

Statement - Consistent results and estimates can be achieved more efficiently and effectively when activities are understood and managed as interdependent processes operating as a joint venture.

Rationale: A good management system consists of interrelated processes. Understanding how the system produces results enables organizations to optimize the system and its results.

QMP5 - Improvement

Statement - High performing organizations focus on continuous improvement.

Rationale - Development is essential for organizations to maintain current levels of performance, respond to changes in internal and external conditions, and create new opportunities.

QMP6 - Evidence-Based Decision Making

Statement - Decision making based on analysis and evaluation of data and information will most likely lead to desired outcomes.

Rationale – Decision making can be a complex process and there is always some uncertainty. It includes different types and sources of ideas and their interpretations, which can often be imaginative. It is important to understand the cause and effect, and it can happen unexpectedly. Analysing facts, evidence and data increases objectivity and confidence in decision making.

QMP7 – Relationship management

Statement - To be successful, an organization manages its relationships with relevant parties (such as suppliers).

Rationale – Stakeholders influence organizational performance. Success is more likely to be achieved when organizations manage their relationships with all stakeholders in ways that improve their impact on their work. It is especially important to maintain relationships with the supplier and partner network.[5]

Conclusion:

In conclusion, the adoption and implementation of Quality Management Systems (QMS) in accordance with ISO 9000 quality standards represent a strategic imperative for organizations committed to excellence in product and service delivery. Through the structured framework provided by QMS and the internationally recognized criteria established by ISO 9000, organizations can streamline their processes, enhance customer satisfaction, mitigate risks, and drive continual improvement.

ISO 9000 standards serve as beacons guiding organizations towards operational efficiency, regulatory compliance, and sustainable growth. By embracing the principles embedded within these standards, businesses can foster a culture of quality consciousness, innovation, and customer-centricity, thereby fortifying their competitive position in the global marketplace. As organizations navigate through the complexities of today's business landscape, the integration of QMS and ISO 9000 quality standards not only ensures conformity to established best practices but also fosters adaptability and resilience in the face of evolving customer needs and market dynamics. Ultimately, the pursuit of excellence through QMS and ISO 9000 standards is not merely a requirement for certification but a strategic imperative for organizational success and longevity.

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