

ISO 9000 clause 2.3 Quality management system approach

An approach to developing and implementing a quality management system consists of several steps, including the following:

- a) determining the needs and expectations of customers and other interested parties
- b) establishing the quality policy and quality objectives of the organization
- c) determining the processes and responsibilities necessary to attain the quality objectives
- d) determining and providing the resources necessary to attain the quality objectives
- e) establishing methods to measure the effectiveness and efficiency of each process
- f) applying these measures to determine the effectiveness and efficiency of each process
- g) determining means of preventing nonconformities and eliminating their causes
- h) establishing and applying a process for continual improvement of the quality management system

Such an approach is also applicable to maintaining and improving an existing quality management system.

An organization that adopts the above approach creates confidence in the capability of its processes and the quality of its products, and it provides a basis for continual improvement. This can lead to increased satisfaction of customers and other interested parties and to the success of the organization.