



The Memory Jogger 9000/2000 (Spanish Edition)

Robert W. Peach, Bill Peach, Diane S. Ritter

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This convenient reference guide is designed to help your organization follow its course toward ISO registration, from preparation to implementation and maintenance, with additional discussion about further improvement choices. Because the registration process will affect everyone in your organization, The Memory Jogger™ 9000/2000 is designed for use by every member of your company, not just the few people responsible for guiding the implementation process. Each clause is separated into sections describing what the clause is, why it should be done, how it should be done, and what is new in ISO 9001:2000. Examples of quality documents and quality records are included to illustrate ways to comply with ISO requirements. Features: - Easy-to-follow explanations of the ISO 9001:2000 clauses - Steps in preparing for registration - Flowchart of the ISO registration process - Problem-solving/process improvement model - Guidelines for working with consultants, auditors, and registrars - Preparation checklist - Comparison of 1994 and 2000 clause - Real-life examples of quality documents and records - Pitfalls to avoid

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