

The workbook, which is entitled, *Quality Systems in the SME: a guide to the adoption of the ISO 9001:2000 standard*, also explains how the new ISO 9001 removes much of the perceived bureaucracy of the ISO 9000:1994 series of standards. It greatly assists in understanding the revised standard and is recommended reading for any SME manager who is either considering quality management certification for the first time, or who wishes to update an existing ISO 9000:1994 series certificate to the year 2000 version.



## Contents

The workbook consists of a foreword, six chapters and an annex of useful addresses.

The foreword states the objectives for a successful SME and how implementing ISO 9001:2000 can help to meet these. It lists the perceived benefits/advantages of ISO 9001:2000 certification, as well as the perceived disadvantages. Lastly, it explains what "accreditation" means and puts forward the advantages of accredited certification.


**Part 1** consists of an introduction to ISO 9001:2000, including an examination of the differences to the 1994 series and benefits of the revised standards.

**Part 2** consists of an overview of ISO 9001:2000, explaining the main "building blocks" of the standard – the requirements sections on quality management system, management responsibility, resource management, product/service realization, and measurement, analysis and improvement – as well as examining concisely the process approach and the implications for auditing.

**Part 3** examines the structure and content of ISO 9001:2000 in some detail, but in clear, everyday language.

**Part 4** gives explains, with examples, how to delimit the scope of the quality system as ISO 9001:2000 allows for a limited exclusion of certain requirements to accommodate the business activity of different organizations.

**Part 5**, the longest, is devoted to a step-by-step description of the process of implementing a quality management system and its certification. It includes advice on documentation, training and selecting and working with a consultant.

**Part 6**, the final chapter, deals with the selection of a certification body. 

## Contacts

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## ISO publishes new compendium of environmental management standards



*"Environmental management? Sorry, I'm too busy managing my business."*



How much does this attitude cost your business every year?

A new ISO Standards Compendium *ISO 14000 Environmental management* brings together in one volume the practical tools that ISO (International Organization for Standardization) is developing to meet the need of businesses for a strategic approach to environmental issues.

This new edition of the compendium contains the 20 published documents presently comprising the ISO 14000 family developed by ISO Technical Committee ISO/TC 207, *Environmental management*. In addition to all the published International Standards and Technical Reports, it includes Draft International Standards (ISO/DIS) and Final Draft International Standards (ISO/FDIS).

The ISO Standards Compendium *ISO 14000 Environmental management*, 586 pages, ISBN 92-67-10328-8 (French edition: ISBN 92-67-20328-2), price 280 Swiss francs, is available from ISO national member institutes (a com-

plete list is posted on ISO's Web site: [www.iso.ch](http://www.iso.ch)) and from ISO Central Secretariat: [sales@iso.ch](mailto:sales@iso.ch).

Additions to this edition of the compendium include ISO 14031 and ISO/TR 14032, on environmental performance evaluation. New, too, are ISO 14041, ISO 14042, ISO 14043:2000 and ISO/TR 14049, on life cycle assessment (LCA). LCA is a technique for assessing the environmental aspects and potential impacts associated with a product. The Technical Report ISO/TR 14049:2000 presents examples of applying the management system standard ISO 14001 to goal and scope definition, and to life cycle inventory analysis – two phases of LCA.

## Two-pronged

ISO offers organizations a two-pronged approach to meeting environmental challenges. On the one hand, it has a wide-ranging portfolio of standardized sampling, testing and analytical methods for the monitoring of specific aspects such as the quality of air, water and soil, road vehicle exhaust emissions, noise and vibration levels, radiation, and so on. These standards are a means of providing business and government with scientifically valid data on the environmental effects of economic activity.

On the other hand, ISO offers a strategic approach in the ISO 14000 family of environmental management standards which provides a framework for organizations of all types to manage the impact of their activities on the environment and continually to improve their environmental performance.

The ISO 14000 family is the responsibility of ISO/TC 207, established in 1993. The ISO 14000 standards address a full range of environmental management areas including environmental management systems, environmental aspects in product standards, environmental auditing, environmental labelling, environmental performance evaluation, life cycle analysis, and terms and definitions. □

# Making sense of marks of conformity

by Yasukazu Fukuda

Does a certificate or logo attesting to the ISO 9000 or ISO 14000 conformity of a management system say anything about the safety of particular product, or its impact on the environment, or its durability and performance?

Sometimes, while ISO 9000 is not a product quality label, ISO 9000 certificates and logos are misunderstood, if not misused, as denoting product conformity.

Marks of conformity can convey powerful messages about product or services and create confidence of the market in them. But do all consumers and retailers understand the messages as intended?

Who owns the mark appearing on a product or accompanying a service? Does it belong to the supplier or an independent conformity assessment body? Above all, do owners of such marks take enough steps to ensure that they are not misunderstood or misused?

The continual proliferation of marks of conformity, including the misuse of them, in the global economy has significantly increased the need to respond to such questions and to provide a clear and rational basis for the use of marks of conformity.

The ISO Committee on conformity assessment (CASCO) is working to answer this need. CASCO is developing international guidance to bring a uniform approach to the use of marks of conformity and to avoid various problems arising from their use.

## Guidance

CASCO's Working Group WG 12, *Marks of conformity*, met in Geneva, Switzerland, to discuss the scope and contents of the guidance on marks of conformity and their use. The guidance being developed focuses on protected marks used by third parties under the rules of particular conformity assessment systems and schemes. (An already published CASCO guide, ISO/IEC Guides 22, provides guidance on suppliers' declarations of conformity) □

CASCO WG 12 has developed a framework for the guidance, which addresses three specific aspects:



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- *Design of the marks of conformity.* The design of the marks of conformity shall ensure that the meaning of the mark is not misunderstood. The marks of conformity should be designed in such a way that the owner/issuer, the aspect covered by marks (e.g. safety, environment, performance, and ethics) and the standard can be identified. The marks of conformity may be accompanied by additional information to make them more easily understood.
- *System for issuance of marks.* Issuing of marks of conformity shall be based on a conformity assessment system or scheme which contains necessary common elements.
- *Ownership and control of the marks of conformity.* The owner/issuer of marks of conformity shall exercise proper ownership, protection, licence, prevention of misuse, mark surveillance, corrective actions, etc., whenever necessary.

CASCO WG 12 next meets on 12-13 July 2001 in Geneva to develop further the draft document. □