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ISO 9001:2008, Quality Management Systems - Requirements



Synopsis

ISO 9001:2008 specifies requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements. All requirements of ISO 9001:2008 are generic and are intended to be applicable to all organizations, regardless of type, size and product provided. Where any requirement(s) of ISO 9001:2008 cannot be applied due to the nature of an organization and its product, this can be considered for exclusion. Where exclusions are made, claims of conformity to ISO 9001:2008 are not acceptable unless these exclusions are limited to requirements within Clause 7, and such exclusions do not affect the organization's ability, or responsibility, to provide product that meets customer and applicable statutory and regulatory requirements.

Book Information

Paperback: 44 pages

Publisher: Multiple. Distributed through American National Standards Institute (ANSI) (May 8, 2012)

Language: English

ASIN: B008TPZT9K

Product Dimensions: 8.2 x 0.1 x 10.5 inches

Shipping Weight: 5.6 ounces (View shipping rates and policies)

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Best Sellers Rank: #1,790,800 in Books (See Top 100 in Books) #18 in Books > Engineering & Transportation > Engineering > Reference > American National Standards Institute (ANSI) Publications #333958 in Books > Textbooks

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