





Module I – Team Work Management

Topic 3: Quality Assurance (QA)

Session 3: The ISO Standards



Outline

- What is a Standard?
- Developing Standards
- What is ISO
- What are ISO Standards?
- Common ISO Standards



Definition

- "A standard is an agreed way of doing something. It could be about making a product, managing a process, delivering a service or supplying materials – standards can cover a huge range of activities undertaken by organizations and used by their customers."





Developing Standards

- It takes a lot of people working together to develop a standard.
- The voting process is the key to consensus.
- They begin the process with the development of a draft that meets a market need within a specific area.
- This is then shared for commenting and further discussion.



What is ISO?

- ISO is the International Organization for Standardization, with a current membership of 165 countries or national standards bodies.
- It is the world's leading authority and regulatory body for safety and quality standards in manufacturing and service.





What are ISO Standards?

- ISO standards are specific criteria set by ISO to cover different aspects of business and manufacturing operations.
- To earn a coveted ISO standard certification, a company has to request and pass a third-party ISO audit performed by a national or regional certification body.





Common ISO Standards

- ISO boasts almost 22,000 standards and certifications:
 - ISO 9001:2015 – Quality Management Standard
 - ISO 22000 – Food Safety Standard
 - ISO 27001 – Information Security Standard
 - ISO 31000 – Risk Management Standard
 - ISO 45001:2018 – Workplace Safety Standard



Thank you