Quality Systems Handbook

ISO 9001: 2000 for Small Businesses

The definitive reference source for understanding and implementing ISO 9000 and the principles of contemporary quality management.

ISO 9000 Documentation

This book encourages critical thinking about the similarities between ISO 14001 and the ISO 9001/QS-9000 quality standards and shares approaches used by various organizations through examples of documentation that have withstood the scrutiny of registrars.

ISO 9000: The Year 2000 and Beyond

A quick, easy-to-follow guide to the revised ISO 9000 quality standard. The ISO 9000 is a written set of rules that define universally recognized and accepted practices for understanding and meeting the needs of customers. Last revised in 1994, the standard is now being completely restructured with both new and strengthened requirements, promising increased customer focus and process orientation. The ISO 9000 Answer Book, Second Edition is the definitive guide to this major revision of the standard. Retaining its accessible Q&A format, this updated edition offers clear answers to over 100 commonly asked questions regarding the content and implementation of the standard. Rob Kantner draws upon his vast experience in implementing quality systems that meet the requirements, pass registration audits, and improve an organization's performance and ability to meet customer needs on an ongoing basis. Field-tested techniques and practical examples help you introduce the standard's practices into your organization. Heavy cross-referencing alerts you to where changes in the standard have occurred. Each of the question and answer sets includes: * Detailed guidance * A capsule answer providing a snapshot of the guidance * "Pitfalls" and "Opportunities" drawn from hands-on experience in implementing ISO 9000 in various types of organizations The jargon-free, easily understandable explanations in The ISO 9000 Answer Book, Second Edition promise a smooth implementation for both newcomers to ISO 9000 and for existing registrants who need to make the transition to the new standard.

Good Design Practice for Medical Devices and Equipment

Quality management systems form an integral part of modern corporations. Acknowledging current socio-economic and environmental challenges, quality standards ought to be dynamic and flexible so as to cater for different markets and requirements. This book portrays a collection of international papers addressing current research and practice within the areas of engineering and technology, health and education. Amidst striving for “zero defects”, “cost-effectiveness” and “tight financial budgets”, quality management systems ought to embrace the creator of them all: humans; as the ancient Greek Sophist Protagoras said, "Of all money, Man is the measure" «Πάντων χρημάτων Μέτρον Άνθρωπος» (Plato, Theaetetus 166d).

ISO 9000 Quality Systems Handbook

Quality Control in Laboratory

What is Risk Based Thinking (RBT)? International Organization for Standardization (ISO) incorporated Risk Based Thinking (RBT) into ISO 9001:2015 and its management system standards. ISO: Risk Based Thinking is the first book to address risk in the new ISO families of standards. Learn what RBT means and most importantly understand what you need to do to adopt RBT. Everyone who is certified to ISO 9001:2015 should read this book to understand and implement RBT. What This Book Can Do for You? - Explains the integration of risk into ISO management systems. - Answers the most critical questions you need to know about RBT and risk management. - Explains key risk concepts such as RBT, risk management assessment, risk management, VUCA, risk context, Risk Maturity, and etc. - Explains in detail ISO 31000, ISO 31010, and other key risk standards. - Explains the steps in the RBT journey. - Presents insider tips and tools known to standards developers and high-priced risk consultants. - Lists critical risk, process, effectiveness, and RBT questions that your QMS consultant and Certification Body should be able to answer. Bonus Materials/Resources - Access almost 2,000 risk and quality articles through CERM Academy. - Get Lessons Learned at the end of each key question. - Get free course materials such as using FMEA’s in ISO 9001:2015.

Integrating Business Management Processes
How to Audit the Process-based QMS

The ISO 9000 QUALITY SYSTEM, DEPARTMENT BY DEPARTMENT IMPLEMENTATION FOR THE CERTIFICATION AUDIT: Practical implementation guide with examples & audit situations illustrating what auditors will be looking for & how they will react in specific situations. Written by an IQA certified NACCB & RvC auditor & international consultant, it is the complete body of knowledge & experience needed to prepare for & receive the certification audit. 168 p. $98.00. ISO 9000 DOCUMENTATION, A 20-SECTION QUALITY MANUAL & 26 OPERATING PROCEDURES: An excellent sample of fully developed ISO 9001 documentation. Can be used as an illustration to better understand the standards, as a model for designing a quality system, or as ready-made documentation. The book is also available on computer disk with a copyright permission license. 142 p. $88.00. ISO 9000 EXPLAINED, AN INTERPRETATION GUIDE: Section-by-section explanation of the ISO 9000 QUALITY SYSTEM. Empowers to confidently interpret & adapt the standards to any company. 73p. $57.00. ISO 9000 IN YOUR COMPANY, A SELF-STUDY COURSE FOR PERSONNEL: Intended for distribution to all employees, eliminates the need for costly & disruptive classroom training. Explains what are the requirements of ISO 9000, how a quality system works, & how employees should prepare for certification audit. 38 p. $28.00. Order from AQA Co., Phone: (213) 222-3600, FAX (213) 222-5239.

Integrating ISO 14001 Into a Quality Management System

Implementing the requirements of ISO 9001 can be a daunting task for many organizations. In an attempt to develop a system that will pass the registration audit, we are tempted to establish processes with the primary purpose of conforming to the requirements of ISO 9001. In doing so, however, it is easy to lose sight of the primary intent of the standard: to continually improve the effectiveness of the quality management system (QMS) implemented at our organization. This book is intended to help managers, quality professionals, internal audit coordinators, and internal auditors implement a practical internal audit process that meets the requirements of ISO 9001:2015 while adding significant, measurable value to the organization. The tools, techniques, and step-by-step guidelines provided in this book can also be used by those organizations that have a well-established internal audit process but are looking for easy ways to make that process more effective. The tools in the appendices of this book have also been provided on the enclosed CD to facilitate your customizing them to fit the specific needs of your organization.

Agile Software Development Quality Assurance

Integrating Business Management Processes: Volume 3: Harmonising Quality, Food Safety and Environmental Processes (978-0-367-48547-4) Shelving Guide: Business & Management The backbone of any organisation is its management system. It must reflect the needs of the organisation and the requirements of its customers. Compliance with legal requirements and ethical environmental practices contributes towards the sustainability of the management system. Whatever the state of maturity of the requirement, this book, one of three, provides useful guidance to design, implement, maintain and improve its effectiveness and is intended to provide readers with practical “how to” methods for integrating quality, safety and environmental management processes. This volume sets out procedures and flowcharts to show how the integration of these processes can be achieved. Separated into management procedures, core procedures, support procedures and assurance procedures and complemented by practical examples, this book is an invaluable resource for complete systems development and integration. This book, along with its two companion volumes, is a practical guide for real managers, designed to help them manage their business more effectively and gain competitive advantage. Titus De Silva is a consultant in management skills development, pharmacy practice, quality management and food safety and an advisor to the newly established National Medicines Regulatory Authority (NMRA) in Sri Lanka.

The ISO 9000 Quality Manual Developer

This book is a comprehensive reference on ISO management system standards and their implementation. The impacts that ISO 9001 and ISO 14001 have had on business performance are analyzed in depth, and up-to-date perspectives are offered on the integration of these and other management standards (e.g. SA8000, ISO/TS 16949). Detailed information is provided on the signaling value of different management standards and on the new ISO standards for management systems, such as ISO 50001 and ISO 45001, relating to energy management and occupational health and safety. The role of audits in ensuring compliance with the standards and achievement of objectives is also carefully considered. The volume examines avenues for further research and emerging challenges. In offering an integrated, holistic perspective on ISO management system standards, this book will have wide appeal for academics, public decision-makers, and practitioners in the field of quality and environmental management.


Review of previous edition: “I recommend this book to all those who are thinking about implementing ISO 9000 because you will enjoy reading it, and will, as Dobb writes, save yourself a lot of money.” QUALITY WORLD This is a tried and tested hands-on manual, with detailed steps to success and simple explanatory notes. The accompanying companion website contains the text of a complete quality manual along with all necessary operating procedures. The book explains why and how to achieve or upgrade to ISO 9001:2000. The proven successful straightforward approach will initially save you money in consultancy fees and will also help you bypass the trial and error stages. In addition to a successful registration or upgrade, you will continually achieve savings by putting in place effective, efficient and economical management systems. Fred Dobb is a Regional Director of CQA, one of the oldest accredited certification bodies, specializing and with particular expertise in the construction industry, but also covering the whole range of manufacturing, service and other industrial and business sectors. He is a Registered Lead Assessor with experience in a plethora of situations; this practical experience is brought to bear in this essentially practical guide.

ISO 9001:2000 Quality Management System Design

The laboratory environment is ever changing in response to the diverging trends in healthcare. Laboratory managers who can create solutions to today’s problems and effectively manage change are in high demand. The second edition of Denise Harmening’s Laboratory Management is designed to give a problem-based approach to teaching the principles of laboratory management. the text focuses on presenting underlying managerial concepts and assisting the learner in successfully applying theoretical models to real-life situations.
The ISO 9000

ISO 9001:2000 Quality Registration Step-by-Step

What is risk based thinking? Do you know how to address risks and opportunities? Did you ever analyzed risks? Are you sure it is that what the ISO 9001 expects? What do you really know about knowledge management? Can you identify the types of knowledge in your organization? How do you maintain knowledge? What is awareness in the eyes of the ISO 9001 Standard? Can you tell the relation between awareness and the effectiveness of the QMS? This book explains in details all the new issues and topics required by the ISO 9001:2015 Standard and gives you the tools and tricks to answer the new requirements. Just read and do. The table of contents in the book are identical to the table of contents of the standard so you can orient yourself quite easily and find the specific advice you are looking for.

Lean ISO 9001

“The Measurement Quality Division, ASQ.”

ISO 9001:2015 for Small Enterprises

Don't reinvent the wheel when applying for your ISO 9001 registration or updating to the new 2000 standards. ISO 9001:2000 Document Development Compliance Manual: A Complete Guide and CD-ROM shows you how to develop and implement a documented quality management system based on ISO 9000 series standards. It supplies ready to use ISO 9001:2000 Template Quality Manuals and applicable Standard Operating Procedures with year 2000 revisions for documentation management in text and on CD-ROM. You will understand how to: Build quality into your products and services Achieve ISO 9001 certification with time, money, and resources optimization Supply products that are totally fit for use Satisfy user/customer expectations Edge out the competitors Achieve a defined level of quality Prevent defects and provide value Yield profits from your invested resources

Driving Sustainability to Business Success

Due to the direct health and safety effects they have on users, medical devices are subject to many regulations and must undergo extensive validation procedures before they are allowed on the market. Requirements formulation is one of the most important aspects of the design process because it lays the foundation for the rest of the design.

Quality Management and ISO 9001 Requirements

“This book provides the research and instruction used to develop and implement software quickly, in small iteration cycles, and in close cooperation with the customer in an adaptive way, making it possible to react to changes set by the constant changing business environment. It presents four values explaining extreme programming (XP), the most widely adopted agile methodology”—Provided by publisher.

Food Safety Management Programs

Quality Management plays a critical role in any organization regardless of industry or region. Without it, the chances of meeting customer expectation and achieving success are virtually impossible. ISO 9001 provides organizations with a proven framework for the implementation and maintenance of a quality management system that can:* Increase profits * Satisfy customers * Land more business opportunity. Mastering ISO 9001:2015 provides a detailed, straightforward and practical explanation of the latest version of the world’s most widely recognized management standard. Whether you're a small business looking to develop a quality system, or an established organization certified to ISO 9001 and wish to understand the new requirements, this is the guide for you.

ISO 9001:2000 For Small Businesses

Review of previous edition: “This will be of particular importance to companies that act as suppliers to larger multinational organisations, whose original specifications may not translate readily into local practice”. Quality Today Small and medium-sized companies face many challenges today; not least that their larger institutional and multinational customers make demands that are difficult to meet for an organisation with limited resources. One such demand is ISO 9000 compliance. Fully revised and updated, ISO 9001: 2000 for Small Businesses explains the new requirements of ISO 9001: 2000 and helps businesses draw up a quality plan that will allow them to meet the challenges of the market place. For engineers and managers in small and medium sized companies, and also in service industries and user groups, the text will serve as an essential guide to the most important new developments in quality assurance.

9001 for Manufacturing Or Assembly

Quality Management Systems

Review of previous edition: “I recommend this book to all those who are thinking about implementing ISO 9000 because you will enjoy reading it, and will, as Dobb writes, save yourself a lot of money.” QUALITY WORLD This is a tried and tested hands-on manual, with detailed steps to success and simple explanatory notes. The accompanying companion website contains the text of a complete quality manual along with all necessary operating procedures. The book explains why and how to achieve or upgrade to ISO 9001:2000. The proven successful straightforward approach will initially save you money in consultancy fees and will also help you bypass the trial and error stages. In addition to a successful registration or upgrade, you will continually achieve savings by putting in place effective, efficient and economical management systems. Fred Dobb is a Regional Director of CQA, one of the oldest accredited certification bodies, specializing and with particular expertise in the construction industry, but also covering the whole range of manufacturing, service and other industrial and business sectors. He is a Registered Lead Assessor with experience in a plethora of situations; this practical experience is brought to bear in this essentially practical guide.
ISO 9001:2000 Quality Registration Step-by-Step

Efficient, compliant management systems pave the road to sustainability through integration and automation. The book addresses the many definitions of sustainability and why CEOs need the links between sustainability, business value, and performance. Business leaders are committed to leading the way, and the book outlines the support of a management system structure and business principles that will drive the accomplishment of their mission. Stakeholder demands on CEOs include many challenges. Investors are assessing companies for financial performance. Theshrinking talent pool of employees is looking to work with organizations that support social, environment, and economic operating practices and principles. Great leaders are those that ask questions, who are creative to drive innovation for growth of their company. The Assess-Reflect-Act section on international business principles defined in the book will ask you as the leader thought provoking questions to stimulate action within your organization to bring people, processes, and technology together for business success. Leaders need to transition to smart decisions that are data driven. The company's management system structure is important to build a strong framework for business process operations and automation for global competitiveness. Topics include: Business plans vs management systems management system frameworks: standardization, ISO standards: Quality — ISO 9001, Environment — ISO 14001, OHSAS 18001, Integrated Management Systems Three Steps for Process Development: Identify, Insure, Improve Focus for the Organization: Compliance Costs, Best Practices, Strategic Planning Support — Resources: Innovation, Engagement, Succession Planning Data as a Valuable Resource Operation: Process Risks, Management System Control Plan, E-commerce, Enterprise Resource Planning (ERP), Green Awareness — EcoDesign, Automated Controls, Cloud Computing Performance Evaluation — Monitor, Measure, Analyze, Audit, Management Review Competitive Landscape: The constant need to improve internal processes and move towards business sustainability and quality standards is a major stressor for governments and businesses. With one third of the workforce retiring in the next five to ten years, the need has become more immediate, and the focus has shifted to building a strong framework for process operations and automation for global competitiveness. This book provides a roadmap to efficient, compliant systems, showing businesses how to build towards sustainability goals and capture key knowledge of the employees involved in the process.


Quality Systems Handbook is a reference book that covers concepts and ideas in quality system. The book is comprised of two parts. Part 1 provides the background information of ISO 9000, such as its origin, composition, application, and the strategies for registration. Part 2 covers topics relevant to the ISO 9000 requirements, which include design control, internal quality audits, and statistical techniques. The text will be useful to managers, auditors, and quality practitioners who require reference in the various aspects of quality systems.

The Metrology Handbook

Achieving, maintaining and improving accuracy, timeliness and reliability are major challenges for health laboratories. Countries worldwide committed themselves to build national capacities for the detection of, and response to, public health events of international concern when they decided to engage in the International Health Regulations implementation process. Only sound management of quality in health laboratories will enable countries to produce test results that the international community will trust in cases of international emergency. This handbook was developed through collaboration between the WHO Lyon Office for National Epidemic Preparedness and Response, the United States of America Centers for Disease Control and Prevention (CDC) Division of Laboratory Systems, and the Clinical and Laboratory Standards Institute (CLSI). It is based on training sessions and modules provided by the CDC and WHO in more than 25 countries, and on guidelines for implementation of ISO 15189 in diagnostic laboratories, developed by CLSI. This handbook is intended to provide a comprehensive reference on Laboratory Quality Management System for all stakeholders in health laboratory processes, from management, to administration, to bench-work laboratory technicians. This handbook covers topics that are essential for quality management of a public health or clinical laboratory. They are based on both ISO 15189 and CLSI GP26-A3 documents. Each topic is discussed in a separate chapter. The chapters follow the framework developed by CLSI and are organized as the "12 Quality System Essentials".

Risk Based Thinking

The book presents a qualitative and quantitative approach to understand, manage and enforce the integration of statistical concepts into quality control and quality assurance methods. Utilizing a sound theoretical and practical foundation and illustrating procedural techniques through scientific examples, this book bridges the gap between statistical quality control, quality assurance and quality management. Detailed procedures have been omitted because of the variety of equipment and commercial kits used in today's clinical laboratories. Instrument manuals and kit package inserts are the most reliable reference for detailed instructions on current analytical procedures.

ISO 9001:2015 for Small Businesses

Find out what the new ISO 9000 says and means! There's simply no better introduction to the recent changes in ISO 9000 standards than ISO 9000: The Year 2000 and Beyond, Third Edition. Quality expert Perry L. Johnson brings you up to speed on both AS 9000 and QS 9000, from documenting the quality system to dealing with subcontractors and customers, and designing and producing your product to ensure its quality. Scope out every must-know requirement in management responsibility, contract review, document control, purchasing, process control, inspection, and testing and training. Facilitate evaluation of your company's preparedness for implementation and registration to the standard with a self-assessment test. You also get a sample quality manual, so you know exactly what's expected in that all-important document.

ISO 9000 Implementation for Small Business

A practical tool to aid in developing basic ISO 9000 quality policies and write a Quality Manual, this book/disk set includes detailed worksheets designed to be used as a working plan for meetings and discussions towards the development and writing of the quality policies. Disk contains templates for converting the step-by-step plans developed through the worksheets into the required documentation.

Laboratory Management

Purpose: The purpose of this book is to provide the reader with an understanding of the ISO 9000-3 guideline and how it applies to
the specification, development, test, and maintenance of software. We will show that the basic practices and procedures that define software engineering and the ISO guideline are, for all intents and purposes, one and the same. We hope that the readers of this book will use the information found within not only to pass the certification audit but as a tool to be used to create the well-managed engineering environment needed to create Reliable and engineered products consistent with the ISO-9001 standards. This book is intended for senior software engineers, software managers, and non-software managers within software organizations whose aim is to create an engineering environment within their company or organization. In addition, individuals outside the software organization who have responsibility for the specification of the software product and preparing their organization to take ownership of the developed product will find this book of great interest. Finally, those who must choose software companies to do business with or audit software companies to determine their ability to engineer and maintain a software product will find this book helpful.

Laboratory Quality Management System

“The book describes the design rules required to document, implement, and demonstrate quality management system effectiveness in compliance with the latest version of the ISO 9000 International Standard. This systematic and engineering approach simplifies the many complexities in maintaining compliance with ISO standards. This hands-on guide is packed with tips and insights the author has garnered from personally designing quality management systems that integrate organizational strategy with quality management. Moreover, the book helps professionals create meaningful documentation and a user-friendly, informative quality manual that together form the core of an effective and responsive quality management system.”—Jacket.

Mastering ISO 9001 2015

The safety of food products is fundamental. The value of an effective and well-defined, implemented, and maintained management system is priceless. When it is integrated into a process, it supplies the necessary foundation and structure to help provide the consumer with a safe product of the highest quality. Food Safety Management Programs: Applications, Best Practices, and Compliance presents the insight and shared experiences that can be applied to the development, implementation, and maintenance of an effective food safety management system. The text supplies useful tools that can be applied according to the particular needs of an operation, adding value to its processes and aiding in the establishment of a successful management-based food safety system. The author also encourages the development of a quality management system. The text begins by summarizing Global Food Safety Initiative (GFSI) food safety schemes (eight as of the writing of this text). These include FSSC 22000, Safe Quality Food Code (SQF), British Retail Consortium Global Standard for Food Safety (BRC), International Featured Standards (IFS), Global Aquaculture Alliance (GAA) Seafood Processing Standard, Global Red Meat Standard (GRMS), CanadaGAP, and PrimusGFS. It also lists websites for additional information and updates. Although this text focuses on food safety management systems (FSMS), it also includes references to ISO 9001, along with the quality requirements of some of the food safety management standards. It offers information that can be applied to whichever standard is chosen by an organization. With insights from experts in a variety of food industry-related sectors, the text explains the requirements of the standards, methods for integration, and the process for identifying and addressing gaps in a manner that is both compliant and beneficial for the organization. The book provides experience-based information that can be integrated into any operation, which is essential for the development of an efficient, value-added, and sustainable management system.

ISO 9001

ISO 9000-3

Best-selling author James L. Lamprecht’s newest book is geared to those small to medium-sized businesses seeking to obtain ISO 9000 registration. Written especially for readers with little or no ISO 9000 experience, Lamprecht shows how the ISO 9000 series standards can be effectively implemented and maintained without spending large sums of money or increasing staff. Filled with practical advice, this two-part book gives the reader a review and explanation of the ISO 9000 series, then provides several chapters that illustrate how various quality tools and techniques can be used to implement the requirements of the standards. Guidelines for creating a quality manual are also included.

ISO 9001, ISO 14001, and New Management Standards


Small businesses face many challenges today, including the increasing demand by larger companies for ISO 9001 compliance, a challenging task for any organization and in particular for a small business without quality assurance experts on its payroll. Ray Tricker has already guided hundreds of businesses through to ISO accreditation, and this sixth edition of his life-saving ISO guide provides all you need to meet the new 2015 standards. ISO 9001:2015 for Small Businesses helps you understand what the new standard is all about and how to achieve compliance in a cost effective way. Covering all the major changes to the standards, this book provides direct, accessible and straightforward guidance. This edition includes: down-to-earth explanations to help you determine what you need to enable you to work in compliance and/or achieve certification to ISO 9001:2015; a contextual explanation of ISO 9001 within the structure of ISO 9000 family of standards; a detailed description of the structure of ISO 9001:2015 and its compliance with Annex SL; coverage of the new requirements for Risk Management and Risk Analysis; a guide to the costs involved in implementing ISO 9001:2015 and advice on how to control costs; an example of a complete, generic Quality Management System consisting of a Quality Manual plus a whole host of Quality Processes, Quality Procedures and Word Instructions; and access to a free, software copy of these generic QMS files to give you a starting point from which to develop your own documentation. This book is also supported with a complete bibliography containing abbreviations and acronyms as well as a glossary of terms. This comprehensive text will provide you and your small business with a complete guide on your way to ISO compliance.

The ISO 14001:2015 Implementation Handbook

This text is aimed at the busy manager or proprietor who needs to implement ISO 9001. It consists of a commentary against each clause of ISO 9004 (guidelines for performance improvements), explaining the practical benefits of implementing the guidance
Implementing ISO 9000:2000

This book explains how an organization can use a management system to both control and improve its environmental performance. It provides guidance in building the environmental management system (EMS) in support of the organization’s operations—linking the management system to the requirements of ISO 14001 to support third-party certification to ISO 14001:2015. Included in the text are best practices as well as common pitfalls and weaknesses the author has observed in various organizations. He is an environmental auditor and EMS internal auditor trainer and consultant. He has audited EMSs of over 100 companies to ISO 14001. For those organizations already certified to ISO 14001:2004, the book highlights the changes required to upgrade to the new 2015 version. In addition, included on an accompanying CD are comprehensive check sheets to be used by internal auditors in auditing an EMS’s conformance to ISO 14001:2015.

Iso 9001

EDITION-2: Seeking ISO 9001:2015 certification: This is the book you have been waiting for. Feeling bamboozled and confused by the "experts," who expand a few lines of the standard into a 3 page academic assay? Then this book is for you! Ideal for: precision machinists, plastic injection moulders, toolmakers, foundries, forges, fabricators, sheet metal workers, printers, garment manufacturers, carpet manufacturers, paper and cardboard manufacturers, instrument makers, food and drink manufacturers, toy manufacturers, electrical goods manufacturers, jewellery manufacturers, Vehicle repair or bodyshops, ammunitions factory, assembly or filling contractors, etc. A successful large or small organisation is already meeting 70-80% of the ISO 9001 requirements. This book provides step-by-step instructions and includes a, complete proven and best-practice template documented Quality Management System (manual, procedures and over 60 optional forms), so that implementing ISO 9001:2015 becomes simple and straightforward. As an option, the complete template of manual, procedures and forms (formatted, pre-typed and "ready-to-go" in WORD(TM) 97-2003 for maximum compatibility) can be purchased directly by a link provided in the book. Updating from ISO 9001:2008 to ISO 9001:2015: The 2015 edition of ISO 9001 is NOT a MAJOR CHANGE. An analogy would be "The same cake or gateau with the layers in a different order, with a couple of extra cherries and some fairy-dust sprinkled on the top." However, because the order of the clauses has been completely reformatted and requirements moved from one clause to another, to restructure an existing 9001:2008 quality management system can be a nightmare. The templates provided within the book make this update simple. Other unique features in this book: - Choosing the certification body; - Preparation for the ISO 9001 external audit; - Advice on consultants; - Handling the external auditor; - How to eliminate an unfair nonconformity. Over 50 Years' direct experience in one book. Practical, common sense, fool-proof and torment free. Save $1000's year-on-year. This book is your easiest and cheapest route to 9001:2015 certification.