CANADIAN STANDARDS ASSOCIATION

INFO UPDATE

Quality/Business Management

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Completed Projects / Projets terminés

New Standards — New Editions — Special Publications

PLUS 9001, 4th edition
The ISO Essentials — A practical handbook for implementing the ISO 9000 family of standards
Paper $135
PDF only $120

The ISO 9000 family of standards was developed to help organizations, of all types
and sizes, to implement and operate an effective quality management system (QMS).

It is made up of the following four core standards:

- **ISO 9000:2005**, *Quality management systems — Fundamentals and vocabulary*, describes
  the fundamentals of a QMS and specifies the terminology for a QMS.
- **ISO 9001:2008**, *Quality management systems — Requirements*, specifies requirements for a
  QMS where an organization needs to demonstrate its ability to provide products that meet
  customer requirements and applicable regulatory requirements and aims to enhance
  customer satisfaction.
- **ISO 9004:2000**, *Quality management systems — Guidelines for performance improvements*,
  provides guidelines for both the effectiveness and efficiency of the QMS. The aim of this
  standard is the improvement of the performance of an organization and the satisfaction of
  customers and other interested parties.
- **ISO 19011:2002**, *Guidelines for quality and/or environmental management systems auditing*,
  provides guidance on auditing quality and environmental management systems, and was
  developed by both ISO/TC 176 and ISO/TC 207. The ISO/TC 207 is responsible for the
  ISO 14000 family of environmental management system standards.

Together, the four ISO documents form a coherent set of QMS standards that
facilitate mutual understanding for national and international trade.

Reaffirmed Standards

CAN/CSA-Q850-97 (R2009)
Risk Management: Guideline for Decision Makers