



ISO 9000 Pocket Guide

David Hoyle

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The ISO 9000 Pocket Guide is packed with information that quality practitioners will find indispensable. It consolidates the essential messages that are contained in three books by the same author covering the development, implementation and assessment of quality systems. It provides the what, the why and the hows of ISO 9000 to assist quality system developers meeting ISO 9000 requirements and to help auditors perform effective audits.

Presented in bullet point format, the author guides the reader through each of the 57 clauses in ISO 9001, after laying down the fundamental concepts of quality management and the development of quality systems. Full of task lists, flowcharts, definitions, hints, tips and questions for both developers and auditors, this pocket book is for quality practitioners who spend time away from their offices or as a memory jogger for preparing proposals, policies, procedures, letters or planning audits or meetings with staff, clients, and executives.

David Hoyle C Eng. MRAS, FIQA is an International quality management consultant, author and a Director of the Institute of Quality Assurance.

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