# UNIT 7 ISO 9001:2000 - CASE STUDIES

**Structure**


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## 7.0 OBJECTIVES

After reading this unit, we shall be able to:

- apply requirements of each clause of ISO 9001:2000 in the following types of organisations:
  1) Engineering job work organisation, and
  2) Software development organisation.
- outline the similarities and differences in the application; and
- explain the generic nature of requirements and their universal application.

## 7.1 INTRODUCTION

The interpretation of each requirement manifested in different clauses is applied to different sectors of enterprises. The applicability differs from industry to industry based on context even though the concepts remain the same.

It is assumed that we have comprehended the contents of earlier units of this block. Hence, the application information does not address the content or understanding of the same. Only some of the key aspects are given for application guidance.

## 7.2 ENTERPRISE SECTOR-WISE CASE STUDIES

### 7.2.1 Engineering Job Work Organisation

| Clause Number | Clause Identify | Associated Key Application Aspects |
|---|---|---|
| 4.1 | QMS : general requirements | Such an Organisation can treat the entire Organisation as one process and define key inputs and outputs to be monitored and measured appropriately. The departments can be treated as series of activities to optimize the documentation and have pragmatic focus. |
| 4.2.1 | Documentation: general requirements | The documentation requirements consist of quality manual, process interrelationship diagram, and records required to be maintained mandatorily. |
| 4.2.2 | Quality manual | a) Such industries fall in "micro" category. Hence, the quality manual can include the mandatory |

# Iso 90012000 Information Tool And Documentation Model For Iso 90012000 For Manufacturing Industries

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