



# ISO 9000 Quality Systems Development Handbook

*David Hoyle*

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Many quality systems have been established by implementing the requirements of ISO 9000 but they have frequently resulted in task based systems of documentation rather than documented management systems. The 1990s have seen a rise in popularity of techniques such as TQM, Business Process Reengineering, and Process Management thus causing a rethink of ISO 9000 based quality systems. This book shows how you can use systems engineering principles combined with process flow charting techniques to design and develop an integrated quality system that reflects how you run your business. Details are provided on how to produce and manage systems using both paper and electronic based documentation with guidance provided on designing and selecting various software packages.

Drawing on years of experience in developing quality systems in large and small businesses, David Hoyle has developed a methodology that does not tie you to any particular management system standard. The approach has been proven to pass the scrutiny of accredited registrars in the UK and USA and can be used whether you are starting on the road to ISO 9000 certification or have an existing quality system registered to ISO 9000. This is the third book of a trilogy that includes the ISO 9000 Quality System Assessment Handbook and expands on the methods first outlined in his ISO 9000 Quality System Handbook. It has been written for Quality System Developers, Process Owners and Project Managers appointed to manage a Management System Development Programme.

Independent Management Consultant David Hoyle has over 25 years experience in quality management holding managerial positions in the aerospace and computer industries. He is a Chartered Engineer and Lead Auditor registered with the IRCA and has worked in product development, manufacturing and service sectors assisting both large and small companies throughout the world in developing and auditing quality systems and delivering training courses in quality management. He is a Director of the Institute of Quality Assurance and Chairs the Institute's Business Development Board and Publications Panel.

International importance

Task-based, not standard specific

Non industry specific

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