



# ISO 9000 Quality Systems Handbook - updated for the ISO 9001:2008 standard

*David Hoyle*

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Whether you are establishing a quality management system for the first time or improving your existing system, this best-selling guide to effective quality management using the ISO 9000 family of standards as a framework for business process management (BPM) and improvement is an essential addition to your quality bookshelf.

For newcomers to the field and those needing a refresh on the fundamental principles, quality expert **David Hoyle** covers the crucial background including the importance and implications of quality system management, enabling those seeking ISO 9001 certification to take a holistic approach that will bring about true business improvement and sustained success.

Packed with insights into how the standard has been used, misused and misunderstood, **ISO 9000 Quality Systems Handbook** will help you to build an effective management system, help you decide if ISO 9001 certification is right for your company and gently guide you through the terminology, requirements and implementation of practices to enhance performance.

With chapter headings matched to the structure of the standard and clause numbers included for ease of reference, each chapter now also begins with a preview to help you decide which to study and which to skip. The book also includes essential concepts and principles, important issues to be understood before embarking upon implementation, different approaches that can be taken to achieving, sustaining and improving quality, and guidance on system assessment, certification and continuing development. Clear tables, summary checklists and diagrams make light work of challenging concepts and downloadable template report forms, available from the book's companion website, take the pain out of compiling the necessary documentation.

Don't waste time trying to achieve certification without this tried and trusted guide to improving your business—let **David Hoyle** lead you towards a better quality management system and see the difference it can make to your processes and profits!

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