



Creating a 9000:2000 Compliant Quality Policy

Creating a Quality Policy is a relatively easy task, but there are requirements relative to the content of the Quality Policy. Below are the ISO9000:2000 requirements for the quality policy.

5.3 Quality policy

Top management shall ensure that the quality policy

- a) is appropriate to the purpose of the organization,
- b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,
- c) provides a framework for establishing and reviewing quality objectives,
- d) is communicated and understood within the organization, and
- e) is reviewed for continuing suitability.

Notice the § 5.3, ¶ b) has specific requirements for the content of the Quality Policy. The quality policy must contain

- a commitment to comply with requirements,
- a commitment to continuously improve the quality management system

The commitment to comply with requirements includes five sources of requirements, which are

- the ISO 9000:2000 requirements
- customer requirements
- industry requirements (that you voluntarily agreed to adhere to)
- any requirements you create within your quality management system
- governmental statutory/regulatory requirements

Make sure your commitment statement does not specifically commit to one or a few requirements; you must state your commitment to all requirements.

Also, your commitment to continuously improve the quality management system must be just that. Again, a commitment to anything else, (e.g. continuously improving your products and services, lowering your prices, etc.) would not meet the requirement.

Notice that § 5.3, ¶s a), d), and e) are things related to the quality policy. You do not need to include statements about these requirements within the quality policy.

§ 5.3, ¶ c) requires that the quality policy “provide a framework ...”. That provision can be by reference (a goal/objective management system) or stated within the policy.

Make sure your Quality Policy does not make grandiose statements (the highest quality, the lowest price, the preferred supplier, the best in the industry). Your quality policy is an auditable part of your quality management system. If your Quality Policy states you intend to be the best, you may be asked to provide evidence that you are the best. Even if you are the best, providing the evidence that you are may be a difficult, time-consuming process.