

ISO 9000 – Resource List

Manitoba Quality Network (QNET) Resource Centre

The following resources are available in the **Manitoba Quality Network (QNET) Resource Library**. If you would like to find out more about how to access resources in the QNET's library, please contact QNET – phone: (204) 949-4999, fax: (204) 949-4990 or email: mail@qnet.mb.ca. (List updated July 2002.)

Videos

INTRODUCTION TO BIOLOGICAL SAFETY CABINETS (TIME: 36:00) (NEW)

Introduction to Biological Safety Cabinets is a two-part training program that introduces what biological safety cabinets are, how they function, and the different types of cabinets. You will learn the difference between fumehoods, laminar flow clean benches, and biological safety cabinets, the capabilities of HEPA filters, cabinet performance, definitions for Class II Types A, B1, B2, and B3 cabinets, airflow patterns for each cabinet, exhaust requirements for each cabinet, and suitability of each cabinet for work with toxic chemicals or radionuclides. (two videos and trainer's guide included.)

ISO 9000 FOR THE GLOBAL MARKET (TIME: 30:00)

The straight facts: What is ISO 9000; How is it applied; How to implement it; How to become registered.

ISO 9000 THE GOLDEN RULE OF QUALITY (TIME: 22:00)

A review of ISO 9000 Consulting & Training; Safety Standards & Quality; Certification & Registrars; Software Tools. Companies: Liberty Glass, BJ Services, IBM, Racal Datacom, Multivision Video & Film.

ISO 9000 EXPLAINED - AWARENESS TO PRACTICE (TIME: 45:00)

This three part course is designed to help companies implement the ISO 9000 Series Standards.

- Registration Requirements explains the registration process and provides exercises to determine an organization's scope of registration.
- The Series Standards examines the key elements of ISO 9001 and review team functions.
- Policy and Documentation explains the term "documentation" according to ISO 9000 guidelines

ISO 9000 - 9004 - EUROPEAN QA STANDARDS VIDEO TRAINING PROGRAM (TIME: 60:00)

This training program is designed to provide an introduction to the European Quality Assurance standards. It consists of a one hour video presentation and a reference book/training manual.

SAFE USE OF BIOLOGICAL SAFETY CABINETS OR THE CASE OF THE CONTAMINATED CULTURE (TIME: 22:00) (NEW)

Safe Use of Biological Safety Cabinets is a dramatization of a typical lab where contaminated cultures have just been discovered. The researchers team up to find the source of the contamination, scrutinizing their procedures for working in Biological Safety Cabinets. You will learn how biological safety cabinets function, rules and guidelines for work preparation, cabinet procedures and cleanup operations, and how to improve techniques to avoid contaminating experiments and maximize safety. (video and trainer's guide included)

WHAT IS ISO 9000 AND WHY DO I CARE? (TIME: 34:00)

This is a video-based training program designed for employees at all levels who have questions about implementing one of the ISO 9000 quality standards. By educating employees about quality, the program specifically enables organizations to meet one of the training requirements of the ISO 9000 series. Employees are introduced to two companies that have

achieved registration. The program offers firsthand accounts of the process by those involved and takes the viewer along the ISO 9000 audit.

Books

ASQ ISO 9000 HANDBOOK (NEW)

ASQ

This comprehensive book provides information on the following:

Summary of major changes from ISO 9001:1994 to ISO 9001:2000
The Eight Quality Management Principles – what they are and mean for ISO 9000. Why use the ISO 9000 family of standards? Management's responsibility in a ISO 9000 QMS. Human Resources and their role in your organization's QMS. Product development to realizations--in all industries. Control of nonconforming product. How to apply statistics in ISO 9000 ISO 9001 and Service Industries. Using ISO 9000 to achieve customer requirements and much, much more.

CUSTOMER SATISFACTION MEASUREMENT SIMPLIFIED (328 Pages) (NEW)

TERRY G. VARVA

Recent changes to the ISO 9001:2000 international standards require that organizations must have an effective method of measuring customer satisfaction to achieve ISO certification. In addition to maintaining thorough documentation of each process, organizations must also measure the effectiveness of that process, along with the consequences for the customers. This book will help companies attain this requirement by using graphics, charts, and real data with examples drawn from the author's own experiences It will show how to implement an efficient measurement system by demonstrating how to identify the requirements of the customer, then explains the best way to measure the level of satisfaction, and finally how to analyze and report the data collected. By effectively measuring customer satisfaction levels, organizations can demonstrate how they differentiate from the competition.

INTEGRATING ISO 14001 INTO A QUALITY MANAGEMENT SYSTEM

MARILYN R. BLOCK AND I. ROBERT MARASH

This book examines quality and environmental management and explains how any organization can integrate these requirements into one cohesive system. It reviews the ISO 9001 and ISO 14001 standards and delineates which requirements have a direct or partial overlap and which requirements are unique. The advantages and disadvantages of obtaining registration for an integrated system and what you can expect from the audit process are discussed. An actual ISO 9002 quality manual is presented and then offered again after a revision integrating ISO 14001 requirements. The book's step-by-step sequence makes it easy to integrate environmental requirement into your current quality system.

THE ISO 9000 ESSENTIALS: A PRACTICAL HANDBOOK FOR IMPLEMENTING THE ISO 9000 STANDARDS Plus 9001(189 Pages) (NEW)

CSA INTERNATIONAL

This handbook will provide novice and experienced quality practitioners with a concise and user friendly guide to understanding and implementing the requirements of ISO 9001:2000. It provides background of ISO 9000:2000 and the changes that have occurred and also describes the basic concepts to help understand the fundamentals associated with quality management systems. It will also provide an implementation path section with suggestions for conforming to the new standards. A subsection in this book provides a clause number reference guide as well.

ISO 9001:2000 EXPLAINED (203 Pages) (NEW)

JOSEPH J. TSIKALS, CHARLES A. CIANFRANI, and JACK E. WEST

ISO 9001:2000 Explained provides a comprehensive guide for use by all quality professionals who seek to understand the contents of ISO 9001:2000. It also helps clarify the changes in presentation, terminology, format, and requirements to quality professionals in any industry.

ISO 9001:2000 FOR SMALL AND MEDIUM BUSINESS (168 Pages) (NEW)

HERBERT C. MONNICH JR.

This book goes through the new standard clause-by-clause to understand how each point would apply to a small or medium sized business. You need little or no previous ISO 9000 experience to use this guide. It will show you how to Implement newly revised standards without spending large sums of money or increasing staff. A thorough sample quality manual is included.

ISO 9000: 2000, COMMITTEE DRAFT #2

INTERNATIONAL ORGANIZATION FOR STANDARDIZATION

This is a draft of the proposed changes to the ISO 9000 Standards.

ISO 9000 - STANDARDS FOR QUALITY MANAGEMENT, Compendium (6TH Edition)

INTERNATIONAL ORGANIZATION FOR STANDARDIZATION

This publication contains all ISO 9000 standards.

THE ISO 9000 HANDBOOK

EDITED BY JOSEPH CASCIO

The handbook includes checklists and detailed guidelines that walk you through each step of the registration process, with emphasis on the benefits of ISO registration. It also contains directories on registrars, consultants, trainers, reference materials, and other resources that will contribute to your success.

THE ISO 9000 ESSENTIALS - A Practical Handbook for Implementing the ISO 9000 Standards

CANADIAN STANDARDS ASSOCIATION

This handbook provides a concise, user-friendly guide for understanding and implementing the ISO 9000 standards. The first section outlines the background of the ISO 9000 standards. The second section presents a typical project plan that many organizations follow for implementing the ISO 9000 standards. The third section describes a quality system registration process for organizations that are pursuing the path of third-party certification. The fourth section contains the actual requirements from CAN/CSA-ISO 9002-94.

ISO 9000 FOR SMALL BUSINESSES:

ADVICE FROM ISO/TC 176

This book was prepared under the auspices of ISO Technical Committee ISO/TC 176, quality management and quality assurance, which is responsible for developing and maintaining the ISO 9000 family of International Standards. This handbook seeks to provide advice for small businesses on the interpretation and application of the ISO 9000 quality system standards.

ISO 9000 AN IMPLEMENTATION GUIDE FOR SMALL TO MID-SIZED BUSINESSES

FRANK VOEHL, PETER JACKSON, DAVID ASHTON

A step-by-step guide to ISO 9000 certification specifically for small to mid-sized businesses. It begins with an excellent presentation of quality concepts, leading to the introduction of a quality system and the ISO 9000 standards. The concepts are explained in simple, understandable terminology.

ISO 9000 AND THE SERVICE SECTOR: A Critical Interpretation of the 1994 Revisions

JAMES L. LAMPRECHT

This book includes industry-specific examples and a sample quality manual model. It will enable you to reach a more rational and analytical decision and help facilitate an eventual implementation of the standards series to your particular service industry.

ISO 9000 QUALITY MANAGEMENT SYSTEM DESIGN: Optimal Design Rules for Documentation, Implementation, and System Effectiveness

JAY J. SCHLICKMAN

Designed for quality professionals who need to develop an ISO 9000 quality manual, this book is organized in an easy-to-read, step-by-step fashion. The five key sections used in this workbook – Manual Framework, Manual Styles, Quality Policy Documentation, Structure, and Design Summary – have been designed as a hands-on process in order to produce a realistic and effective ISO 9000 – compliant quality manual for a variety of businesses. The schedule and time required, as well as an array of tools to build the manual are discussed.

ISO 9001:2000 EXPLAINED

JOSEPH J. TSIKALS, CHARLES A. CIANFRANI and JACK E. WEST

ISO 9001: 2000 Explained provides a comprehensive guide for use by all quality professionals who seek to understand the contents of ISO 9001:2000. It also helps clarify the changes in presentation, terminology, format, and requirements to quality professionals in any industry.

QUALITY, SAFETY AND ENVIRONMENT: Synergy in the 21st Century

PASCAL DENNIS

This book applies quality management principles to safety and environment, strategically important fields that have often been considered unrelated. It demonstrates that problems all three fields share the same root cause and respond to the same remedies. Learn how to integrate your management systems and apply quality management principles to release this powerful synergy and propel the organization to new performance levels.

A ROAD MAP TO TOTAL QUALITY

CANADIAN MANUFACTURERS' ASSOCIATION

Manufacturing and service organizations striving to achieve total quality and continuous improvement are often uncertain which path to follow. This booklet provides guidance on where, and how, to begin. It recommends and describes three milestones on the road to total quality.

Periodicals

ISO BULLETIN (ISO Central Secretariat)

ISO 9000 NEWS (ISO Central Secretariat)

ISO 9000 NEWSLETTER (Timeplace Inc.)