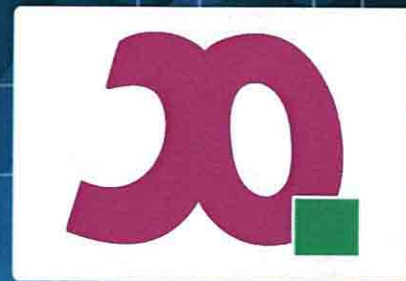


# CENTER FOR QUALITY



**UNIVERSITY OF MONTENEGRO**  
**FACULTY OF MECHANICAL ENGINEERING**

**8th International Conference**

# ICQME<sup>20</sup><sub>14</sub>

[Quality, Management, Environment, Education, Engineering]

## Proceedings



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## ISO STANDARDS FRAMEWORK TO GUIDE ORGANIZATIONS IN IMPROVING PERFORMANCE

### **Abstract:**

*Purpose – In an economic environment characterized in recent years by globalization and the integration of economic processes, standardization in management systems has had a high growth. In this context, there has been a remarkable increase in certain standards, or norms, issued by international organizations. Among these standards, two main groups stand out, both issued by the International Organization for Standardization (ISO): one for quality management systems – the family of ISO 9000 standards – and the other for environmental management systems – the ISO 14000 standards. This paper aims to analyze the world wide diffusion process of these two standards, using data provided by the ISO itself.*

**Keywords:** ISO 9000 series, Diffusion, Quality management, Standardization, Management techniques

### 1. INTRODUCTION

Quality management has always been a critical aspect of semiconductor manufacturing, given the complex processes of fabricating, assembling, and testing semiconductor devices. As such, semiconductor companies have always tried to set up quality management systems that meet world-class standards.

ISO-9000 currently has three quality standards: the ISO-9000:2000, the ISO-9001:2000, and the ISO-9004:2000. Of these, only the ISO-9001:2000 outlines specific requirements for compliance, while the ISO-9000:2000 and the ISO-9004:2000 merely present information or guidelines. All of these quality standards are process-oriented, and not product-oriented. This means that ISO-9000 is more particular about how a company conducts its processes, and not what products it ships or level of product quality it has. The main objective of ISO is to facilitate international trade by providing a single internationally-accepted set of standards for everybody's reference

Though strictly voluntary for firms, the ISO 14000 standards are extremely important, as their impact goes beyond private industry. States are placing great hope in voluntary industry efforts to help improve environmental quality. The ISO 14000 standards in particular are being adopted by standards-setting bodies in some states, either whole scale or in part, as national EMS standards. In the second part, I discuss the roles of both private and public actors in the development and application of the ISO 14000 standards. In-the third, I then examine the implications of the ISO 14000 standards for the developing world, particularly with respect to developing country participation in their establishment and the environmental goals of clean production and technology transfer that were outlined in Agenda 21.