



ISO 9001:2008 Explained & Expanded: Making Your Quality Management System Sustainable

Charles A. Cianfrani, John E. 'Jack' West

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Authors Charles Cianfrani and Jack West both expert U.S. standards representatives on ISO 9001:2008 team up to provide guidance to the reader on how to: Use innovative techniques to structure and deploy processes to comply with ISO 9001; Go beyond the minimum requirements of ISO 9001 to improve the efficiency and effectiveness of operational processes; Enhance the relevance of quality management in contemporary organizations by addressing financial aspects and implications. The overriding purpose of this book is to help the reader weave their ISO 9001 quality management system (QMS) into the very fabric of their organization. By extending and making the ISO 9001 QMS the principal management system of your organization you will learn how it can drive sustainable growth, impact your organization's business strategy, and achieve innovation in your products and services. Revitalize your organization by optimizing your ISO 9001 QMS and prime it for success.



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