Frequently Asked Questions (FAQ)

Q. What is ISO?

Ans.: Full form of the abbreviation ISO is International Organization for Standardization. ISO is a network of the national standards institutes of 160+ countries, on the basis of one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system. The objective of ISO is to promote the development of standardization and related activities in the world with a view to facilitating international exchange of goods and services, and for developing cooperation in the spheres of intellectual, scientific, technological and economic activity. The results of ISO technical work are published as International Standards.

Q. What is ISO 9000?

Ans.: ISO 9000 family comprises of Quality Management System Standards. This family of standards represents an international consensus on good management practices with the aim of ensuring that the organization consistently delivers a product or a service that meets the customer's quality requirements. Good practices have been evolved into a set of standardized requirements for a quality management system, regardless of size and type of the organization.

The family of ISO 9000 standards consists of four core standards:

• ISO 9000:2005 – It deals with Fundamentals and Vocabulary.

• ISO 9001:2015 – It elucidates requirements of Quality Management Systems.

•ISO 9004:2000– provides guidelines for performance improvement on Quality Management Systems.

• ISO 19011: 2011 – Guidelines auditing for Quality and/or Environmental Management systems.

Q. Who is responsible for development of ISO 9000 standards?

Ans.: ISO consists of a number of Technical Committees (TCs). TC number 176 (ISO/TC 176) and its sub-committees of ISO are responsible for the development of ISO 9000 standards.

Q. Amongst the family of ISO 9000 standards, which one is meant for certification?

Ans.: Any organization can apply and seek for certification as per requirements of against ISO 9001:2015. The other standards are guidance standards and are not meant for certification.

Q. What is the difference between a certification body and a registration body?

Ans.: There is no difference. In some countries, the term `certification body' is used, and in others, the term "registration body' is used. ISO 19011: 2011 – Guidelines auditing for Quality and/or Environmental Management systems.

Q. My organization does not do any design, development and engineering activities? Which standard is applicable to me for certification? Is it not ISO 9002?

Ans.: The standard applicable is ISO 9001:2015. The activities not performed by a client organization are declared as exclusions. With the coming of 2000 version of ISO 9000 standards, the standard ISO 9002 stands withdrawn.

Q. My organization provides services. How are the ISO 9000 standards applicable to us?

Ans.: ISO 9000 standards are applicable to all types of organizations. The definition of the term `product' also includes services and/or combination thereof. Therefore, the requirements of ISO 9001:2015 are equally applicable to service sector as they are applicable to products.

Q. How to implement the requirements of ISO 9001:2015 in my organization?

Ans.: You should first familiarize yourself with the requirements of ISO 9001:2015 and eight principles of Quality Management Principles. Implement the requirements of the standard in various activities and processes adding value to these processes and activities.

Q. What do I gain by implementing Quality Management System Requirements as per ISO 9001:2015?

Ans.: Salient benefits are:

1. Implementing Quality Management System Requirements as per ISO 9001:2015 provides an opportunity to add value to the activities of the organization.

2. Improve the performance of processes/activities continually.

3. Customer Satisfaction.

4. Better resources management.

5. Implementation of statutory/regulatory requirements.

6. Better management control.

Q. How should I obtain ISO 9001:2015 certification?

Ans.: Check your preparedness for certification as per ISO 9001:2015. The Application Form and Questionnaire can also be downloaded from our website.

Q. What is ISO 14001 Standard?

Ans.: ISO 14000 'Environmental Management Systems is a series of standards for the Environmental management system. It provides the tools and techniques companies / organizations are looking to identify and control and improve the environmental performance. Following are the standards which are primarily in this series.

a) ISO 14001:2004Environmental management systems -- Requirements with guidance for use.

b) ISO 14004:2004Environmental management systems -- General guidelines on principles, systems and support techniques.

c) ISO 14064-1:2006Greenhouse gases -- Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

d) ISO 14006:2011Environmental management systems -- Guidelines for incorporating Eco design.

Q. What are ISO 14001 requirements?

Ans.: The appointment of a person(s) responsible for the EMS's coordination.

Identification of how the organisation interacts with the environment.

Identification of actual and potential environmental impacts.

Monitoring and measurement of the progress to achieve its objectives;.

Q. What is the purpose of ISO 14001 Certification?

Ans.: ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system. It helps organizations improve their environmental performance through more efficient use of resources and reduction of waste, gaining a competitive advantage and the trust of stakeholders.

Q. What is an ISO 14001 Audit?

Ans.: An ISO 14001 audit is an essential part of implementing the ISO 14001 Environmental Management System (EMS). It is a systematic, independent, objective and documented process for gathering facts in order to identify areas for improvement and ensure you have best practice processes in place.

Q. What is an ISO 27001 certification?

Ans.: ISO/IEC 27001 specifies a management system that is intended to bring information security under management control and gives specific requirements. Organizations that meet the requirements may be certified by an accredited certification body following successful completion of an audit.

Q. Why is ISO 27001 certification is important?

Ans.: ISO 27001 certification demonstrates that you have identified the risks, assessed the implications and put in place systemised controls to limit any damage to the organisation. Benefits include: Increased reliability and security of systems and information. Improved customer and business partner confidence.

Q. Who needs ISO 27001?

Ans.: Any organisation looking to work in an environment where secure file transfers are a priority will favour other organisations that have been certified ISO 27001 compliant. This states that the ISMS in place is compliant and there are measures being taken, on a regular basis, to ensure that it is as safe as possible.

Q. How does ISO 27001 work?

Ans.: How does ISO 27001 work? ISO 27001 works on a top-down, technology-neutral, risk-based approach. ISO 27001 draws coordination between all sections of an organization and enhances management responsibility, ensures continual improvement, conducts internal audits and undertakes corrective and preventive actions.

Q. Does ISO 27001 cover GDPR?

Ans.: While ISO 27001 does not provide coverage across all areas of the GDPR, it remains a valuable tool when it comes to protecting corporate information assets because it provides evidence of how you manage information and meet legal obligations, ensuring that information remains safe and secure at all times.

Q. What is ISO 22000?

Ans.: ISO 22000 is an internationally recognised standard that combines the ISO9001 approach to food safety management and HACCP for the assurance of food safety at all levels.

Q. What is difference between ISO 22000 and HACCP?

Ans.: HACCP stands for Hazard Analysis and Critical Control Point System and is a food safety system that prevents food safety from being compromised. ISO 22000 is an international standard according to ISO standards and has been created to guarantee the safety of the global food chain.

Q. What is the requirement of ISO 22000?

Ans.: ISO 22000 requires that all hazards that may be reasonably expected to occur in the food chain, including hazards that may be associated with the type of process and facilities used, are identified and assessed.

Q. Why is ISO 22000 important?

Ans.: ISO 22000 sets out the requirements for a food safety management system and can be certified to it. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe.

If you have another question/query, Please write us: Support@arm-innovations.com