



Cracking the Case of ISO 9001:2008 for Service, Second Edition: A Simple Guide to Implementing Quality Management in Service Organizations

Charles A. Cianfrani and John E. (Jack) West

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ISO 9001:2008 facilitates quality improvement, and quality improvement has at least two positive impacts on the organization: Better planning, control and improvement of service delivery processes can yield dramatic reductions in cost Better customer satisfaction can yield more sales and result in sustainability of an organization This handy pocket guide gives tools and resources to make ISO 9001 seem like less of a mystery in service organizations. It explains the essential elements of each clause of the ISO 9001:2008 standard, providing an overview of what each requirement means for your organization and how to carry out the various tasks of those requirements. This guide is intended to help everyone in an organization participate in creating and sustaining a foundation of integrity, meeting requirements and customer expectations, and supporting robust processes, to the advantage of everyone in the organization and to each of its customers. It is also a simple, inexpensive way to explain ISO 9001 to everyone in an organization, thus helping garner the support critical for any successful ISO 9001 initiative.

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