ANQ Congress 2008, Tokyo, Japan:
The ISO 9001:2008 Revision Process
Advantages and Disadvantages in organizations

Ngo Van Nhon
Vietnam Quality Association of Ho Chi Minh City,
VQAH (Vietnam), vqa.hcm@gmail.com

Summary

This paper has been developed to assist users in understanding the issues that need to be considered during the co-existence period between ISO 9001:2000 and ISO 9001:2008. While the changes between ISO 9001:2000 and ISO 9001:2008 are expected to have a limited impact on users, some arrangements regarding implementation are needed.

No new requirements were introduced in this edition but, in order to benefit from the clarifications of ISO 9001:2008, users of the former version will need to take into consideration whether the clarifications introduced have an impact on their current interpretation of ISO 9001:2000, as changes may be necessary to their QMS.

The author will analyze advantages and disadvantages in organizations when they change ISO 9001:2000 to ISO 9001:2008. How to do the best way in revision process.

Keywords
ISO 9001:2008 Revision, Advantages, Disadvantages

1. Introduction

ISO 9001:2008 has been developed in order to introduce clarifications to the existing requirements of ISO 9001:2000 and to improve compatibility with ISO 14001:2004. ISO 9001:2008 does not introduce additional requirements nor does it change the intent of the ISO 9001:2000 standard. Certification to ISO 9001:2008 is not an "upgrade", and organizations that are certified to ISO 9001:2000 should be afforded the same status as those who have already received a new certificate to ISO 9001:2008. Although ISO 9001:2008 revision process but still a model of the process-based quality management system give in the figure 1.
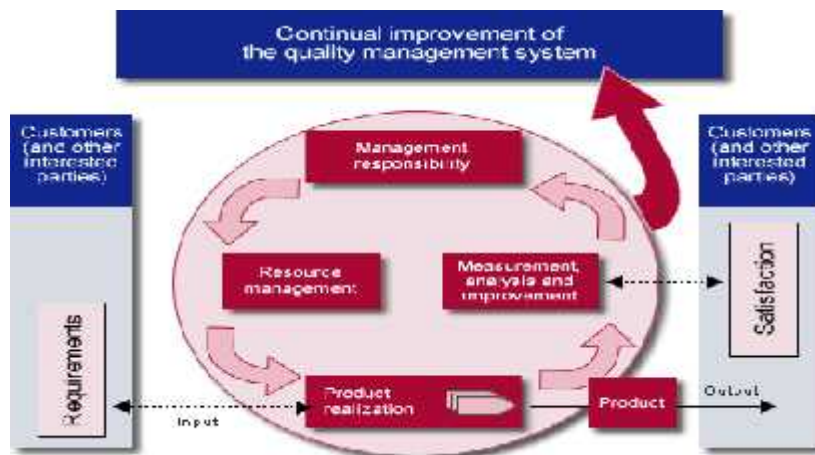

Figure 1 – Model of the process-based quality management system

One year after publication of ISO 9001:2008 all accredited certifications issued (new certifications or re-certifications) shall be to ISO 9001:2008.

Twenty four months after publication by ISO of ISO 9001:2008, any existing certification issued to ISO 9001:2000 shall not be valid.
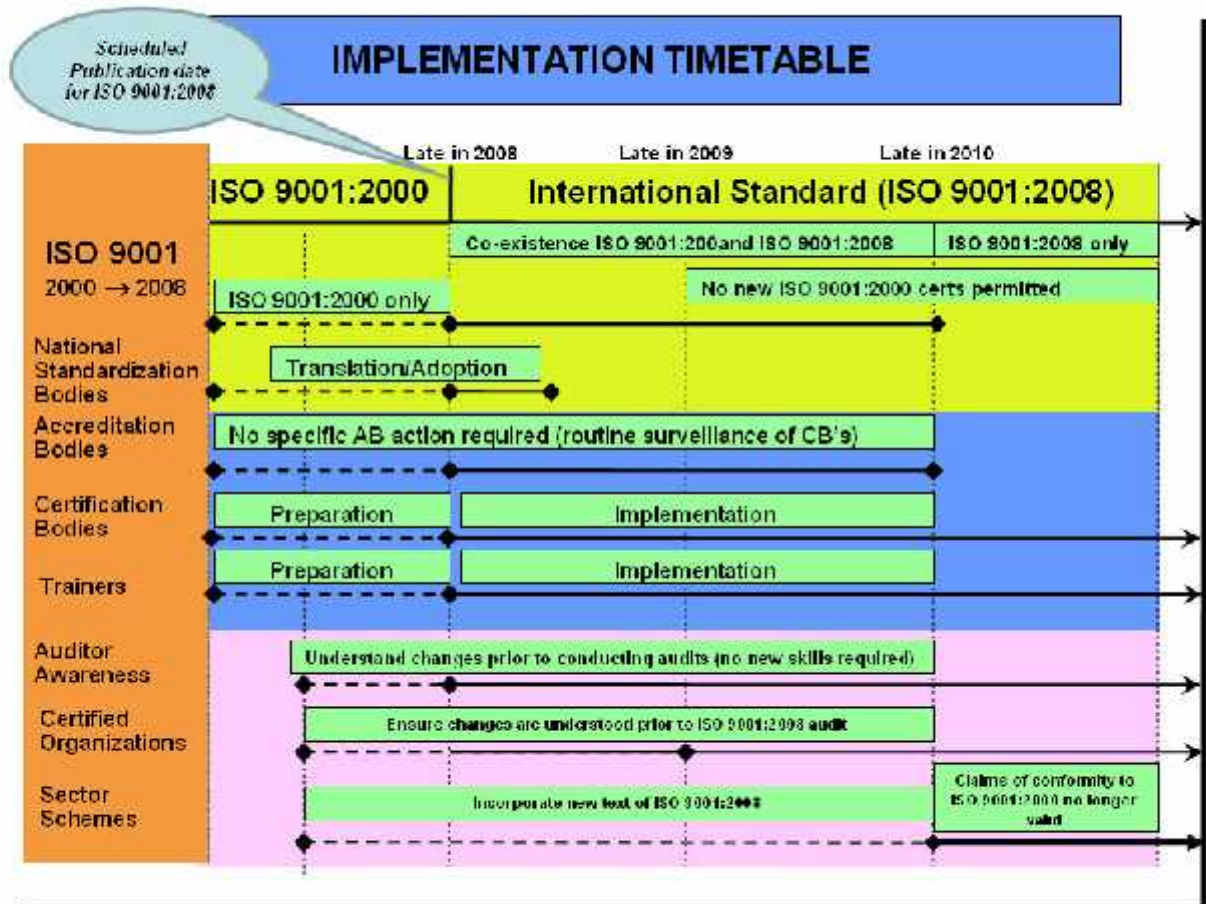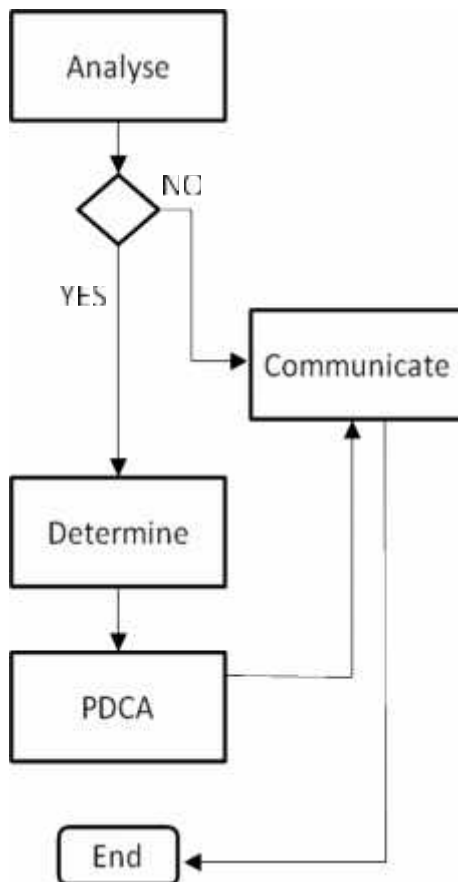

Figure 2 - Implementation timetable for ISO 9001:2008

We will try to analyze advantages and disadvantages in organizations when they change ISO 9001:2000 to ISO 9001:2008 in order to do the best way in revision process in users who defined as being re-certified companies or new certified-companies, trainers, consultants, certification bodies and accreditation bodies.

To benefit from the clarifications introduced into ISO 9001:2008, users should note the recommendations give in the table below.

Table 1 – Recommendations

.

(flowchart)	
Analyse → (NO/YES decision) → Determine → PDCA → End; Communicate	Get acquainted with the new edition of the standard. Use Annex B in ISO 9001:2008 to facilitate identification of the clarifications.
	Was your former interpretation of ISO 9001:2000 different from the clarifications provided by ISO 9001:2008?
	If not, communicate to both internal and external parties the conclusion and results of your implementation of ISO 9001:2008.
	If yes, determine the impact of the clarifications of the new version on your current use of ISO 9001 and plan any necessary remedial actions.
	Use the Plan-Do-Check-Act methodology to manage the implementation of your remedial actions, but keep in mind the timeframe provided in above Figure 2.

2. Advantages

The changes incorporated in this ISO 9001:2008 edition were classified in terms of impact into the following categories:
- No changes or minimum changes on user documents, including records
- No changes or minimum changes to existing processes of the organization
- No additional training required or minimal training required
- No effects on current certifications

The benefits identified for the ISO 9001:2008 edition fall into the following categories:
- Provides clarity
- Increases compatibility with ISO 14001
- Maintains consistency with ISO 9000 family of standards.
- Improves translatability.

3. Disadvantages

- The costs to make new training and re-training
- The costs to change QMS documents/records/advertising from ISO 9001:2000 to ISO 9001:2008
-The costs to change advertising public mean e.g. billboards, business cards, letter-heads…
-Time to change, etc.
- All trainer and consultants must be aware of the clarifications in ISO 9001:2008. All training bodies and consultants are recommended to determine the need for update training programs and documentation, or any other changes necessary, to the services they provide.

4. Conclusion

   In the time of global financial crisis, the change will be a problem for certified-organizations. However, we shall accept this change because the quality double targets "Customer Focus - Profit Company".
   The official meaning of ISO is International Organization for Standardization, besides, some characters talk about the other meanings of ISO, for example:
   I: Input O: Output   S: Statistical
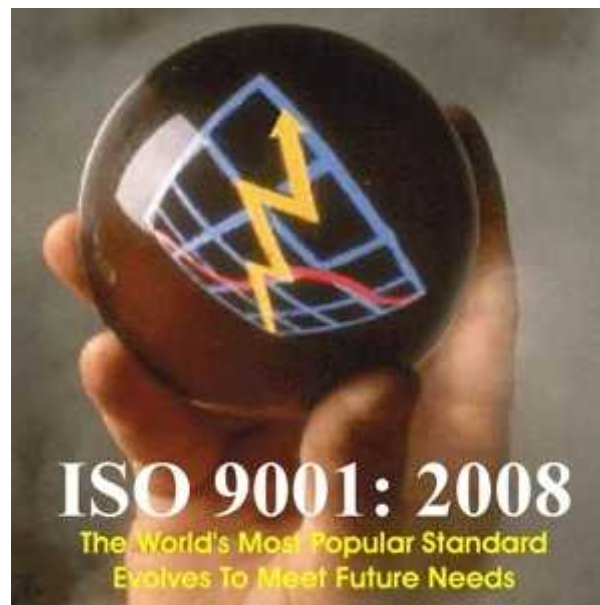   ISO: Interesting Story Organizations

Figure 3 – Need to Change for ISO 9001:2008

Life cannot be advanced by changing systems but systems may be changed by the advance of life. We also recognized that "Biggest room in the world is the room for improvement". We hope some above recommendations in order to do the best way in ISO 9001:2008 revision process.

Acknowledgement

References

[1]International Standard Organization (2008), ISO 9001:2008: Quality management system – Requirements.
[2]www.iso.org
[3]www.tc176.org
[4]N. Kano, (2009), "How to Manage Quality in Scientific Way", AOTS/VQAH Executive Program on Quality Management, August 2009 Vietnam.