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## ISO Insider

### ISO 9000:2000 series user feedback survey and interpretations service

ISO is supporting users of its ISO 9000:2000 series of quality management system standards with two online initiatives: a user feedback survey to identify points for improvement and an interpretations service to clarify the intent of requirements.

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## Special Report

### 6 Sigma and ISO 9001:2000 – rivals or partners?

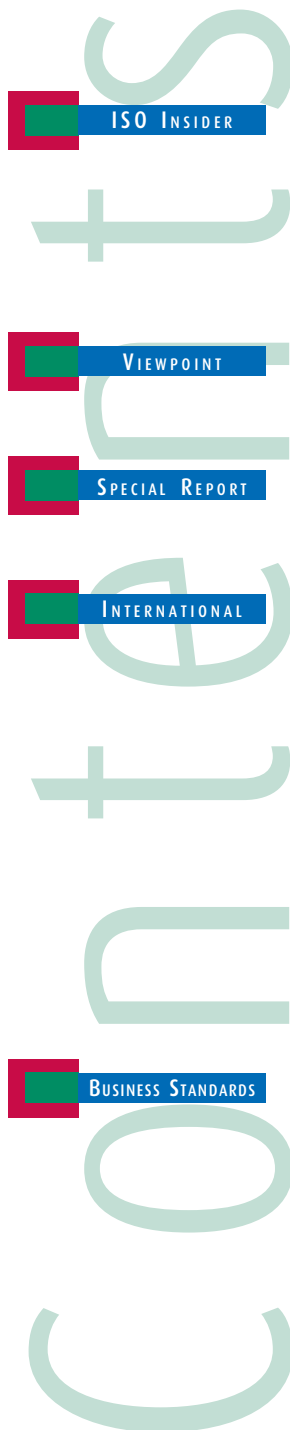
Quality was once the prerogative of engineers in white coats, employing specialized tools and techniques for measurement and analysis. With the arrival of the ISO 9000, quality was no longer a specialist function, but moved to the boardroom as a central management concern. Does 6 Sigma and its tools and techniques represent the revenge of the quality technicians, or does it add to the “what needs doing” of the ISO 9000 approach the necessary “how to do it”?

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## International

### Phoenix Police Department counts on ISO 9001:2000 – 24/7!

This case study describes the pioneering implementation of the standard in an “industry” where life-altering decisions are made 24/7 – 24 hours a day, seven days a week.



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