



## ISO Insider

### ISO offers free-of-charge ISO 9001:2000 'auditing kit'

Guidance modules on specific aspects of auditing ISO 9001:2000 quality management systems (QMS) are available free of charge from ISO and others are being developed.

### ISO/IEC 90003 – improving quality in software engineering

Given the penetration of almost every business sector by information technology, a new ISO/IEC standard for applying ISO 9001:2000 quality management to software engineering has a huge worldwide potential.



The ISO 9001:2000 Auditing Practices Group at its March 2004 meeting in Vancouver, Canada.

## Special Report

### Getting started

Having taken the decision to implement an ISO management system, small and medium-sized enterprises in particular are often unsure just how to get started. This feature takes managers through the first steps so that they are clear about “what to do when I get into work”.

### Steps towards a quality management system

This advice on getting started comes from the highly successful handbook *ISO 9001 for Small Businesses* developed by ISO/TC 176. Already available from ISO in English and French, and from AENOR in Spanish, editions have also been published or are in preparation by the national standards institutes of Bulgaria, Denmark, Estonia, Finland, Hungary, India, Japan, Republic of Korea, Norway, Poland, Slovenia, Sweden and Uruguay.

### Steps towards an environmental management system

With small and medium-sized enterprises making up the majority of the world's businesses, their adoption of ISO 14001 can clearly have substantial effects on the state of the environment.



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## International

### Environmental NGO's and ISO 14001

Do environmental non-governmental organizations (NGO's) still see ISO 14001 certification as a “soft option” for businesses compared with national environmental legislation, as has been claimed? IMS report on the experience of three such NGO's certified to the standard.



John Bishop, ISO 14001 Manager, and Rupert Howes, Director of the Sustainable Economy Programme, of ISO 14001-certified British environmental NGO Forum for the Future ([www.forumforthefuture.org.uk](http://www.forumforthefuture.org.uk))