

# Standardele ISO 9000, vector al revoluției în domeniul calității

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## **Abstract**

At the anniversary of 20 years from the publishing of the first edition of the ISO 9000 family of standards, this paper presents the evolution of this successful family of standards. The ISO 9000 family of standards represents an international consensus on good quality management practices. It consists of standards and guidelines relating to quality management systems and related supporting standards. The family of standards ISO 9000 (together with the family of standards ISO 14000) has become thoroughly integrated with the world economy. ISO 9001:2000 is now firmly established as the globally accepted standard for providing assurance about the quality of goods and services in supplier-customer relations. The author demonstrates, in the first part of the paper, why the ISO 9000 standards could be considered as a vector of the quality revolution of the last two decades. The extraordinary success of ISO 9000 standards made possible the development of a real „industry” of certification and consultancy in quality management. In the second part of the paper, the author analyzes the results of a recent British study regarding the advantages of ISO 9001 certification, as well as its favorable impact among the consumers. He makes some proposals addressed to the Romanian business and educational system in order to assure their success under the new conditions of the European Union legislation.

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