

Organizational Quality - Guidance to Achieve Sustained Success. The New ISO 9004:2018

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Abstract

The success factors of organizations are developing continuously and every few year's new success factors are added to the complex demanding and ever-changing competitive environment in which organizations operate. There is no doubt that the primary focus of an organization should be to achieve higher satisfaction of its customers by implementing rigorous processes to continuously improve its products and services quality - but in the current competitive environment this is not enough to achieve sustained success. Organizations have to move from Product Quality to the next level of Quality of an organization by implementing an effective and efficient management system that is led by top management and is focused on the organization ability to meet the needs and expectations of its customers and other relevant interested parties, over the long term as the way to achieve sustained success of the organization. While ISO 9001:2015 focuses on providing confidence in the organization's products and services, the new standard ISO 9004: 2018 is focused on providing confidence in the ability of the organization to achieve sustained success. In this paper Dr. Isaac Sheps who is the convener of ISO TC176/SC2/WG25 responsible for the revision of the ISO 9004 standard demonstrates the need for the above described development in quality and management systems.

Keywords: Quality, Management, Organization, ISO 9004, Quality of an organization, Sustained success

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