



Document: ISO/TC 176/SC 2/N **957**

Secretariat of ISO/TC 176/SC 2

Date: 25 October 2010

**To the Members of
ISO/TC 176/SC 2 -
Quality Management and
Quality Assurance/
Quality Systems**

ISO 9000 Use Survey Now Launched !

1. INTRODUCTION:

ISO/TC 176/SC2 is undertaking a review of the ISO 9000 family of documents with a specific focus on 'ISO 9001:2008 Quality management Systems – Requirements' to ensure its relevance for the future. Of vital importance to this process is to gain feedback from as wide a range as possible of both current users and potential users to understand their future needs. This includes users and potential users of the sector specific standards that are based on ISO 9001.

To gain this feedback we have prepared an online survey which we would like as many as possible users and potential users to participate in. To assist with this:

- The survey uses an on-line web tool (Survey Monkey) and can be easily accessed via the web address (URL): <http://www.iso.org/tc176/sc2/ISO9000UserSurvey>
- The survey is available in 11 languages
- The survey will be open for completion from October 2010 until January 2011
- 'Survey Leaders' are being appointed from ISO's members to coordinate this activity in as many countries as possible

2. WHO ARE THE USERS AND POTENTIAL USERS?

They include:

- Organizations that are third party certified to ISO 9001;2008
- Organizations that have self-declared they are following ISO 9001;2008
- Organizations that use ISO 9001;2008 as a minimum quality standard 'frame' for their quality management system (QMS)
- Organizations that are applicable for sector specific standards with ISO 9001 as their basis e.g. for Automotive – ISO/TS 16949, for Medical Devices – ISO 13485, for Aerospace – AS9000 & AS/EN9100, for Telecommunications – TL 9000, for Petroleum, Petrochemical & Natural Gas Industries – ISO/TS 29001
- Certification bodies
- Consultants
- National Standards Bodies
- Accreditation bodies
- Those organizations that specify their suppliers comply with ISO 9001;2008
- Those organizations that are aware of ISO 9001;2008 but do not currently use it
- Those organizations that have actively chosen not to use ISO 9001;2008

- Those organizations that no longer use ISO 9001;2008
- Those organizations that use other quality models as a basis for their quality management system (QMS)
- Students and academia
- Countries who have not adopted ISO standards
- Anyone else you can think of

3. HOW DO WE REACH THEM?

By promoting the survey and communicating the URL <http://www.iso.org/tc176/sc2/ISO9000UserSurvey> and this supporting information to as many people as possible, in as many ways as possible, and encouraging as many of your contacts as possible to do the same.

Ways to promote the survey and communicate the URL and support information include:

- Word of mouth
- Emails
- Letters
- Flyers
- Entries on websites
- Entries in magazines, journals, newsletters
- Telling the attendees at meetings, seminars, conferences and other suitable events
- Dedicated promotional events arranged by you
- Making sure everyone of your contacts, readership etc. are aware
- Any other way you can think of

4. WHAT DO WE WANT THEM TO DO?

- Go to the URL <http://www.iso.org/tc176/sc2/ISO9000UserSurvey>, follow the instructions and complete the survey
- Tell their contacts about it and ask them to complete the survey as well
- If you have any technical problems with the on line survey please contact TFUS.Survey@googlemail.com, or for general enquiries please contact Charles.Corrie@bsigroup.com
- Please do not forget to complete the survey yourself !

Your assistance in promoting and completing this survey will be highly appreciated

Yours sincerely

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