



QUALITY MANAGEMENT INTERNATIONAL, INC.  
[www.aworldofquality.com](http://www.aworldofquality.com)

## ISO IS A PAIN (FOR MANY)!

**You may say:** “Can someone please refresh my memory as to why an organization would want to fork out "tons of money" and be subject to every Tom Dick and Harry's whims as auditors? Please tell me why I must be forced to jump thru hoops for inflexible auditors who seem to misinform and scare our management team.”

**We advise:** *“If the auditors are whimsical then change them! Their job is to look for evidence of conformity. As auditee, your job is only to accept nonconformities based on agreed (again, supported by evidence and not by whim) interpretations of the agreed audit requirements” (ask for a copy of our Auditor Improvement Card).*

**You may say:** “I at one time was a firm believer in the ISO standard as a management tool. But after my last two audits and where the registrar's auditor ran off on tangents of unrelated standards "QS 9000" and "9000". Writing deviation reports on the most minute problems and making off the wall suggestions not possible in our operation.”

**We advise:** *“The standard is not the management tool, your system is meant to be the tool. Stop making your organization fit the standard and start showing how your organization's inherent or natural system meets the requirements of the standard. Add only the processes and controls essential for making your system put more cash on the bottom line.” (Use [www.aworldofquality.com](http://www.aworldofquality.com) as your guide).*

**You may say:** “I struggle daily with a living and breathing monster known as the "Quality Manual" that some days rears it ugly head needing constant attention and petting.”

**We advise:** *“Your Quality Manual can conform and be less than ten pages long. It should describe (not specify) your system so that everyone understands how it works. They may even enjoy using it to convert the needs of your customers into cash in the bank.” (Call 800 666 9001 for an example of the modern slim quality manual).*

**You may say:** “Please remind me why we actually made a choice to do this??”

**We advise:** *“Please see above and remember that your system is meant to be accelerating the rate at which your core process adds value (in \$ per millisecond) for the benefit of customers, shareholders, employees and the community.”*

*We sympathize with sufferers of bad advice. Thanks KT for your courage to request the refresher needed by many, John Broomfield [jbroomfield@aworldofquality.com](mailto:jbroomfield@aworldofquality.com)*