



# The Eight Quality Management Principles

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## 1. CUSTOMER FOCUS

Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

## 2. LEADERSHIP

Leaders establish unity of purpose, direction and the internal environment of the organization. They create the environment in which people can become fully involved in achieving the organization's objectives.

## 3. INVOLVEMENT OF PEOPLE

People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.

## 4. PROCESS APPROACH

A desired result is achieved more efficiently when related resources and activities are managed as a process.

## 5. SYSTEM APPROACH TO MANAGEMENT

Identifying, understanding and managing a system of interrelated processes for a given objective contributes to the effectiveness and efficiency of the organization.

## 6. CONTINUAL IMPROVEMENT

A permanent objective of the organization is continual improvement.

## 7. FACTUAL APPROACH TO DECISION MAKING

Effective decisions are based on the logical or intuitive analysis of data and information.

## 8. MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIPS

The ability of the organization and its suppliers to create value is enhanced by mutually beneficial relationships.

*---End of compilation from the ISO site [www.iso.org](http://www.iso.org) ---*