



BBA

Semester VI

Calicut University

Total Quality Management

Course Code: BBA6CJ305 • Module 4 Notes

1. Quality Management Systems (QMS) and ISO Standards

A Quality Management System (QMS) is a formalized framework documenting processes, procedures, and responsibilities for achieving quality policies. ISO 9001 is the global benchmark for QMS certification.

ISO 9000 Series Standards Overview

- **ISO 9000:** Fundamentals and vocabulary; defines core quality management principles and terms.
- **ISO 9001:** Quality Management System requirements; the certifiable standard specified for organizational compliance audits.
- **ISO 9004:** Guidance for sustained success; focuses on long-term performance improvement beyond basic ISO 9001 compliance.

2. ISO 9001 Implementation and Audit Cycle

Steps to ISO registration: Top management commitment, QMS documentation, internal quality audits, management review, and certification audit by accredited Registrar.

3. Sector-Specific Quality Standards

AS 9100 & IATF 16949

Specialized quality management standards for Aerospace (AS 9100) and Automotive (IATF 16949) supply chain manufacturing.

TL 9000 & ISO 13485

Quality management standards tailored specifically for Telecommunications (TL 9000) and Medical Device Manufacturing (ISO 13485).

4. Environmental Management Systems (ISO 14000)

ISO 14001 requirements for environmental policy, impact assessment, regulatory compliance, emergency preparedness, and continuous environmental improvement.

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