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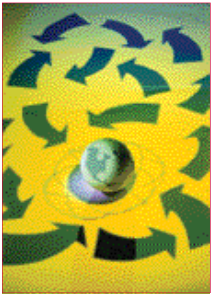


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**ISO Insider** ISO 9000 guidelines for health care sector

**“We saw a quality improvement of 85 % in five years after implementing an ISO 9000-based system for our production suppliers... If implementation of ISO 9000 in the health service sector follows in a similar manner, the benefits should be substantial.”**

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**Special Report** The impact of ISO 14001

**ISO 14001: irrelevant or invaluable?**

**“This analysis suggests that...ISO 14001 has the potential to reduce toxic emissions for a great number of facilities, especially those that now lag behind global best practices in their industries.”**

**ISO 14001 case studies: beyond rhetoric to reality**

**“Case studies...show that organizations of all shapes and sizes can show environmental benefits... In the future, we will need something wider and more encompassing to address not just the environmental performance of companies, but also wider social and ethical issues.”**



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