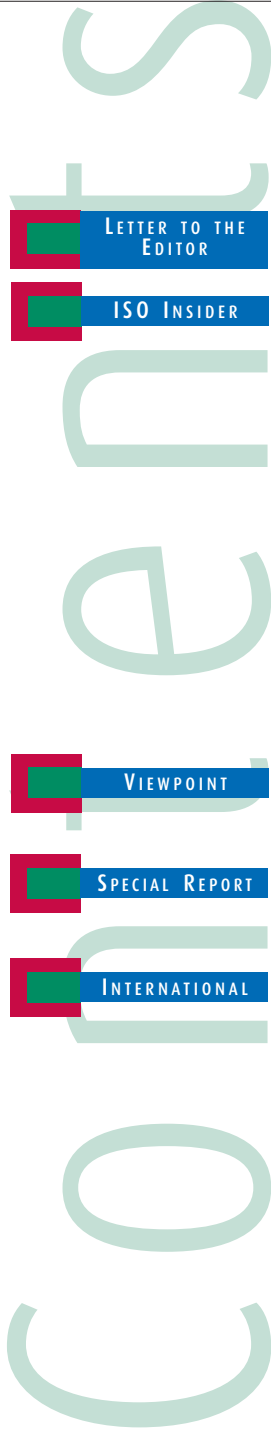




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ISO Insider State-of-the-art complaints handling

Complaints provide feedback on how a company's products and services are performing in the market-place and, as such, are part of a company's quality system.

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Special report Does ISO 9000 certification pay? US study analyses financial performance data

"Does it pay for firms to seek ISO 9000 certification?" While this question is as old as ISO 9000 itself, it remains essential, and largely unanswered! What is new – to the best of our knowledge – is the combination of data and methods followed by the authors of this article, a foursome of business school academics from the United States and Spain, in providing an answer.

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International The auditor's tale: conformity assessment as seen by a practitioner

This article represents one of the very few occasions that an experienced auditor of ISO management systems has delivered a public critique of conformity assessment as it is practised.



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