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A decade after the last "Earth Summit" in Rio, Brazil, the debate has shifted from "what should we do?" and "why?" to "how do we do it?".

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Special Report Continual improvement and the consistent pair

The process approach of the "consistent pair" of ISO 9001:2000 and ISO 9004:2000 emphasizes continual improvement and this suggests there could be a shift away from certification-based quality assurance to continual improvement-based performance.

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International Implementing ISO 9001:2000 – US survey of user experiences

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ISO MANAGEMENT SYSTEMS is published six times a year by the Central Secretariat of ISO (International Organization for Standardization) and is available in English, French and Spanish editions. **Publisher:** ISO Central Secretariat, 1, rue de Varembe, Case postale 56, CH-1211 Geneva 20, Switzerland. Tel. + 41 22 749 01 11. Fax + 41 22 733 34 30. E-mail central@iso.org Web www.iso.org **Editor in Chief:** Roger Frost. **Contributing Editor:** Garry Lambert. **Artwork:** Pascal Krieger. A one-year subscription (six issues) to *ISO MANAGEMENT SYSTEMS* costs 128 Swiss francs. **Subscription enquiries:** Sonia Rosas, ISO Central Secretariat. Tel. + 41 22 749 03 36. Fax + 41 22 749 09 47. E-mail sales@iso.org



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