



IMPLEMENTING ISO 9001:2008 QUALITY MANAGEMENT SYSTEM : A REFERENCE GUIDE

Divya singhal

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This book provides the reader with an accessible and up-to-date information on the essentials of a quality management system. It discusses what is an ISO 9001:2008 QMS, and shows how an organization can implement this system. In addition, the book describes the certification process, eight clauses of ISO 9001:2008 QMS standard, and internal QMS audit. This book is meant for the students pursuing BBA, MBA and Diploma courses in Total Quality Management.

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