

# ISO 9000:2000 QUALITY SYSTEM STANDARD REVISION: THE DUTCH EXPERIENCE

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**Abstract:** *The aim of the research reported in this paper is to assess the relative value of the 2000 version of the ISO 9000 series of quality management system standards in comparison to the 1994 version. 773 organisations in the Netherlands which have all been certified to the ISO 9000 standard were surveyed (a response rate of 21.4%) and of these only 22 had not yet converted to the 2000 version of the standard. Amongst the major findings are an overall positive perception of the value of the ISO 9000 (2000) quality system standard and a consistently higher appreciation of the 2000 version compared to the 1994 version.*

**Keywords:** *ISO 9000, Quality Management, Survey Research.*