

Două decenii de la apariția primei ediții a normativului ISO 9000
**STANDARDELE ISO 9000, VECTOR AL REVOLUȚIEI
ÎN DOMENIUL CALITĂȚII**

Ioan C. BACIVAROV*

Abstract: *At the anniversary of 20 years from the publishing of the first edition of the ISO 9000 family of standards, this paper presents the evolution of this successful family of standards. The ISO 9000 family of standards represents an international consensus on good quality management practices. It consists of standards and guidelines relating to quality management systems and related supporting standards. The family of standards ISO 9000 (together with the family of standards ISO 14000) have become thoroughly integrated with the world economy. ISO 9001:2000 is now firmly established as the globally accepted standard for providing assurance about the quality of goods and services in supplier-customer relations. The author demonstrates why the ISO 9000 standards could be considered as a vector of the quality revolution of the last two decades. The extraordinary success of ISO 9000 standards made possible the development of a real „industry“ of certification and consultancy in quality management.*