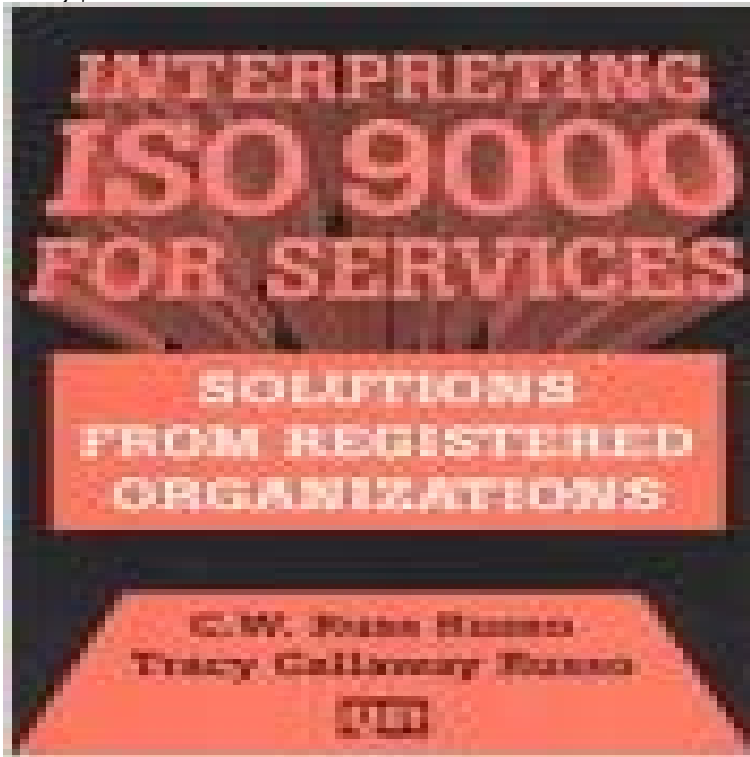


# Interpreting ISO 9000 for Services: Solutions from Registered Organizations



Using actual case studies, *Interpreting ISO 9000 for Services: Solutions from Registered Organizations* illustrates how to implement a successful ISO 9000 system. Filled with practical ideas, strategies, and tactics that can be tailored to meet the specific needs of an organization, the text guides readers to overcome the limits of a manufacturing perspective and the terminology barriers associated with ISO 9000. In a clear and concise manner, employing service-oriented language, it dispels common misconceptions and translates the standards requirements of each section, so as to provide a thorough analysis of the value and benefits of an ISO 9000-based management system.

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