

## Benchmark Your Organization's Implementation

<h3>The Eight Quality Principles</h3> <p>Response time estimate: 5 . 10 minutes</p>	
<p>The ISO 9000:2000<sup>1</sup> series quality management system standards were revised based on the eight quality management principles.</p> <p>The following survey is designed to assist you in benchmarking your organization's implementation of the 8 Quality Principles.</p> <p>You should evaluate each principle by giving a letter grade: A, B, C, D, F or I:</p> <p><b>A</b> = Outstanding  <b>B</b> = Good  <b>C</b> = Average  <b>D</b> = Poor  <b>F</b> = Failure  <b>I</b> = Incomplete                      (could not evaluate)</p> <p><small>Reference ISO/TC 176/SC 2/N 376R <i>Quality Management Principles and Guidelines on their Application.</i></small></p>	<p>1): Our organization depends on our customers and therefore understands current and future customer needs, meets customer requirements and strives to exceed customer expectations.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>2): Leadership establishes unity of purpose and direction in our organization. Managers create and maintain an environment in which people can become fully involved in achieving the organization's objectives.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>3): People at all levels are the essence of our organization and their full involvement enables their abilities to be used for the organization's benefit.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>4): Resources and activities are efficiently managed as processes to achieve desired results.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>5): Our organization's effectiveness and efficiency for given objectives is improved by identifying, understanding and managing a system of interrelated processes.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>6): Continual improvement is a permanent objective of our organization.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>7): Decisions are effective because they are based on the analysis of data and information.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
	<p>8): Our organization and its suppliers are interdependent, and a mutually beneficial relationship is maintained to enhance the ability of both to create value.</p> <p>A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> F <input type="radio"/> I <input type="radio"/></p>
<p><sup>1</sup>ISO/TS 16949:2009 states, "The knowledge and use of the eight quality principles referred to in ISO 9000:2005 and ISO 9004:.. should be demonstrated and cascaded through the organization by Top Management."</p>	

Figure 1 Eight Quality Management Principles Survey

## How 158 Organizations Evaluated Themselves

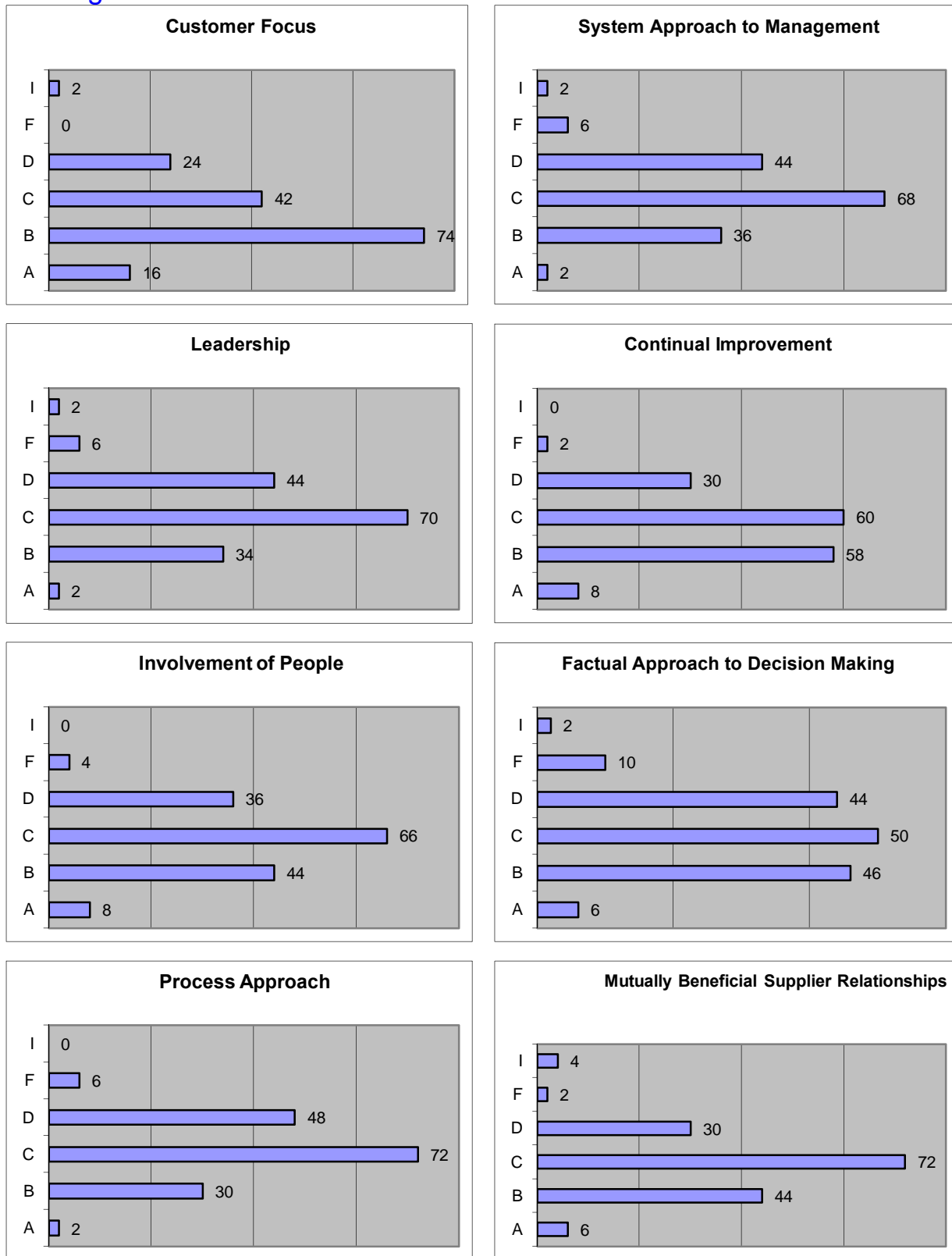


Figure 2 Bar charts . Survey Results

Legend: A = Outstanding; B = Good; C = Average; D = Poor; F = Failure; I = Incomplete