ISO 9000 Certification in Relation to Library Science: An Understanding

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Abstract: Organizations, whether industrial or educational, see the introduction of a quality management system as a major step forward in controlling and improving their key processes. The ISO 9000 quality system standard series provides guidance and new requirements for running a quality system. The ISO 9000 quality system can be adjusted to account for inevitable changes, such as new technologies, new customers and new ideas. It provides a way of collecting and implementing suggestions for improvements. This improves the chances that any broader quality management initiative will be successful and continuous. Libraries have always been committed to give a high value of services to its users. A library needs together to convince its users and to confirm to its grant organization that it is significance asset. The librarians must manage staff, information in several supports, and technical activities to produce quality services. With this in mind, the author has attempted to explore some aspects of ISO 9000 in relation to library science.

1. Introduction

ISO 9000 is a written set of rules (a "Standard") published by an international standards writing body (International Organization for Standardization). The rules define practices that are universally recognized and accepted for assuring that organizations consistently understand and meet the needs of their customers. ISO 9000 is also highly generic. Its principles can be applied to any organization providing any product or service anywhere in the world. Since meeting customer needs is one of the (many) definitions of quality, ISO 9000 is often called a quality system or a quality management system.

Goal of ISO 9000 Quality Management System

1. Customer Satisfaction
2. Continual Improvement
3. Prevention of Non-conformity

A library needs both to satisfy its users and to prove to its funding bodies that it is worth investment. The librarians must manage staff, information in several supports, and technical activities to produce quality services. Quality services means resources and services, which satisfy users' expectations and perceptions. It is very clear that librarians must use management tools to run the library services. The ISO 9000 quality system standard series can provides guidance and new requirements for running a quality system in libraries and help them to assess services, to make decisions, to improve services and to achieve a better quality.

2. Variations of ISO 9000

Although many companies strive to attain ISO 9000 certification, here are many different ISO certifications available. ISO 9002 1994, ISO 9003 1994, and ISO 9001 are just a few variations of ISO program that tailor to the individual quality needs of competitive companies. The differences in versions relate to various tasks a company performs. The 9001 version covers requirements for businesses whose operations include the entire production process, from design through manufacturing to service. ISO 9002 is aimed toward a company that does not design its product. This version mirrors 9001, except that the design requirements are excluded. The most popular upgrade from ISO 9000 is ISO 9001, which has now made 9002 and 9003 obsolete. ISO 9000 can be described as a "plant standard," while ISO 9001 can be though of as an "enterprise standard," with the addition of management principles (Kymal, 2001). The enterprise standard relates different parts of a system together so they can be better managed to perform at optimum levels for the company. Another goal of the new enterprise standard is the idea of continuous improvement throughout the company. The following are examples of the new management principles required to become ISO 9001 certified: (Praxiom, 2001).

- Support quality
- Define responsibilities and authorities
- Appoint management representative
- Support internal communications
- Perform management reviews
- Review quality management system
- Examine management review inputs
- Generate management review outputs
- Provide quality personnel
- Use competent personnel
- Support competence
- Control realization planning
- Plan service realization processes
- Develop service realization processes

3.   Benefits of using ISO 9000 Quality Management System

Improves customer focus and process orientation within the organization. A well-implemented, well-understood system helps all functions within the process to understand their responsibility for meeting customer needs, and appreciate their position in the overall process for doing so.

Facilitates continuous improvement. The requirements are saturated with admonitions to monitor, review, and improve the sub processes of the quality system. There is even a direct requirement that the quality management system be continually improved. The corrective and preventive action activities required by the Standard enlist all levels and functions in the effort to prevent quality problems and quickly mitigate those that do occur.

Creates consistency throughout the organization. It establishes and enforces consistent working methods and quality controls through out the organization. This can be especially important in larger, multi site organizations whose facilities are major suppliers to each other.

Strengthens relationships between your organization and its suppliers and customers, and among suppliers/customers within your organization. A documented quality system, especially in light of ISO 9000's process orientation, is common ground for addressing quality issues of mutual importance.

Provides confidence to customers in the capability of your organization to meet quality commitments. This benefit is much stronger when the quality system is registered.

Improves management decision making. A quality system is an information system. Internal audits, management reviews, analysis of organization-level data, and effective document and data control—four strong pillars of ISO 9000—provide management with the intelligence it needs to make the right moves.

Reduces dependence upon individuals. People are vital to quality, but people also come and go. The levels of procedural development, documentation, record-keeping, and training required by an ISO 9000 quality system assure that techniques and skills will carry on even when performed by different individuals.

4.   Conclusions

Organizations have found many benefits from ISO 9000 certification. ISO 9000 can offers many benefits to educational Institute by focusing on quality through the management structure. Reduced problems, higher customer index and reputation for being a quality system follower are only a few of the benefits from the various ISO certifications. In a world of competition, ISO will play a major role to help institutes satisfy the increasing demand for quality standards. The intention of this paper is to grant a sound argument on ISO 9000 implementation benefits and see how it hysterics in with worth and operational excellence initiatives from manufacturing to service part. ISO 9000 system implementation helps to recover the standard of the library and helps to improve the skills and talent of the library employees. The ultimate goal of the library is to satisfy its users. This can be achievable by using proper utilization of ISO 9000 certification. It helps library

employees to have a better management to evaluate the services to library users. The study could be a paradigm initiative towards improvement in library system.

References

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