

The ISO 9000 family of standards, developed by the International Organization for Standardization (ISO), provides a framework for quality management systems. ISO 9001:2000, the most widely used standard, defines minimum requirements for registration, focusing on customer satisfaction and product quality. ISO 9004:2000 offers guidelines for performance improvement beyond the ISO 9001 requirements, aiming for both effectiveness and efficiency. Both standards incorporate eight quality management principles (customer focus, leadership, etc.) and fundamentals of quality management systems. They are compatible and used by over half a million organizations globally. The 2000 revision integrated quality management principles and fundamentals, resulting in three standards: ISO 9000 (fundamentals and vocabulary), ISO 9001 (requirements), and ISO 9004 (performance improvement guidelines). These standards are applicable to various industries, including food companies, with clauses addressing scope, normative references, terms and definitions, and the quality management system itself. Specific requirements and guidelines are detailed within clauses 4–8, focusing on management responsibility, resource management, product realization, and measurement, analysis, and improvement. The standards also address documentation, continual improvement, and the integration with other management systems. Good Manufacturing Practices (GMPs) and Hazard Analysis and Critical Control Points (HACCP) prerequisite programs, such as those related to building facilities, sanitation, and employee hygiene, are also relevant considerations in maintaining a quality management system within the food industry.