



Title: The Evolution, Impact, and Implementation of ISO 9000
for an Engineering Consulting Firm

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Abstract: We present an introduction and discussion of the international standards of ISO 9000: a brief history of the evolution, the underlying intention and philosophy, the types of ISO certification and business activities associated with each. The Malcolm Baldrige Award and the TQM philosophy are compared with the ISO 9000. We describe the registration process and the documentation required. A plan was introduced which would conduct an analysis of an engineering company's existing documentation to determine the thoroughness in addressing the ISO 9000 standards