

3. Build consensus that there is a need for environment management and a common terminology for EMS.

**b. Organizational**

1. Assuring customers of a commitment to environmental management
2. Meeting customer requirements
3. Maintaining a good public / community relations image
4. Satisfying investor criteria and improving access to capital
5. Obtaining insurance at reasonable cost
6. Increasing market share that results from a competitive advantage
7. Reducing incidents that result in liability
8. Improving defense posture in litigation
9. Conserving input materials and energy
10. Facilitating the attainment of permits and authorization
11. Improving industry/government relations

**2MARK QUESTION ANSWERS**

**1. Give the ISO 9000 Series of Standards?**

1. ISO 9000, "Quality Management and Quality Assurance Standards Guidelines for Selection and Use".
2. ISO 9001, "Quality Systems – Model for Quality Assurance in Design, Development, Production, Installation & Servicing".
3. ISO 9002, "Quality Systems – "Model for Quality Assurance in Production, Installation & Servicing".
4. ISO 9003, "Quality Systems – "Model for Quality Assurance in Final Inspection and Test".
5. ISO 9004-1, "Quality Management and Quality System Elements – Guidelines".

**2. What is the need for ISO 9000?**

ISO 9000 is needed to unify the quality terms and definitions used by industrialized nations and use terms to demonstrate a supplier's capability of controlling its processes.

**3. Give some other quality systems?**

- i. QS-9000
- ii. TE-9000
- iii. AS9000

**4. What are the three sections of QS-9000?**

- i. Common requirements, which include the exact text of ISO 9001 and the addition of automotive/heavy trucking requirements.
- ii. Additional requirements covering production part approval process, continuous improvement and manufacturing capabilities.

- iii. Customer-specific requirements.

**5. What are the ISO/QS 9000 elements?**

1. Management responsibility
2. The Quality system
3. Contract review
4. Design control
5. Document and data control
6. Purchasing
7. Control of customer-supplied product
8. Product identification and traceability
9. Process control
10. Inspection and testing
11. Control of inspection, measuring and test equipment
12. Inspection and test status
13. Control of nonconforming product
14. Corrective and preventive action
15. Handling, storage, packaging, preservation and delivery
16. Control of quality records
17. Internal quality audits
18. Training
19. Servicing
20. Statistical techniques

**6. Give the objectives of the internal audit?**

1. Determine the actual performance conforms to the documented quality systems.
2. Initiate corrective action activities in response to deficiencies.
3. Follow up on noncompliance items of previous audits.
4. Provide continued improvement in the system through feedback to management.
5. Cause the auditee to think about the process, thereby creating possible improvements.

**7. What are the requirements of ISO 14001?**

- General requirements
- Environmental policy
- Planning
- Implementation and operation
- Checking and corrective action
- Management review

**8. What are the four elements for the checking & corrective action of ISO 14001?**

1. Monitoring and measuring
2. Nonconformance and corrective and preventative action

3. Records
4. EMS audit

**9. What are the seven elements for the implementation & operations of ISO 14001?**

1. Structure and responsibility
2. Training, awareness and competency
3. Communication
4. EMS documentation
5. Documentation control
6. Operational control
7. Emergency preparedness and response

**10. What are the four elements for the planning of ISO 14001?**

- Environmental aspects
- Legal and other requirements
- Objectives and targets
- Environmental Management Programs

**11. Give the types of Organizational Evaluation Standards?**

- Environmental Management System
- Environmental Auditing
- Environmental Performance Evaluation

**12. Give the types of Product Evaluation Standards?**

- Environmental Aspects in Product Standards
- Environmental Labeling
- Life-Cycle Assessment

**13. Discuss about ISO 9000:2000 Quality Systems?**

The term ISO 9000 refers to a set of quality management standards. ISO 9000 currently includes three quality standards: ISO 9000:2000, ISO 9001:2000, and ISO 9004:2000. ISO 9001:2000 presents requirements, while ISO 9000:2000 and ISO 9004:2000 present guidelines. ISO's purpose is to facilitate international trade by providing a single set of standards that people everywhere would recognize and respect. The ISO 9000 2000 Standards apply to all kinds of organizations in all kinds of areas. Some of these areas include manufacturing, processing, servicing, printing etc

**14. Define Quality Audits?**

Quality Audits examine the elements of a quality management system in order to evaluate how well these elements comply with quality system requirements.