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Ten arguments against iso 9000: managing service

Acknowledgements: This article is excerpted with permission from the first chapter of John Seddon s new book In Pursuit of Quality: The Case against ISO 9000, Oak

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The latest edition of the ISO 9000 Quality Systems Handbook is the views of John Seddon, a long time critic of ISO 9001 (see his book The Case Against ISO 9000).

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The Case Against ISO 9000 by John Seddon, October 1, 2000, Oak Tree Press (Ireland) edition, Paperback in English

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