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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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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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ISO 9000 is an international Standard. It claims to be a standard for quality management but John Seddon argues it has nothing to do with quality, being based on

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John Seddon is an occupational psychologist, researcher, professor, management thinker and leading global authority on change, specialising in the service industry

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