



Análisis de las variables empleadas en la implantación de la norma ISO 9001 [

Universidad de Biobio,
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text (article)

Analítica

At the present time there is a marked tendency to the application of quality management systems based in the standard ISO 9001 of the 2008, that establishes the requirements that should keep these systems in any organization, however it does not specify How to achieve them?, Neither How will the organizations have to undertake the designing process and implantation?. This has caused the development of several procedures that those ways guarantee it. The objective of this article is precisely the one of accomplishing an analysis of the behavior of the variables used in the implantation of the standard ISO 9001, related with different sectors of the economy, to facilitate the design and implementation of the quality management systems under this focus in the organizations that proposes this goal. For it was used like tool the analysis cluster that allowed obtaining the bosses of behaviors of the variables used by the different authors and within the main results is the convergence in the treatment to the actions related with the designing stage of the system and staff training, diferent in the actions related with the diagnosis and the utilization of the kinds of operating and strategic quality control

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