

Ques → Discuss in brief about ISO, what are the key features of ISO 9000 and ISO 14000 series. How it justifies quality management.

Ans → The ISO is an international standard-setting body composed of representatives from various national standard organizations. ISO founded on 23 February 1947, the organization promotes worldwide property, industrial and commercial standard. It's headquarters is in Geneva, Switzerland, and works in 164 countries.

The key features of ISO 9000 and ISO 14000 are given below:

- ① Top management commitment to continuous improvement.
- ② Creating and implementing environmental policies
- ③ Integrating environmental considerations in operation procedures
- ④ Training employees in regard to their environmental obligations