

Implementing ISO 9001:2000 : The Journey from Conformance to Performance, by Tom Taormina with Keith A. Brewer, Prentice Hall PTR, One lake Street, Upper Saddle River, NJ 07458, 2002, 323pp., \$55.00

Other than vicarious experiences and entertainment, people read book for information/knowledge or for inspirations. Most of ISO 9000 books are belonging to the formal category, which it shows what it is and how to do it. This book goes beyond just for your information for ISO 9001:2000 and getting into the realm of inspiring. This book not only shows you comprehensively, what the ISO 9001:2000 is about, it also convincingly relates the new standards as the template for sound business models and practices. In fact the latest hyped six sigma is exactly an attempt to achieve the same purpose of focusing on the process and linking it to the business goals, except that new revision of ISO 9001:2000 provides a more broadly scoped view on the quality management system (QMS).

The book starts from the implementation of ISO 9001:2000 system in the Asset Recovery Business division of Dell Computer and using this case study to interweave and building a case of using ISO 9001:2000 as a useful business model, which will implement an ISO 9001 compliance system, not only conform to the standards, which also making the business sense to do so. As such the full standards also been reviewed and merged in the natural mode of a better business practice, versus, "Many of these procedures were written as a compliance exercise and a reference to cite when infraction occur, rather than as a proactive QMS".

If you are looking to understand what is ISO 9001:2000 and its relations to other standards, this book provides plethora of information which includes one chapter in the history of ISO 9000, one chapter in its revision to the 2000 version, one chapter lists its relation to other standards, also provided among them a cross comparison between 2000 versus 1994 version (appendix C), and even a very valuable chapter in the implementation and transition strategy.

Beyond to provide the information as mentioned previously, the most important value of reading this book is inspiring you to build a QMS which is not only conform to the requirements, it also provides a vehicle to drive the performance of the business to a higher level.

I'll strongly recommend this book for all who are curious how the new ISO 9001:2000 can do to help their business to gain the competitive advantage, especially, the business managers who have the profit and loss responsibility, and all the interested readers who look at ISO 9001:2000 with a compliance mindset.

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