

# International Workshop Agreement

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## IWA 2

### Quality management systems — Guidelines for the application of ISO 9001:2000 in education

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*Systèmes de management de la qualité —  
Lignes directrices pour l'application de l'ISO 9001:2000  
dans l'éducation*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). ISO's technical work is normally carried out through ISO technical committees in which each ISO member body has the right to be represented. International organizations, governmental and nongovernmental, in liaison with ISO, also take part in the work.

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Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

International Workshop Agreement IWA 2 was approved at a workshop held in Acapulco, Mexico, in October 2002, which was hosted by the Mexican General Bureau of Standards (DGN). Additional support and cooperation was provided by the Mirror Subcommittee for Quality Management Systems within the Mexican ISO Committee, the Mexican Institute for Standardization and Certification (IMNC) and the National Committee for Standardization on Quality Management Systems (COTENNSISCAL). The meeting was facilitated by the Latin-American Institute for Quality, (INLAC).

This second edition cancels and replaces the first edition (IWA 2:2003), which has been technically revised.

This revision to IWA 2:2003 was approved at a workshop held in Busan, Korea in November 2006, which was hosted by the Korean Agency for Technology and Standards, with the support and cooperation of the organizations in charge of coordinating the Mirror Subcommittee for Quality Management Systems within the Mexican ISO Committee.

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## Introduction

### 0.1 General

This International Workshop Agreement provides guidance to educational organizations for implementing an effective quality management system in conjunction with and based on ISO 9001:2000.

The objective of this International Workshop Agreement is to assure the overall effectiveness of the education organization's quality management system and the delivery and continual improvement of its educational service to the learner.

### 0.2 Quality management principles

The guidance to management offered in this International Workshop Agreement and ISO 9001 to lead organizations toward improved performance is based on the eight quality management principles. Four additional principles could be considered to sustain success. An example for educational organizations follows.

- **Process approach:** educational organizations should adopt a process approach when developing and implementing a quality management system. The organization should identify the degree to which each operational process creates learner value. For this reason it should include the processes related to the aim of the organization. Understanding interactions among processes is important for the educational organization to improve processes while balancing the system at large.
- **Understanding core competence** (customer focus) includes various enablers to ensure competitive advantage of the educational organization. These enablers include technology, skill, expertise and educational organization's culture. The collective strength specific to the educational organization leads to creation of learner value. The educational organization's core competence should support innovation by adapting to changes in the education environment to maintain its competitive advantage.
- **Total optimization** (systems approach to management) enables each operational process to achieve its objectives from an administrative standpoint.
- **Visionary leadership** (leadership) in educational organizations establishes vision, creates policy to realize the vision, and leads the educational organization in responding promptly to change in the education environment.
- **Factual approach** (factual approach to decision making) ensures administrative decisions based on clearly understood facts and not on convenient speculation. To this end, information and wisdom are combined with analysis, logical thinking, and the scientific approach.
- **Collaboration with partners** (mutually beneficial supplier relationships) is important to obtain optimal wisdom, skill, and creativity to achieve learner value.
- **Involvement of people** is the most effective and efficient way for an educational organization to achieve its objectives, to facilitate involvement of all people in the educational organization, and to make a maximum use of its people's competence, wisdom, skill, and creativity.
- **Continuous improvement** of the educational organization's learning process and the learner's personal learning enables educational organizations to keep creating values. This enables sustained growth in the external educational environment. It increases learning, personal wisdom, and the educational organization's wisdom in an innovative and constructive way.

The four additional principles for sustaining success include the following:

- **Creating learner value** to encourage learners to feel satisfied with the value they are receiving. Satisfaction measures determine the degree to which values meet learners' needs and expectations. Measurement results help educational organizations to increase value by improving their processes for creating learner value.
- **Focusing on social value** means attending to how learners and other interested parties feel about ethics, safety, and environmental conservation. Educational organizations can ensure sustainable growth only when the larger society appreciates value-added output of learners.
- **Agility** is essential to sustained growth in a drastically changing education environment and turns an ever-changing education environment into an opportunity for continuing successes in education.
- **Autonomy** is based on circumstance analysis and self-analysis. The educational organization should make its own value decisions and take actions on its own, free from stereotyping.

### 0.3 Relationship with ISO 9001

ISO 9001 specifies requirements for a quality management system that can be used for internal application by organizations for certification or for contractual purposes. It focuses on the effectiveness of the quality management system in meeting requirements.

This International Workshop Agreement is not intended for certification nor for contractual purposes. Rather, it provides guidance on a wide range of topics for the continuous improvement of an organization's performance, efficiency, and effectiveness. This International Workshop Agreement is recommended as a guide for educational organizations whose top management wishes to move beyond the requirements of ISO 9001, in pursuit of continuous improvement and sustainability of success.

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# Quality management systems — Guidelines for the application of ISO 9001:2000 in education

## 1 Scope

This International Workshop Agreement provides guidance for a quality management system in educational organizations.

The guidelines contained within this International Workshop Agreement do not add to, change or otherwise modify the requirements of ISO 9001:2000, and are not intended for use in contracts for conformity assessment or for certification.

Annex A provides a self-assessment questionnaire for educational organizations. Annex B lists examples of educational processes, measures, records and tools.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2005, *Quality management systems — Fundamentals and vocabulary*

ISO 9001:2000, *Quality management systems — Requirements*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000:2005 and the following apply.

### 3.1

#### **educational organization**

organization providing educational services

NOTE An educational organization can be a school at any academic level, or a training centre providing services independently or as part of a larger organization.

### 3.2

#### **education provider**

person who delivers education to learners

EXAMPLE Teacher, instructor, lecturer, professor and trainer.