

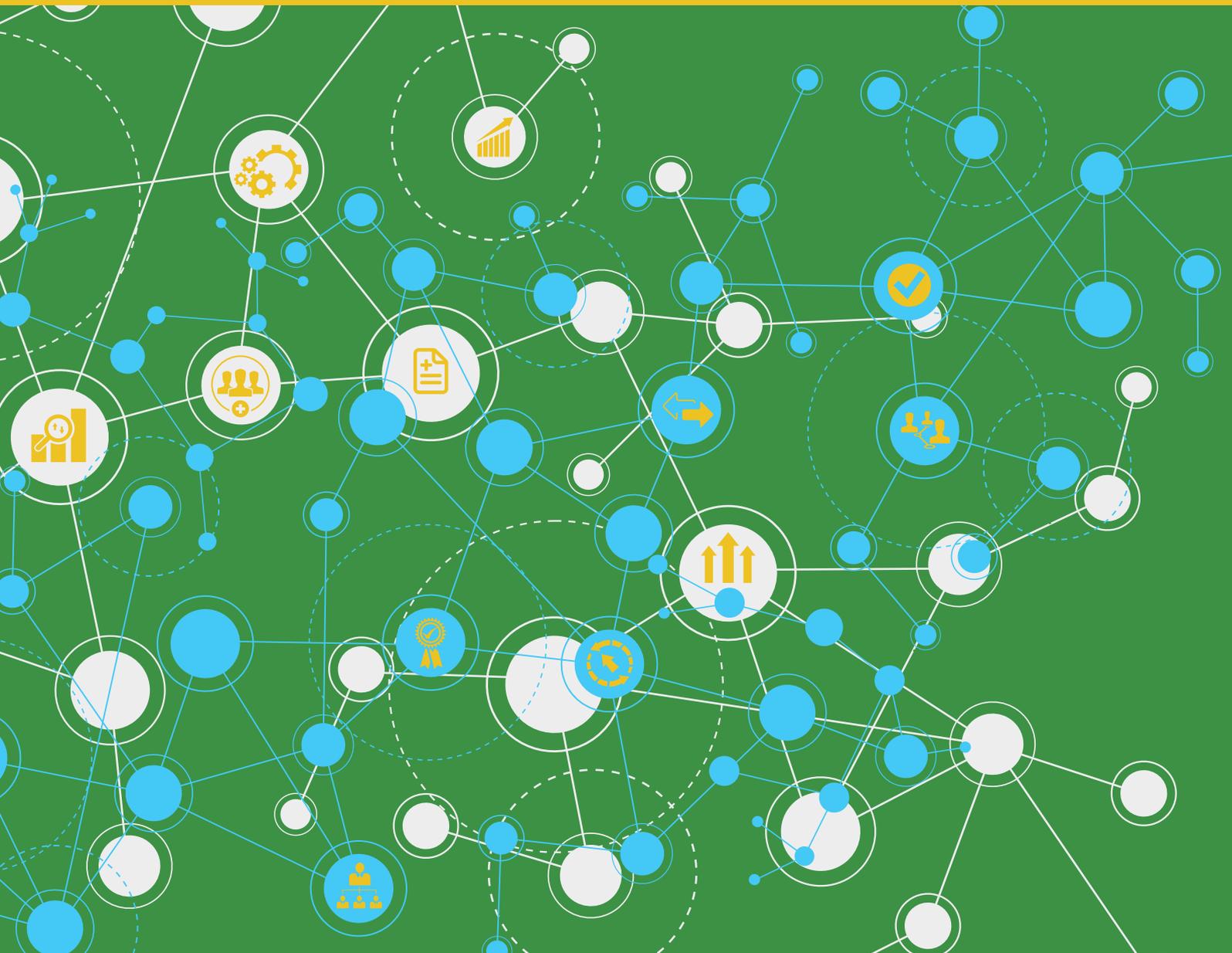


UNITED NATIONS
INDUSTRIAL DEVELOPMENT ORGANIZATION



ISO 9001

Relevance and Impact in Brazil



ISO 9001

RELEVANCE AND IMPACT IN BRAZIL





DISCLAIMER

This document has been produced without formal United Nations editing. The designations employed and the presentation of the material in this document do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations Industrial Development Organization (UNIDO) concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries, or its economic system or degree of development. Designations such as “developed”, “industrialized” and “developing” are intended for statistical convenience and do not necessarily express a judgment about the stage reached by a particular country or area in the development process. Mention of firm names or commercial products does not constitute an endorsement by UNIDO.

© 2016 UNIDO - All rights reserved

Cover image: © 2016 - www.shutterstock.com

Inner images: © 2016 - www.unido.org, © 2016 - www.shutterstock.com

Design: © 2016 - www.excelcis.com

Table of Contents

Acronyms	14
Acknowledgements	15
Summary of the Report	16
Chapter 1: Project Background	19
Chapter 2: Study Methodology	23
Chapter 3: Results of the Survey of Brazilian Purchasers' Perceptions of ISO 9001-certified Suppliers	27
Chapter 4: Survey of ISO 9001-certified Organizations in Brazil	35
Chapter 5: On-site "market surveillance" Visits to ISO 9001-certified Brazilian Organizations Accredited by Cgcre	47
Chapter 6: Conclusions and Recommendations	57
Bibliography	59



UNITED NATIONS
INDUSTRIAL DEVELOPMENT ORGANIZATION

Foreword UNIDO



Since their initial publication by the International Organization for Standardization (ISO) in 1987, the ISO 9000 standards have had great impact on international trade and on quality management system implementation by organizations worldwide. In particular, ISO 9001 “Quality management systems – requirements” focuses on the management of the processes needed for an organization to be able to demonstrate its ability to satisfy customer needs and expectations on a constant basis.

Whilst there are numerous certification bodies around the world, there is usually only one government-recognized accreditation body in any given country, such as Cgcre in Brazil, and these bodies work together to provide recognition of each other’s accredited certificates under the International Accreditation Forum’s Multi-lateral Recognition Arrangement (MLA). This offers certified organizations a unique opportunity to improve their competitive advantage by providing access to international markets and formal tenders where certification to ISO 9001 is often a pre-requisite. The proper use of ISO 9001-based quality management systems also assists organizations in developing countries to pursue UNIDO’s goal of inclusive and sustainable industrial development (ISID) through the promotion of sustainable international trade.

According to the ISO survey, Brazil has the largest number of ISO 9001 certificates in South America with currently over 18,000 organizations certified by national and international certification bodies from around the world. Around 12,000 of these certificates were issued by certification bodies accredited by Cgcre.

In 2012, UNIDO published the report “ISO 9001 – Its Relevance and Impact in Asian Developing Economies” based on a study of

ISO 9001 implementation in twelve South and South-East Asian countries. This analysis was carried out in close collaboration with ISO and the International Accreditation Forum. As part of the work, a market surveillance methodology was developed and validated in order to evaluate the effectiveness of ISO 9001 certification in manufacturing organizations and the performance of the respective certification and accreditation bodies. This was subsequently applied in China, resulting in the 2015 report “ISO 9001 – Its relevance and Impact in China”.

I very much welcomed the proposal of Inmetro to cooperate with UNIDO in adapting the methodology used in previous projects to obtain a first-hand review on the current status of ISO 9001 certification in Brazil. This has provided valuable insights into how Brazilian purchasers view the effectiveness of their ISO 9001-certified suppliers, and into the perspectives of organizations in Brazil who have implemented a quality management system and opted for certification. We are confident that this analysis will be of use to all interested parties, and will contribute to the overall objective of promoting inclusive and sustainable international trade.

Li Yong

Director General



预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_23204

