ISO 10010:2022-08 (E)

Quality management - Guidance to understand, evaluate and improve organizational quality culture

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Context of the organization 2
4.1 Relationship between quality culture and organizational culture 2
4.2 Understand the context of the organization 3
4.2.1 External and internal issues 3
4.2.2 Understanding the needs and expectations of interested parties 5

5 Determine desired quality culture 6
5.1 General 6
5.2 Leadership roles and responsibilities 6

6 Determine current quality culture 7
6.1 General 7
6.2 Decide what will be measured and how 7
6.3 Monitoring and measuring current quality culture 8
6.4 Analyse and evaluate the current quality culture 8
6.4.1 General 8
6.4.2 Analyse current quality culture 8
6.4.3 Evaluate current quality culture 9

7 Determine and implement actions to achieve desired quality culture 9
7.1 General 9
7.2 Determine quality culture strategy 10
7.2.1 Aspects of quality culture 10
7.2.2 Establish quality culture strategy 10
7.2.3 Analyse need for quality culture in terms of quality strategy 11

8 Embed desired quality culture 11
8.1 General 11
8.2 Enable continual improvement of quality culture 11

9 Sustain desired quality culture 12
9.1 General 12
9.2 People engagement 12
9.2.1 Quality culture champions 12
9.2.2 Awareness and training 13
9.3 Communication 13
9.4 Management of change 13
9.5 Continual evaluation and benchmarking 14

Annex A (informative) Evaluation examples 15

Bibliography 17