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standard by International Organization for Standardization, ISO, Quality management systems Guidelines for the application of ISO in local government, has been published. Since its update in, ISO is a tool to implement and measure the Sustainable Development ISO is the first ISO standard directed at the public sector that gives guidelines for the implementation of ISO in local government, taking account of the context in which it operates. It has been updated to include the requirements of ISO for quality management systems and a series of annexes to help users get the most out of it. It promotes implementing a quality management system in a responsible and accountable manner, through the application of ISO on a comprehensive basis. statement of principle, when applying rationale principle This document gives guidelines for local governments on understanding and implementing a quality management system that meets the requirements of ISO, in order to meet the needs and expectations of their customers/citizens and all other relevant interested parties by consistently providing them with products and services The guidelines in this document are intended to help local governments relate the concepts of quality management, as described in ISO, ISO, ISO and associated standards, with the practice and terminology commonly deployed in the context of local government ISO gives guidelines for local governments on understanding and implementing a quality management system that meets the requirements of ISO, in order to meet the needs and expectations of their customers/citizens and all other relevant interested parties by consistently providing them with products and services ISO is a common language between governors and citizens, a roadmap, a GPS that provides a comprehensive tool for diagnosis, control, evaluation and monitoring of local government management for the Local Administration and also for citizens. Material to support the publication and Since its update in, ISO is a tool to implement and measure the Sustainable Development Goals of the United Nations Agenda in order to move towards the Quality management principles ISO, Quality management systems — Requirements. strategical, tactical-managerial and These guidelines do not add, change or modify the requirements of ISO It is applicable to all local government processes at all levels (i.e. ISO MAPA MUNICIPAL DEL DESARROLLO SOSTENIBLE Beneficios de implementación Demostrar avance y cumplimiento integral de losObjetivos de The guidelines in this document are intended to help local governments relate the concepts of quality management, as described in ISO, ISO, ISO and associated ISO gives guidelines for local governments on understanding and implementing a quality management system that meets the requirements of ISO This International Standard specifies requirements for a quality management system when an organization: a) needs to demonstrate its ability to consistently provide products and This document gives guidelines for local governments on understanding and implementing a quality management system that meets the requirements of ISO, in order to ISO Quality management systems Guidelines for the application of ISO in local government. inciples descriptions organization, include The quality management principles are: associatedInternational Standard is quality management to improve the organization's performance examples a.