

# ISO 9001 Certificate Withdrawal

Carlos Cândido\*, Luís Coelho\* and Rúben Peixinho\*

\* Faculty of Economics, University of Algarve, Campus de Gambelas, 8005-139 Faro, Portugal;  
and CEFAGE-UAAlg, Campus de Gambelas, Faro, Portugal.

ISO 9001 is a coherent set of standards developed in 1987 by the International Organization for Standardization with the purpose of facilitating international trade (Marquardt, 1999). These standards have been revised successively in 1994, 2000 and 2008, and a new revision is being prepared for 2015. The current principles of ISO 9001 reflect the principles of Total Quality Management, a broader quality management philosophy, but ISO 9001 remains an easier starting point for companies without a formal quality program (Evans, 2005: 81, 90). These standards can be used as guidelines by any organization of any size, in any country and in any industry (Marquardt, 1999; Boiral, 2011) to develop a standard (undifferentiated) quality management system (Conti, 2004, Boiral, 2011). The standards deal with the management systems used to design, produce, deliver and support an organization's products (Marquardt, 1999). Currently, ISO 9001 is the most popular quality management system in the world, with more than 100 countries having adopted the standards as their national standards (Marquardt, 1999) and with over 1.1 million companies having an ISO 9001 formally registered quality management system (ISO, 2012). ISO 9000 has become the universal and standard quality language (Conti, 2004).

The ISO 9001 quality standards and the quality management systems based on ISO 9001 have been researched from very early, since the inception of the standards. Main research themes have been focused on the motivations for ISO 9001 certification, advantages and disadvantages of ISO 9001, net benefits of ISO 9001, the financial impact of ISO 9001, implementation of ISO 9001, success factors for the implementation of ISO 9001, barriers, management practices adopted in the implementation of ISO 9001, and maintenance of ISO 9001 (Wahid and Corner, 2009).

This paper aims to address the less researched topic of ISO 9001 certification withdrawal. We address selected aspects related with ISO 9001 withdrawal.