



Making Government Great Again: Mapping the Road to Success with ISO 9001:2008

John D. Baranzelli, P.E.

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This book is a case study of the first state transportation agency in the country to achieve ISO 9001:2000 certification for its major business processes: the Illinois Department of Transportation (IDOT). And IDOT sustained that achievement by successfully transitioning to ISO 9001:2008 in July 2009. Its registration encompasses all processes involved in the planning, design and construction of road and bridge improvements, maintenance of existing roads and bridges, and administrative oversight in the central administrative office and District Six in Springfield, Illinois. John Baranzelli, ISO quality assurance officer for IDOT, tells how the department did it. While written through the lens of a transportation agency applying the ISO 9001 standard, the principles and techniques discussed in this book can be employed in any organization. The pillars of the book are the eight quality management principles of the ISO 9000:2005 standard, and the major requirements of the ISO 9001 standard are explained within the context of these quality management principles. Many organizations struggle with the proper execution of strategy. The problem generally isn't the strategy which has been developed, nor is it the employees who have been empowered to implement it. It is a lack of sufficient structure necessary to keep improvement initiatives moving forward. As this book shows, a management system based on the requirements of the ISO 9001 standard can improve the ability of organizations to implement their strategy and achieve their goals.

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